

## Usability Study

Interviewer: Longsheng Lin  
Subject Name: Crystal Rhee  
Major: Combined CS/Business  
Age: 21  
Gender: F  
User Type: End User

Task 1 - View and manage friend requests

Clicks taken: 10

Misclicks: 3

Time taken: 17s

Intuitiveness: 3/5

Subject reactions/comments:

- Subject noted that a remove friend request button was missing - a feature we simply overlooked
- Profile icon drop down was confusing because it included a view profile link, yet the user is already on the profile.

Task 2 - View a friend's profile page

Clicks taken: 4

Misclicks: 0

Time taken: 10s

Intuitiveness: 4/5

Subject reactions/comments:

- Clicking on a friend's picture to navigate to profile was simple

Task 3 - Navigate back to main page from any page

Clicks taken: 1

Misclicks: 0

Time taken: 2s

Intuitiveness: 5/5

Subject reactions/comments:

- It was intuitive enough to click the logo to navigate back to the main page
- Logo might not stand out enough because of size
- Subject felt that the pages are too different and that there is no consistent pattern

The user was asked to freely navigate the website and give any feedback. The user had a background in front end development and experience and had a lot of general comments.

1. The Prod is confusing - prod in general is a confusing term, we should standardize it to recommend
2. The subject questioned why the profile page is not the default landing page for a user that logged in, especially if the search bar is always there.
3. Why we have drop down boxes for some things and not for others
4. The system has some buttons to do the same thing
5. If a profile has a lot of movies on the watch list, there should be a button to view all of them
6. The reviews and recommendations looked too similar in the mockup, can be confusing
7. Using stars as ratings instead of numbers. What would happen if movie names get too long.
8. Depending on the contents of the settings, should there be a separate page
9. No pattern to pages
10. You have to first get used to the system before it becomes intuitive