

User Testing Report 1

Moderator: Luca Minotti				
Test User: Lorenzo L.				
Task		Time	Assistance	Comments
T1	<i>Register to a Webinar</i>	4 min 33 sec	Not required.	Initially, the user looks for a “Webinar” section in the navigation bar. Since he cannot find it, he accesses the Artificial Intelligence section looking for a tab containing webinars related to that topic. Since he can't find it, after few seconds he decides to go back to the homepage (using the breadcrumb with a bit of uncertainty). Here the user selects the link to the Webinar section, that he had not noticed before. However, incorrectly, the user fills out the form not noticing that the current page refers only to upcoming webinars. After inspecting the page, he autonomously realizes the mistake made and then he accesses the correct section. The subsequent steps related to the registration did not encounter any problems.
T2	<i>Locate the Milan Office</i>	35 sec	Not required.	No problems detected. The user quickly, and apparently effortlessly, reaches the information he was looking for.
T3	<i>Retrieve information about a game</i>	2 min 6 sec	Not required.	To perform this task, the tester uses the search function. Initially the user appears disoriented among the various results. After few seconds, he successfully finds the articles with the information he was looking for about the game.
T4	<i>Retrieve information about a collaboration</i>	1 min 27 sec	Not required.	The user shows some uncertainty when he is led to choose between the “Graduate” and “Professional” items on the “Career” page. No other notes.
T5	<i>Event discovery</i>	48 sec	Not required.	No problems detected. The user quickly, and apparently effortlessly, reaches the information he was looking for
T6	<i>Financial Report</i>	56 sec	Not required.	The user reaches what he was looking for by means of the navigation bar that appears in the “Reply Share Information” section. Through it, he quickly navigates in the long page that is shown to him.

Post-test questionnaire

2. The used terminology was understandable throughout the website *

Strongly disagree ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Strongly agree

3. Under each section of the website, the web pages were well organised

Strongly disagree ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Strongly agree

4. There was too much information on individual pages *

Strongly disagree ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 Strongly agree

5. The navigation bar was helpful *

1 2 3 4 5

6. The naming and labelling of the links were clear *

Strongly disagree ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Strongly agree

7. It was necessary to scroll often to reach desired information *

Strongly disagree ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 Strongly agree

8. The "Search Function" was helpful and reliable

Answer only if you used the "Search" function

Strongly disagree ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 Strongly agree

9. I learned to use the website quickly *

Strongly disagree ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Strongly agree

10. The navigation was always intuitive *

Strongly disagree ☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 Strongly agree

11. While using the website I often felt disoriented *

Strongly disagree ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 Strongly agree

12. It was easy to find the information I needed on the website *

Strongly disagree ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Strongly agree

13. The text shown on the website was always clearly readable *

Strongly disagree ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Strongly agree

14. Pages were structured and displayed in an effective way *

Strongly disagree ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Strongly agree

15. If you could change one thing in this website, what would it be and why? *

Often too much information is shown. Furthermore, the colors used on the website and in the images shown were too many and gave a sense of confusion

16. How would you rate your experience on the website? *

Poor ★★★★★ Very good