

User Testing Report 5

Moderator: Luca Minotti				
Test User: Silvia L.				
Task		Time	Assistance	Comments
T1	<i>Register to a Webinar</i>	4 min 46 sec	At the end of the task the user is not sure if the registration to the webinar is completed or she has to perform other steps. She is notified by the moderator that the registration has actually been completed.	Initially, the user looks for a “Webinar” section in the header. Since she cannot find it, she accesses the Artificial Intelligence section looking for a tab containing webinars related to that topic. Since she can't find it, after few seconds she decides to go back to the homepage. Here the user correctly selects the link to the Webinar section. The subsequent steps did not encounter any problems.
T2	<i>Locate the Milan Office</i>	1 min 27 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>	1 min 14 sec	Not required.	To perform this task, the tester uses the search function. She successfully finds the articles with the information she was looking for about the game.
T4	<i>Job search</i>	1 min 51 sec	Not required.	The user shows some difficulty in finding the button to access job opportunities for technology enthusiasts. However, the task is completed successfully.
T5	<i>Event discovery</i>	2 min 53 sec	The task fails: the user cannot find the section she is looking for until after telling her to focus on the “About” menu in the navigation bar	The user does not notice the link to the section dedicated to events for kids despite it being listed in the menu she opened. The user begins to navigate visibly disoriented between the various pages without success. The task ends correctly only after requesting assistance.
T6	<i>Financial Report</i>	48 sec	Not required.	No problems detected. The user quickly, and apparently effortlessly, reaches the information he was looking for.

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 *

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

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? *

I would add a link to the webinar section also in the various Topic sections

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

Poor ★★★★★☆ Very good