

FUSS Website Usability Evaluation Test

Welcome Statement:

Hello and thank you for participating in this usability evaluation test for the FUSS (Flinders University Skill Share) website. Feedback is anonymous. There's a total of 5 tasks to be completed each with detailed steps and images to guide you along their completion. You will be timed and observed whilst you complete these tasks, we estimate that the total time to complete will not exceed 10 minutes. After each task you will be asked 2 single ease questions to rate that specific task, then at the end you will be asked 10 questions about the overall system usability.

Before We Start:

We need some basic information about you as a participant, please answer the following:

1. Is English your language of choice?

- Yes
- No

2. What is your age range?

- 16-21
- 22-30
- 30-45
- 45 or older

3. What is your current occupation? (If unemployed say so)

4. What is your highest level of education? (If a university degree please mention specifics)

5. On a scale of 1-5 how confident are you in navigating and successfully using new web applications?

Not very confident	Very confident			
1	2	3	4	5

6. Have you ever used online skill exchange marketplaces before? (SkillSwap, Fiver, ect.)

- Never
- Once
- A few times
- Frequently

7. On a scale of 1-5 rate your experience on performing administrative duties for any online service, company or organisation.

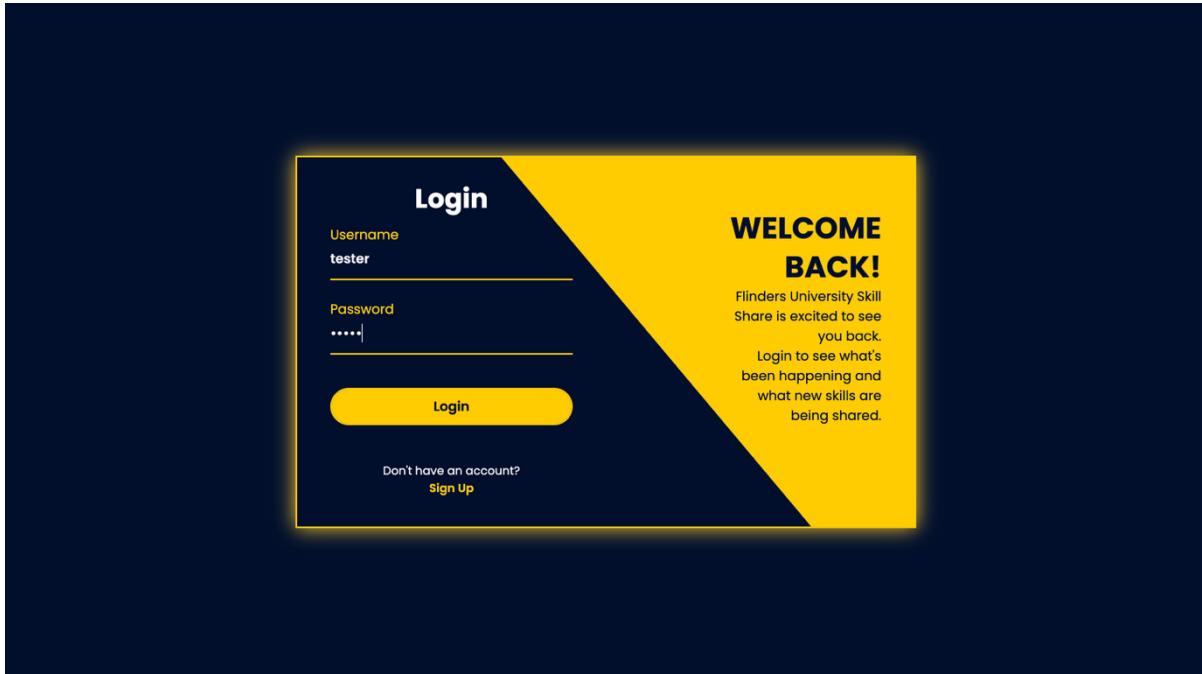
No experience	Seasoned veteran			
1	2	3	4	5

The following section will contain 5 different tasks for you to complete. Each task will outline the goal of the task followed by details steps on how to perform the task. At the end of each task you will be asked 2 simple questions, after all the tasks are complete you will be asked 10 questions about the overall usability of the system. If at any point you feel uncertain or don't know how to proceed, please ask your test administrator for assistance. Thank you for your participation.

Task 1: Posting a Skill to FUSS

The goal is to login to FUSS and post a skill to the skill share area.

- Login into FUSS with username: tester, password: admin



- Navigate to the post service section

A screenshot of the FUSS home page. The top navigation bar is yellow with links for Home, Messages, Skill Share (which has a dropdown menu showing Post Service, Service Management, Skill Search, and Skill Bookings), Friends, Calendar, and Notifications. The user 'tester' is logged in, indicated by a profile icon and the name 'tester' next to it. The credit balance is shown as 'Credits: 0'. The main content area features a 'Good to have' section for 'tester', a 'Take a look at' section with announcements, and three promotional cards: 'Clubs & Societies Fair – Week 3 in the Plaza', 'Library Extended Hours During Mid-Semester Exams', and 'Free Mental Health Workshops This Month'. Each card includes a small image, a title, a brief description, and a 'Learn More' button. The URL 'localhost:8080/user/skill_post.php' is visible at the bottom left of the page.

- Fill in the form correctly and ensure you have created at least one available time slot, then click the **Post** button

Enter the Amount of FUSS Credits for This Service:
1

Is the Price Negotiable?
 Yes
 No

Select your Availability for this Service/Skill:

Monday	Tuesday	Wednesday
01:00 pm <input type="radio"/>	02:00 pm <input type="radio"/>	<input type="radio"/>
+ Add Timeslot		
Thursday	Friday	Saturday
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
+ Add Timeslot		
Sunday	<input type="radio"/>	
+ Add Timeslot		

Post

- Then navigate to the skill search area to confirm your skill has been posted.

Good to have tester

tester

Take a look at My Skills announcements and news.

[Home](#) [Messages](#) [Skill Share](#) [Friends](#) [Calendar](#) [Notifications](#)

Credits: 0

[Post Service](#)
[Service Management](#)
Skill Search
[Skill Bookings](#)

Clubs & Societies Fair – Week 3 in the Plaza
Explore a variety of student clubs and societies, meet members, and discover new opportunities on campus.
[Learn More](#)

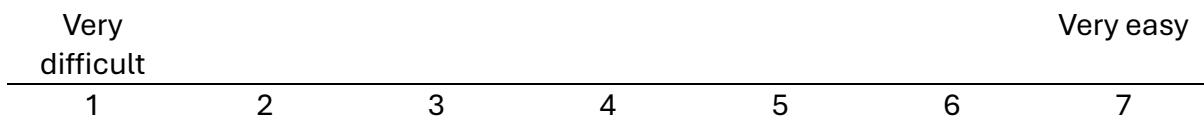
Library Extended Hours During Mid-Semester Exams
Study longer with the library's extended opening hours, providing extra time and resources during exam week.
[Learn More](#)

Free Mental Health Workshops This Month
Join workshops focused on stress management, mindfulness, and wellbeing, open to all students and staff.
[Learn More](#)

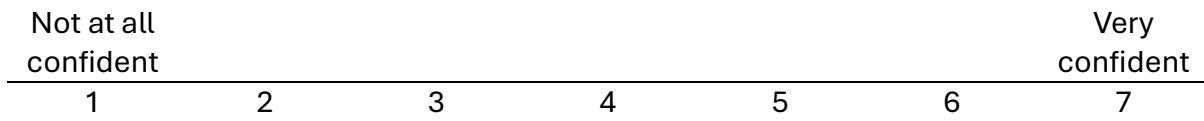
localhost:8080/user/skill_search.php

The screenshot shows a user interface for a digital platform. At the top, there is a yellow header bar with a logo on the left, a search bar with a magnifying glass icon and the word "Search", and a user profile icon on the right labeled "tester Tester". Below the header, a navigation bar includes links for "Home", "Messages", "Skill Share", "Friends", "Calendar", and "Notifications". A "Credits: 0" badge is also present. The main content area is titled "Skill Search" and contains a search bar with placeholder text "Search for Skills". Below the search bar are filters for "All Categories" (dropdown), "Day" (dropdown), "From" (date input), and "To" (date input). A section titled "Recommended Services" displays a card for a service named "Testing". The card includes the category "Computer Science", "1 FUSS Credits", and "Likes: 0".

1. Overall, I found this task...



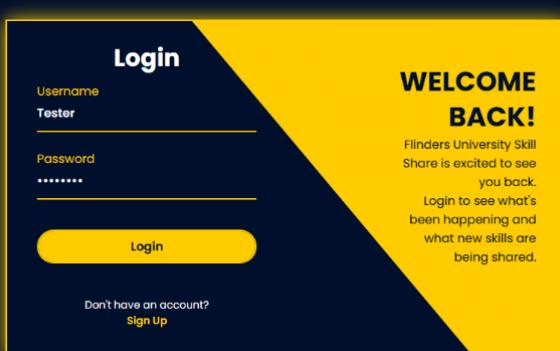
2. How confident are you that you completed the task successfully?



Task 2: Deleting a user with an inappropriate role

The goal is to login with an Admin account and delete a user's account with an inappropriate user role.

- Log into the FUSS website using the following details:
username: Tester, password: admin.



- In the Navbar, navigate to the “Dashboard” and click on the “User Management” Page

A screenshot of the FUSS dashboard. The top navigation bar includes links for Home, Messages, Skill Share, Dashboard (which is highlighted in blue), Friends, Calendar, and Notifications. A search bar and a user profile for "Tester Admin" are also present. On the left, a sidebar shows "Good to have you back" and three management options: Insights, User Management (which is highlighted in blue), and Skill Category Management. The main content area features several news cards. One card for "Clubs & Societies Fair – Week 3 in the Plaza" has a "Learn More" button. Another card for "Library Extended Hours During Mid-Semester Exams" also has a "Learn More" button. A third card for "Free Mental Health Workshops This Month" has a "Learn More" button. The fourth card, "Should Flinders build a bouldering gym?", contains text about student thoughts and a "Learn More" button.

The screenshot shows a user management interface with a yellow header bar. On the left is a logo of a sun over water. In the center is a search bar with a magnifying glass icon. On the right, there is a user profile icon with the text "Tester Admin" and a "Credits 5" badge.

Below the header, a navigation bar includes links for Home, Messages, Skill Share, Dashboard, Friends, Calendar, and Notifications.

The main content area features a table with columns: Student ID, First Name, Last Name, Email Address, Role, Status, and Action. The table contains 12 rows of data. The last row, for "Tester", has an "Admin" role and a "N/A" status. Each row has an "Options" button in the Action column.

Student ID	First Name	Last Name	Email Address	Role	Status	Action
1	Alice	Wonderland	alice@example.com	User	N/A	<button>Options</button>
3	Don't	Care	screwuni@flinders.edu.au	Terrorist	N/A	<button>Options</button>
4	Diana	Prince	diana@example.com	User	N/A	<button>Options</button>
5	Ethan	Hunt	ethan@example.com	User	N/A	<button>Options</button>
6	Fiona	Shaw	fiona@example.com	User	N/A	<button>Options</button>
7	George	Martin	george@example.com	User	N/A	<button>Options</button>
8	Hannah	Lee	hannah@example.com	User	N/A	<button>Options</button>
9	Ian	Curtis	ian@example.com	User	N/A	<button>Options</button>
10	Julia	Roberts	julia@example.com	User	N/A	<button>Options</button>
11	Hans	Pujalte	puja0009@flinders.edu.au	Gooner	N/A	<button>Options</button>
12	Tester	Pujalte	tester@flinders.edu.au	Admin	N/A	<button>Options</button>

- Hover over the “Options” button. In the dropdown menu, click the “Delete” button for the user with first name DELETE ME

This screenshot shows the same user management interface as the first one, but with a mouse cursor hovering over the "Delete" option in the dropdown menu for the "Tester" user's row. The "Delete" button is highlighted with a blue outline.

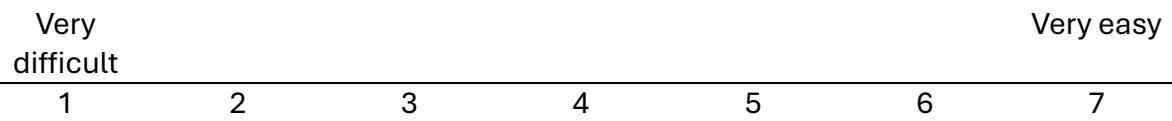
The table structure and data remain the same as in the first screenshot, but the "Action" column for the "Tester" row now includes a dropdown menu with options: Options, View, Edit, Delete (highlighted), and Suspend.

- Confirm deletion by selecting the “Yes” option

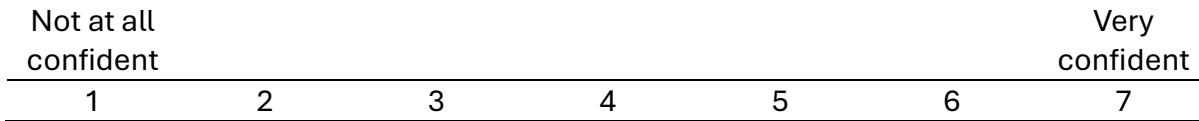
The screenshot shows a user management interface with a yellow header bar. On the left is a logo, followed by a search bar with the placeholder "Search". On the right, there's a user profile icon labeled "Tester Admin" and a "Credits 5" badge. Below the header is a navigation bar with links: Home, Messages, Skill Share, Dashboard, Friends, Calendar, and Notifications. A table below the navigation lists users with columns: Student ID, First Name, Last Name, Email, Role, Status, and Action. Overlaid on the table is a modal dialog box titled "Confirm Deletion" with the message "Are you sure you want to delete this user?". It has two buttons: "Yes" (highlighted with a red border) and "Cancel".

Student ID	First Name	Last Name	Email	Role	Status	Action
1	Alice	Wonderland		User	N/A	<button>Options</button>
3	Don't	Care		Terrorist	N/A	<button>Options</button>
4	Diana	Prince	diana@example.com	User	N/A	<button>Options</button>
5	Ethan	Hunt	ethan@example.com	User	N/A	<button>Options</button>
6	Fiona	Shaw	fiona@example.com	User	N/A	<button>Options</button>
7	George	Martin	george@example.com	User	N/A	<button>Options</button>
8	Hannah	Lee	hannah@example.com	User	N/A	<button>Options</button>
9	Ian	Curtis	ian@example.com	User	N/A	<button>Options</button>
10	Julia	Roberts	julia@example.com	User	N/A	<button>Options</button>
11	Hans	Pujalte	puja0009@flinders.edu.au	Gooner	N/A	<button>Options</button>
12	Tester	Pujalte	tester@flinders.edu.au	Admin	N/A	<button>Options</button>

1. Overall, I found this task...



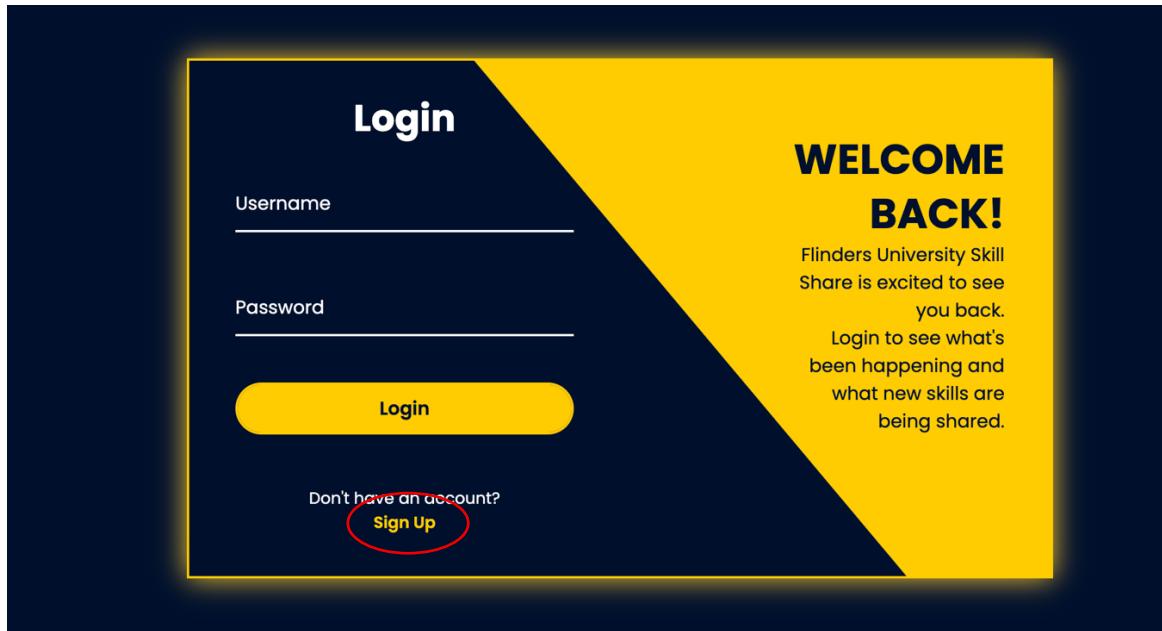
2. How confident are you that you completed the task successfully?



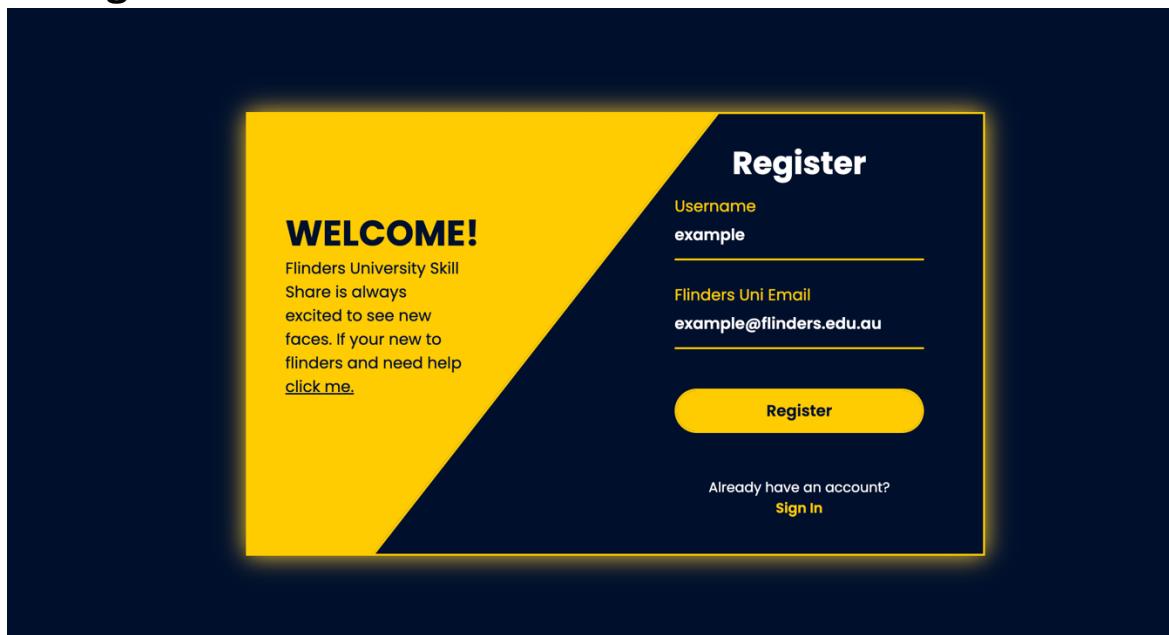
Task 3: Create a new user and login

The goal is to create a new user account from the sign-up page and login.

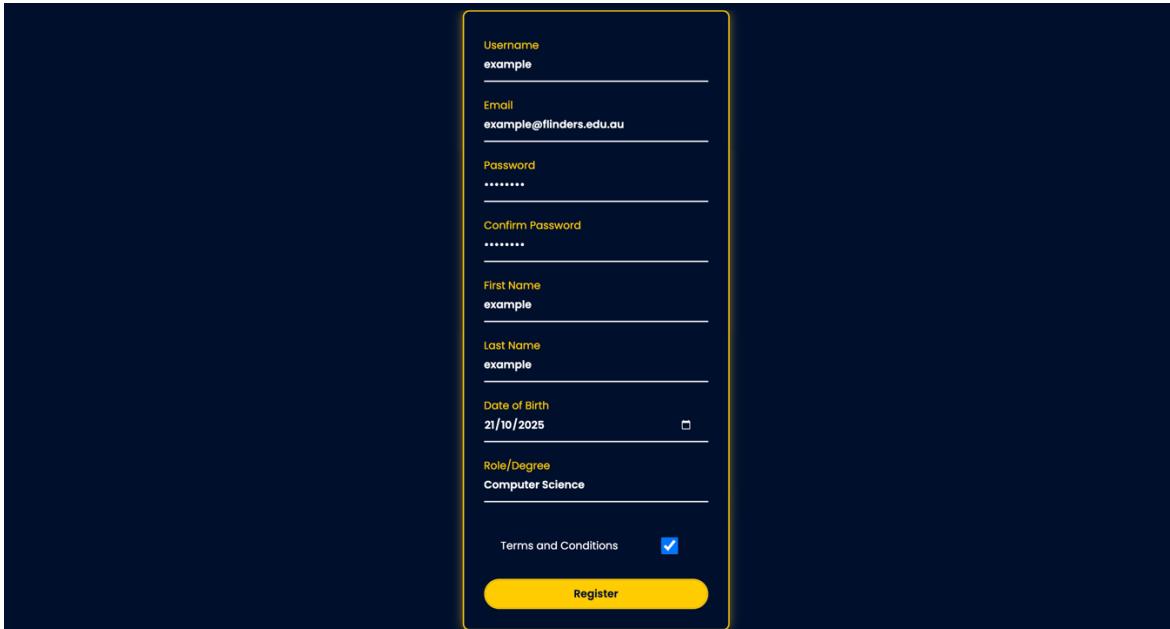
- From the start up page select **Sign Up**.



- Next, enter a username and valid Flinders email then select **Register**.



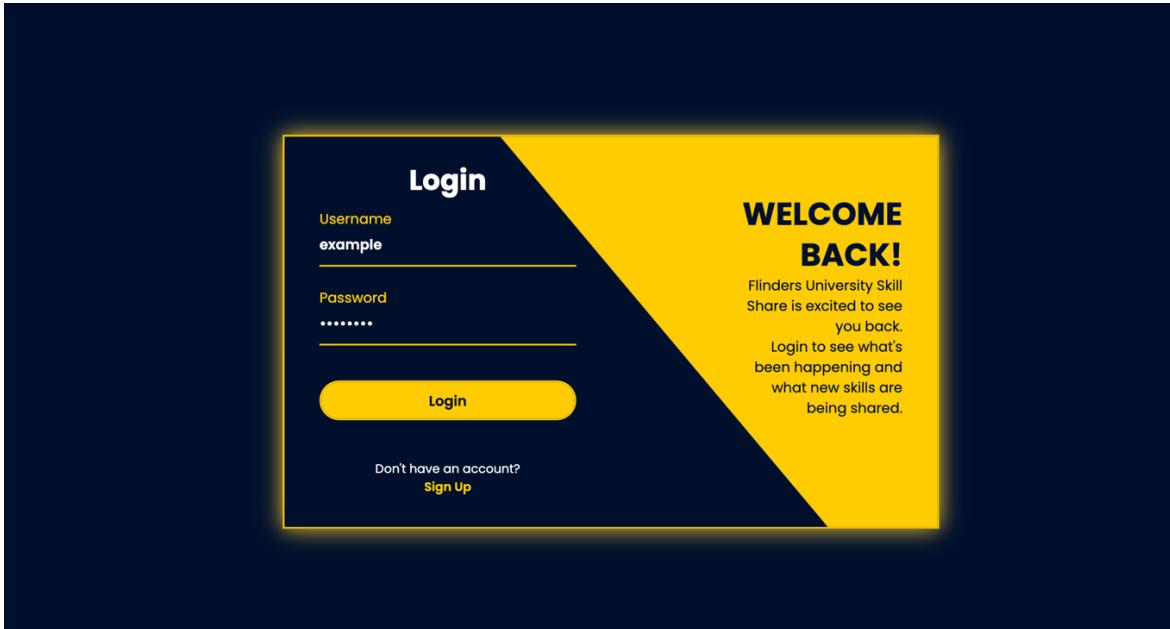
- Fill in the form with the correct details, agree to the **Terms and Conditions**, then click **Register**.



A registration form with a yellow border, set against a dark blue background. The form fields include:

- Username: example
- Email: example@flinders.edu.au
- Password: (redacted)
- Confirm Password: (redacted)
- First Name: example
- Last Name: example
- Date of Birth: 21/10/2025
- Role/Degree: Computer Science
- A checkbox for Terms and Conditions is checked.
- A yellow "Register" button at the bottom.

- After clicking **Register**, enter your new username and password.



The login screen features a yellow header with the text "WELCOME BACK!" and a subtext about Flinders University Skill Share. The main area has a dark blue background and contains:

Login

Username: example

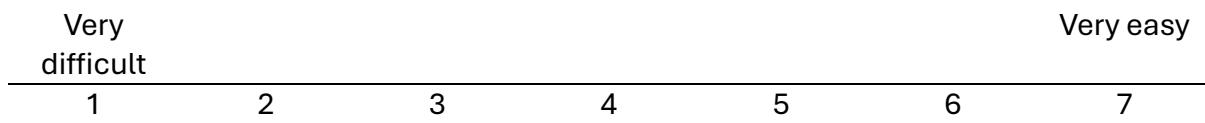
Password: (redacted)

A yellow "Login" button.

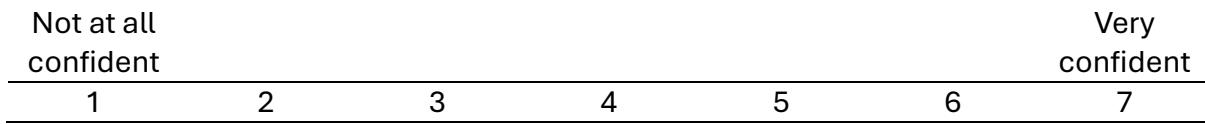
Below the login form, there is a link: "Don't have an account? Sign Up".

- Select **Login**. You will now be displayed with the user homepage.

1. Overall, I found this task...



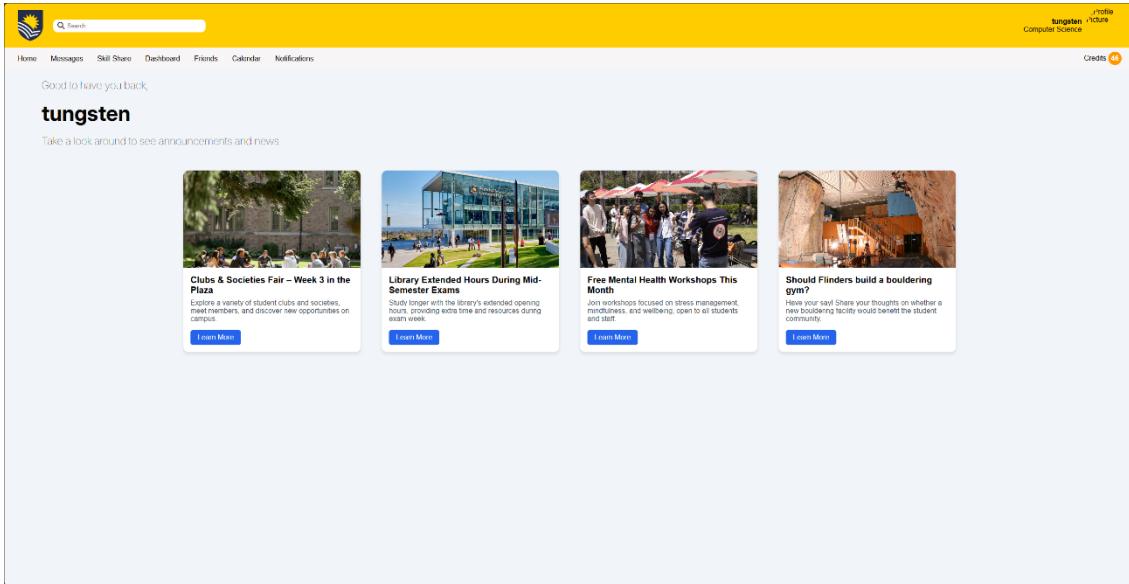
2. How confident are you that you completed the task successfully?



Task 4: How to book a Service on FUSS

The goal is to book a service for a given time slot.

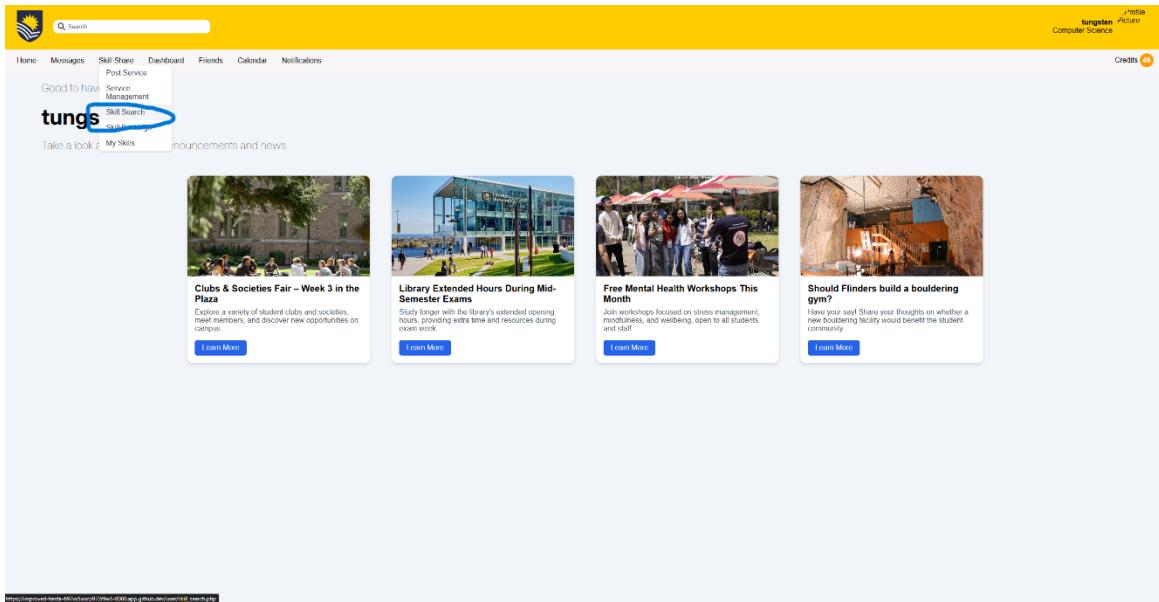
- After logging in with username tester and password admin



A screenshot of the FUSS (Flinders University Student Society) home page. The top navigation bar includes links for Home, Messages, Skill Share, Dashboard, Friends, Calendar, and Notifications. A search bar is located at the top left. On the right side, there's a profile section for 'tungsten' (Computer Science) showing 'Credits 10'. Below the navigation, a message says 'Good to have you back, tungsten'. A sub-header 'Take a look around to see announcements and news.' is followed by four news items:

- Clubs & Societies Fair – Week 3 in the Plaza**: An image of people gathered in a plaza. Description: Explore a variety of student clubs and societies, meet members, and discover new opportunities on campus. [Learn More](#)
- Library Extended Hours During Mid-Semester Exams**: An image of a modern library building. Description: Study longer with the library's extended opening hours, providing extra time and resources during exam week. [Learn More](#)
- Free Mental Health Workshops This Month**: An image of students in a workshop setting. Description: Join workshops focused on stress management, mindfulness, and wellbeing, open to all students and staff. [Learn More](#)
- Should Flinders build a bouldering gym?**: An image of an indoor climbing wall. Description: Have your say! Share your thoughts on whether a new bouldering facility would benefit the student community. [Learn More](#)

- From here navigate to the skill share tab and select skill search



A screenshot of the FUSS Skill Share page. The top navigation bar includes links for Home, Messages, Skill Share, Pay Service, Dashboard, Friends, Calendar, and Notifications. A search bar is located at the top left. The 'Skill Share' link in the navigation bar is highlighted with a blue oval. A sub-header 'Take a look around to see announcements and news.' is followed by four news items, which are identical to the ones on the home page:

- Clubs & Societies Fair – Week 3 in the Plaza**: An image of people gathered in a plaza. Description: Explore a variety of student clubs and societies, meet members, and discover new opportunities on campus. [Learn More](#)
- Library Extended Hours During Mid-Semester Exams**: An image of a modern library building. Description: Study longer with the library's extended opening hours, providing extra time and resources during exam week. [Learn More](#)
- Free Mental Health Workshops This Month**: An image of students in a workshop setting. Description: Join workshops focused on stress management, mindfulness, and wellbeing, open to all students and staff. [Learn More](#)
- Should Flinders build a bouldering gym?**: An image of an indoor climbing wall. Description: Have your say! Share your thoughts on whether a new bouldering facility would benefit the student community. [Learn More](#)

- Select Bike Maintenance 101

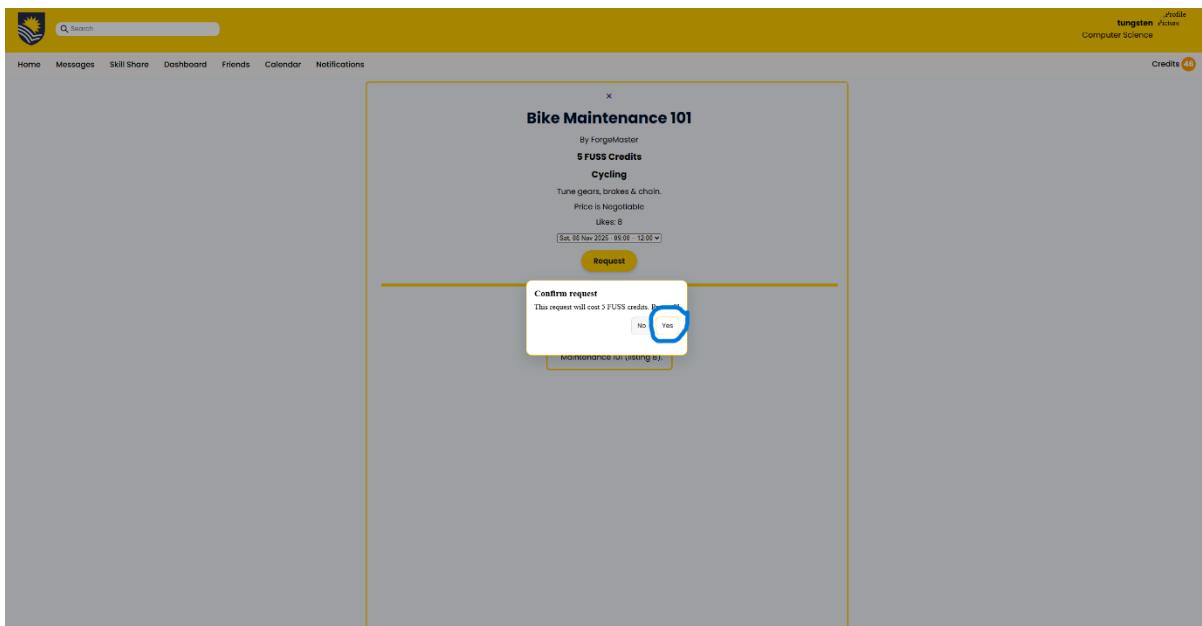
The screenshot shows a user interface for a skill search feature. At the top, there's a yellow navigation bar with the title "Skill Search". Below it is a white search bar containing a magnifying glass icon and the placeholder text "Search for skills". Underneath the search bar is a filter section with dropdown menus for "All Categories", "Day", "Selected Day", "From", and "To", along with several date range buttons. The main content area is titled "Recommended Services" and displays a grid of service cards. Each card includes a thumbnail, the service name, a brief description, the number of FUSS Credits, and the number of likes. A blue circle highlights the first service card, "Bike Maintenance 101".

Bike Maintenance 101	Linear Algebra Help	Probability Primer	React Component Clinic
Cycling 5 FUSS Credits Likes: 8	Math 3.4 FUSS Credits Likes: 13	Math 3 FUSS Credits Likes: 5	React 3.6 FUSS Credits Likes: 11
3D Printer Calibration	Beginning Piano	CNC Basics	CSS Layout Tricks
Makers 4.5 FUSS Credits Likes: 10	Music 3.5 FUSS Credits Likes: 12	Workshop 5 FUSS Credits Likes: 6	Web 2.6 FUSS Credits Likes: 8
DS & Algo Tutoring	ETL Basics	Frontend Debug Help	Home Studio Setup
CS 4.5 FUSS Credits Likes: 18	Data 2.7 FUSS Credits Likes: 7	Web 3 FUSS Credits Likes: 15	Audio 5 FUSS Credits Likes: 9
Intro ML Mentoring	KNN Intuition Session	Linux Basics	Music Theory Crash
ML 2.8 FUSS Credits Likes: 10	ML 2 FUSS Credits Likes: 9	SysAdmin 3.8 FUSS Credits Likes: 10	Theory 2.5 FUSS Credits Likes: 7
Perfect coffee @ Home	Portfolio Polish	Regression Clinic	REST API Review
Life 1.2 FUSS Credits	Design 2.8 FUSS Credits Likes: 6	Stats 2.6 FUSS Credits Likes: 9	Backend 4.6 FUSS Credits Likes: 8

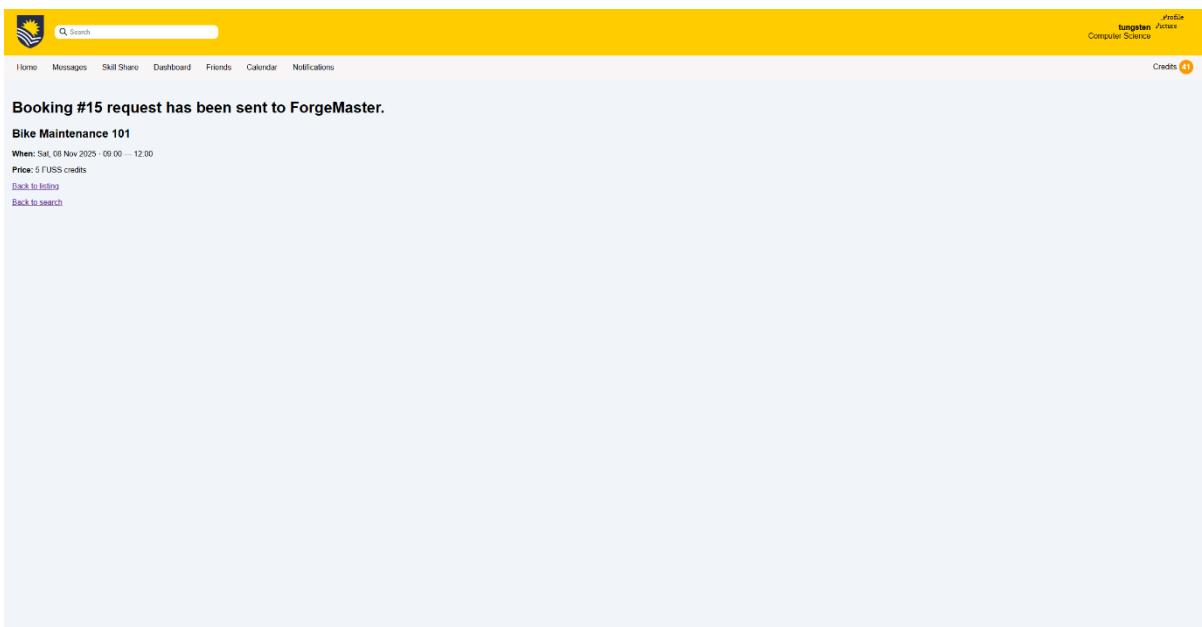
- By clicking on **Bike Maintenance 101** it takes you to the following page, from this page you can click the drop-down menu to select a time for someone to help you with the skill

The screenshot shows a user profile for 'tungsten' in the 'Computer Science' group. The profile includes a yellow banner with the text 'tungsten' and 'Computer Science'. The user has 40 credits. The main content area displays a skill listing for 'Bike Maintenance 101' by 'ForgeMaster' with a value of '5 FUSS Credits' and the category 'Cycling'. The description states 'Tune gears, brakes & chain.' and 'Price is Negotiable'. A dropdown menu for 'Available times' lists four dates and times: Sat, 29 Oct 2025 - 09:00 - 12:00, Sat, 03 Nov 2025 - 09:00 - 12:00, Sat, 10 Nov 2025 - 09:00 - 12:00, and Sat, 15 Nov 2025 - 09:00 - 12:00. Below this is a box containing the text 'Type:negative' and 'Auto-review for Bike Maintenance 101 (listing 8)'.

- From here a pop up comes up telling you the amount of FUSS credits the skill will cost and asks if you want to confirm the skill. From here you click **yes** to confirm the booking



- From here you see the confirmation page once your skill has been booked



1. Overall, I found this task...

Very difficult	1	2	3	4	5	6	7	Very easy
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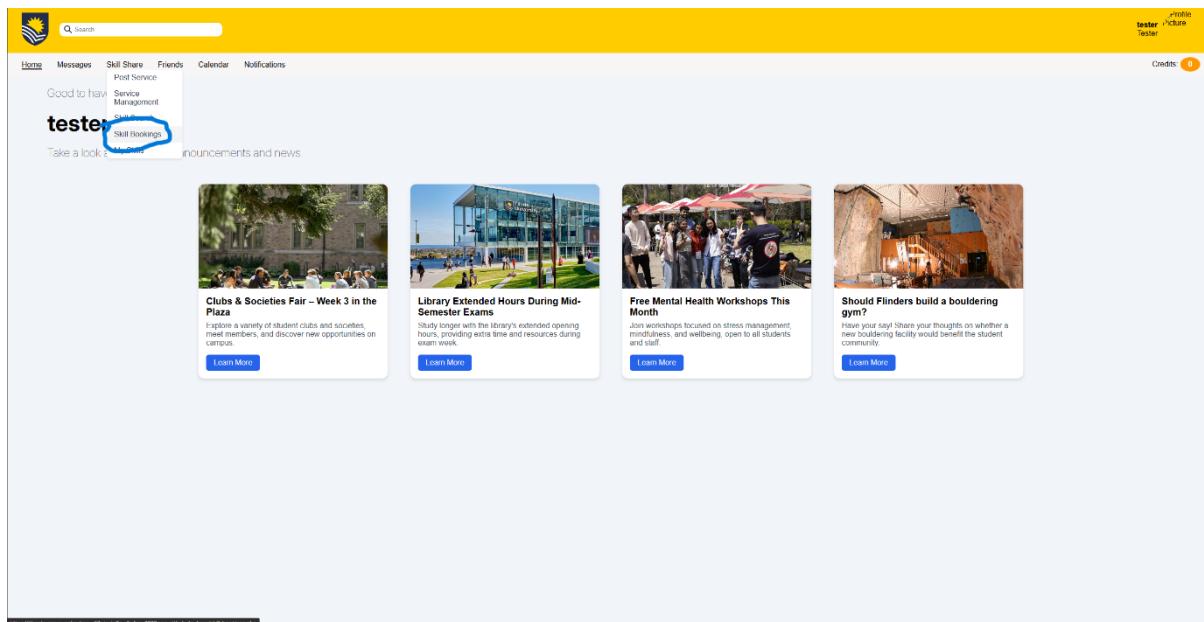
2. How confident are you that you completed the task successfully?

Not at all confident	1	2	3	4	5	6	7	Very confident
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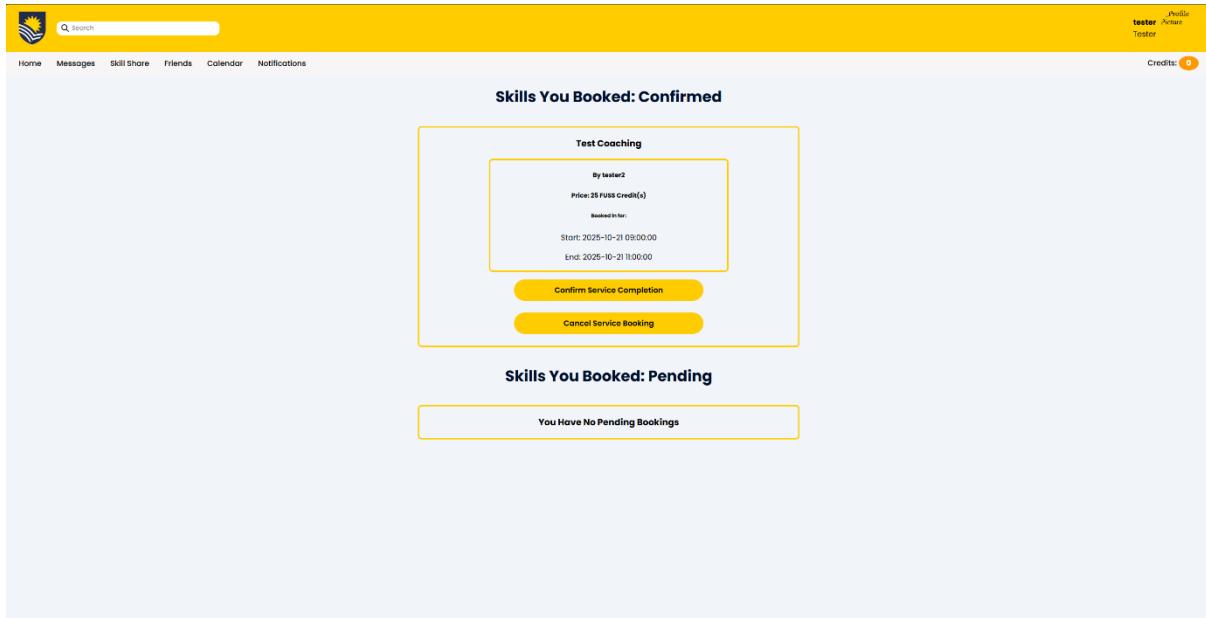
Task 5: How to confirm a booking and leave a review

The goal is to confirm a booking has been completed from the bookers point of view and to leave a review and rate the skill.

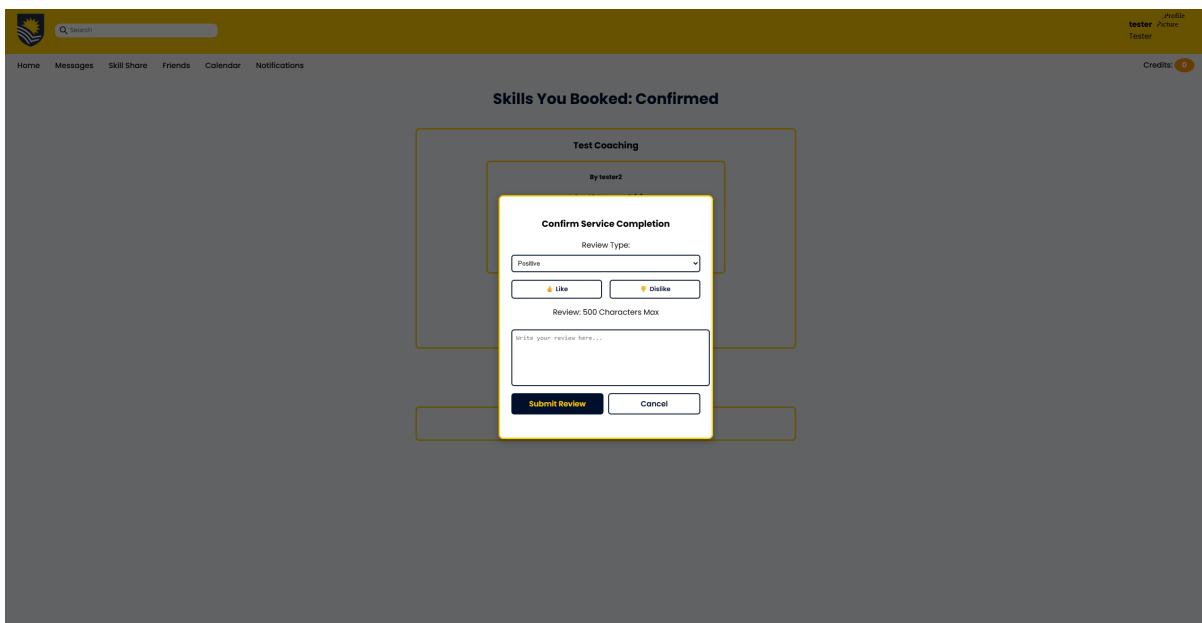
- After logging in with username tester password admin navigate to the skill bookings section



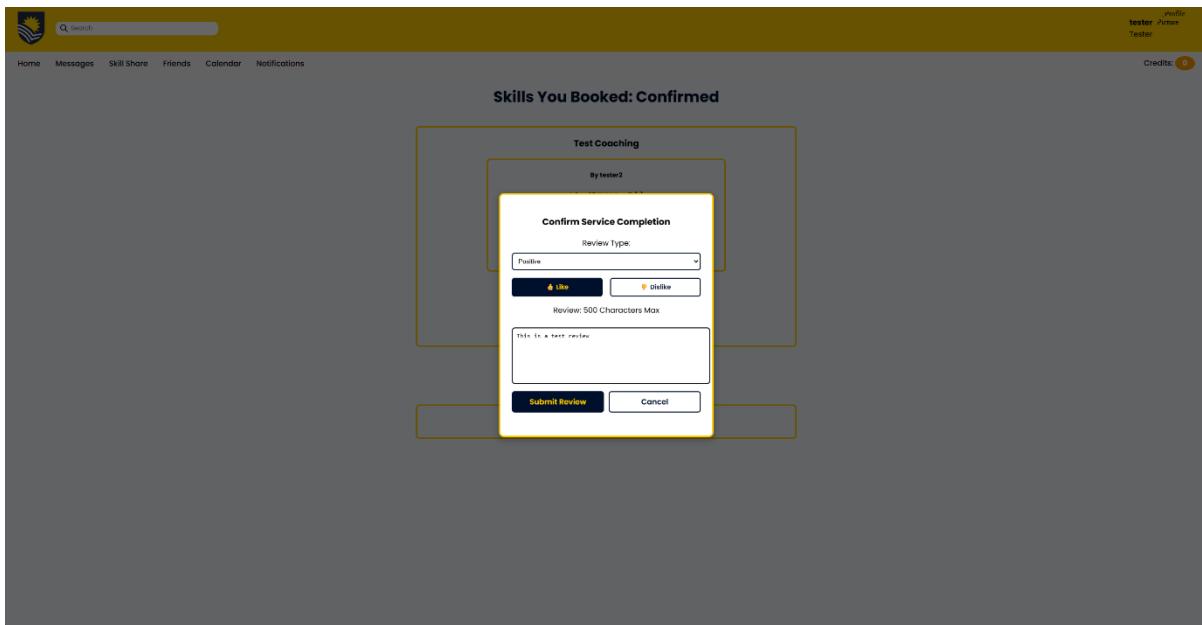
- From this click the Confirm Service Complete button to begin the review process



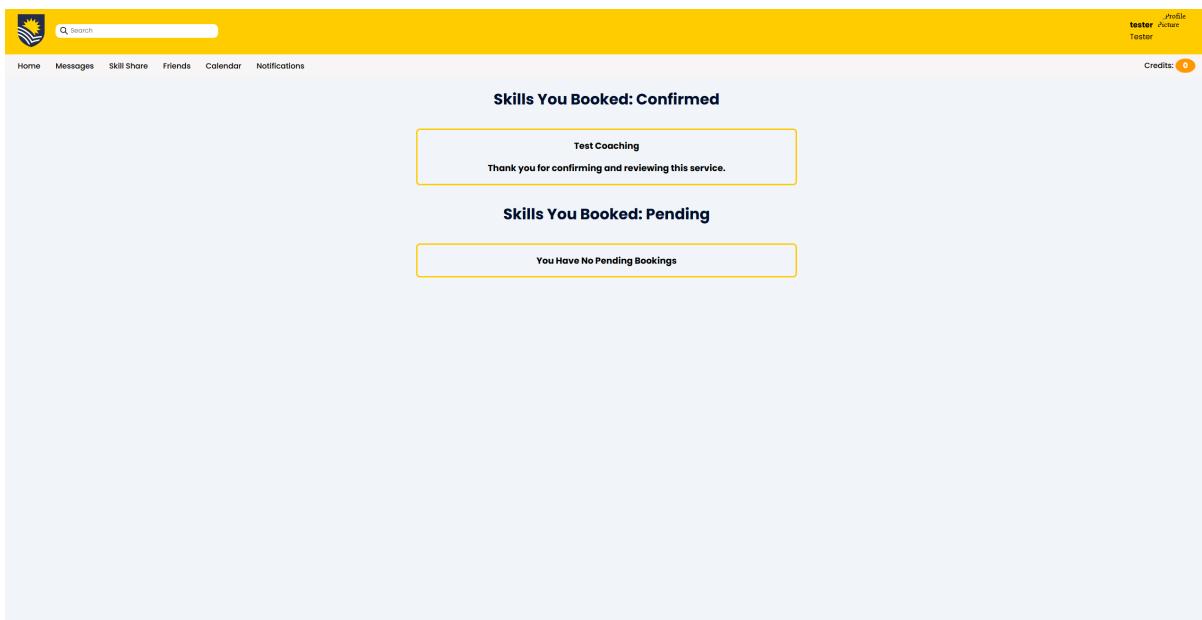
- Once the button is clicked it will take you to this page where you can fill in a review to the service that has been completed



- Fill out the review form, then click **Submit review**



- Once you have completed the review you will be presented with the following page



1. Overall, I found this task...



2. How confident are you that you completed the task successfully?



System Usability Scale Survey:

How much do you agree/disagree with the following statements?

1. I think that I would like to use this system frequently

Strongly disagree	Strongly agree			
1	2	3	4	5

2. I found the system unnecessarily complex

Strongly disagree	Strongly agree			
1	2	3	4	5

3. I thought the system was easy to use

Strongly disagree	Strongly agree			
1	2	3	4	5

4. I think that I would need the support of a technical person to be able to use this system

Strongly disagree	Strongly agree			
1	2	3	4	5

5. I found various functions in this system were well integrated

Strongly disagree	Strongly agree			
1	2	3	4	5

6. I thought there was too much inconsistency in this system

Strongly disagree	Strongly agree			
1	2	3	4	5

7. I would imagine that most people would learn to use this system very quickly

Strongly disagree	Strongly agree			
1	2	3	4	5

8. I found the system very cumbersome to use

Strongly disagree	Strongly agree			
1	2	3	4	5

9. I felt very confident using this system

Strongly disagree	Strongly agree			
1	2	3	4	5

10. I needed to learn a lot of things before I could get going with this system

Strongly disagree	Strongly agree			
1	2	3	4	5

Please add any other comments or feedback about using the FUSS website below.

Thank you for participating in this test, please let your test administrator know you have completed it. Your feedback is valued.