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.
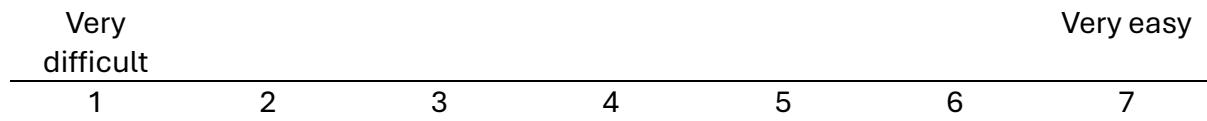
No experience				Seasoned veteran
1	2	3	4	5

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.
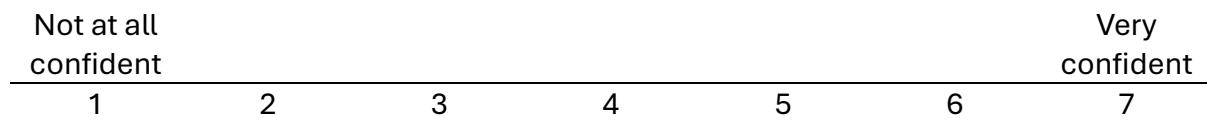
Task 1: Posting a Skill to FUSS

The goal is to login to FUSS and post a skill to the skill share area. Username: tester, password: admin.
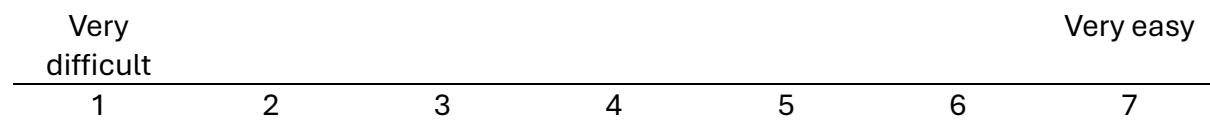
1. Overall, I found this task...

Very difficult						Very easy
1	2	3	4	5	6	7

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

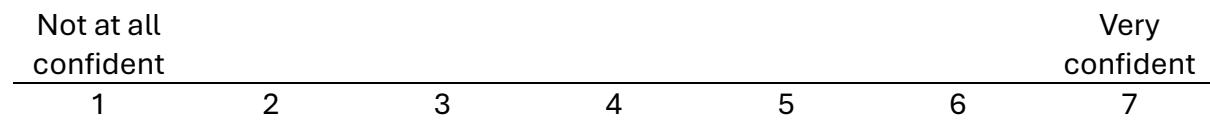| Not at all confident						Very confident
1	2	3	4	5	6	7

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 the name DELETE ME. Username: testeradmin, password: admin.

1. Overall, I found this task…

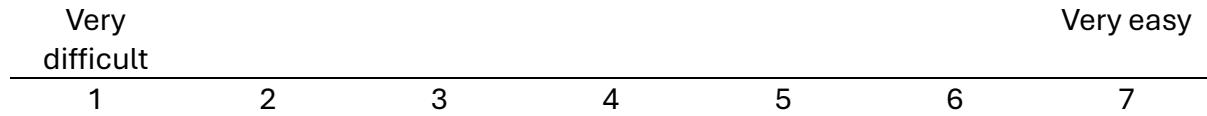| Very difficult						Very easy
1	2	3	4	5	6	7

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

Not at all confident						Very confident
1	2	3	4	5	6	7

Task 3: Create a new user and login

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

1. Overall, I found this task...

Very difficult						Very easy
1	2	3	4	5	6	7

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

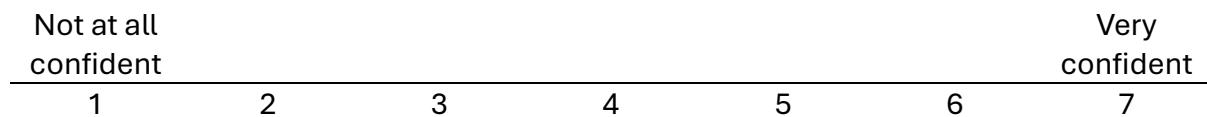| Not at all confident						Very confident
1	2	3	4	5	6	7
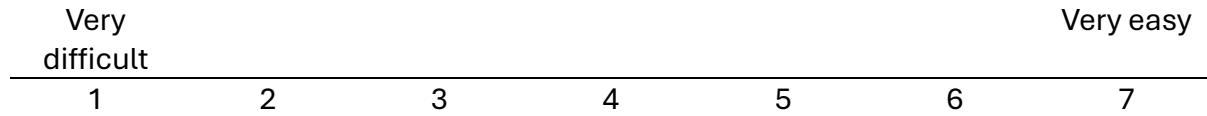
Task 4: How to book a Service on FUSS

The goal is to book a service for a given time slot by booking the Bike Maintenance 101 skill.

1. Overall, I found this task...

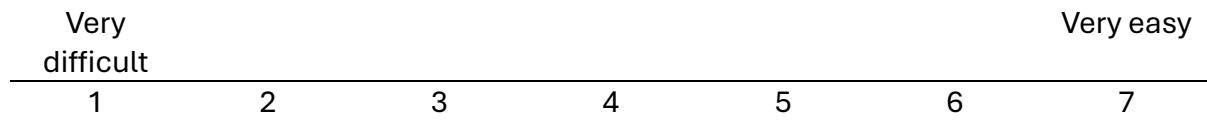| Very difficult						Very easy
1	2	3	4	5	6	7

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

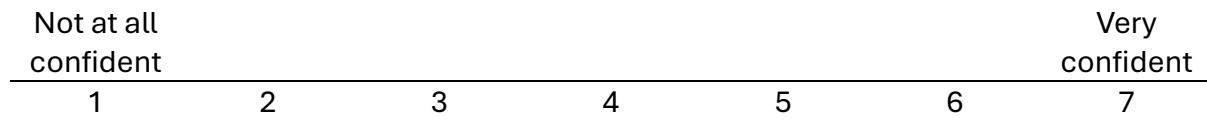| Not at all confident						Very confident
1	2	3	4	5	6	7

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.

1. Overall, I found this task...

Very difficult						Very easy
1	2	3	4	5	6	7

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

Not at all confident						Very confident
1	2	3	4	5	6	7

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 bellow.

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