**Project Iteration 1**

**Activity 6**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Usability Test 1**

**Project Name: Lumina**

**Team Name: DesignSphere**

**Team’s Project Trello board URL:** **https://trello.com/b/CjqsFb8M/lumina**

**Tream’s Project Github repo URL: https://github.com/ma2088/DesignSphere**

**Website URL: https://luminadesignsphere.web.app/pages/faq.html**

**Team members**

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| **#** | **Name** |
| 1 | Marius Adrian |
| 2 | Jane Doe |
| 3 |  |
| 4 |  |

**Usability tests ran by all members**

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| **Member Name** | *Marius Adrian* |
| **Participant age** | *58* |
| **Participant gender** | *Male* |
| **Test Date** | *04/30/2025* |
| **Test Time** | *11:00* |
| **Total time taken** | *30mins* |
| **Test Introduction script** | |
| Hello, and thank you for joining me today. My name is Marius Adrian and I’m the user experience researcher on the Lumina project. In this session, we’ll spend about thirty minutes together exploring the Lumina website so I can learn how intuitive the design is and where it might need improvement. Please know that you are not being tested—only the website’s design is, and your honest feedback will help us make the site better for everyone. I’ll give you only minimal information about the site upfront; feel free to click around and discover features on your own. As you navigate the site, you’ll help us understand what works well and what might be confusing for a first-time visitor. When you’re ready, please open your browser and go to <https://luminadesignsphere.web.app/>. Let’s get started! | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1 Navigate from the homepage to the **Retirement Planning** page | **Completed successfully:** Yes  **Time taken:** 25 seconds  **Facial expressions:** Neutral and slight smile  **Any noises made:** ‘Hmm’  **Any other gestures made:** Leaned forward to click the menu item |
| Task 2 Under **Healthcare & Insurance,** open the **Insurance Options & Plans** subpage | **Completed successfully:** Yes  **Time taken:** 35 seconds  **Facial expressions:** Focused  **Any noises made:** None  **Any other gestures made:** Hovered over menu and clicked |
| Task 3 Find the **Medicare & Medicaid** subpage | **Completed successfully:** Yes  **Time taken:** 18 seconds  **Facial expressions:** Relaxed  **Any noises made:** ‘Okay’  **Any other gestures made:** Clicked quickly after locating link |
| Task 4 Return to the **Home** page using the site logo | **Completed successfully:** Yes  **Time taken:** 10 seconds  **Facial expressions:** Confident  **Any noises made:** None  **Any other gestures made:** Clicked logo in header |
| Task 5 Locate **Emergency Resources** under the “Senior-Friendly Wellness” section | **Completed successfully:** No  **Time taken:** 60 seconds  **Facial expressions:** Confused, raised eyebrows  **Any noises made:** ‘Where is that?’  **Any other gestures made:** Scrolled slowly and moved mouse around header. |
| Task 6 From “Emergency Resources,” open **Crisis Intervention page** | **Completed successfully:** Yes  **Time taken:** 15 seconds  **Facial expressions:** Neutral  **Any noises made:** None  **Any other gestures made:** Clicked |
| Task 7 Use the site’s **search function** to look for “digital resources” | **Completed successfully:** No  **Time taken:** 45 seconds  **Facial expressions:** Frustration, pursed lips  **Any noises made:** ‘I don’t see the search bar’  **Any other gestures made:** Scanned header and sidebar repeatedly |
| Task 8 Find an article or resource about **Digital and Tech resources** | **Completed successfully:** Yes  **Time taken:** 50 seconds  **Facial expressions:** Relief  **Any noises made:** ‘Ah, here it is’  **Any other gestures made:** Clicked on main menu ‘Digital and Tech Resources’ link |
| Task 9 Locate the site’s **contact** or chat box. | **Completed successfully:** Yes  **Time taken:** 30 seconds  **Facial expressions:** Neutral  **Any noises made:** None  **Any other gestures made:** Clicked FAQ and links on the header |
| Task 10 Sign up for the **Website** (entering just a test email and password) | **Completed successfully:** Yes  **Time taken:** 35 seconds  **Facial expressions:** Calm  **Any noises made:** Typing sounds  **Any other gestures made:** Typed email and password |
| **User’s opinions/comments/suggestions about the site** | |
| **Q: What did you like?**   * Clean, uncluttered layout. * Consistent header and footer design. * Clear labeling of main sections.   **Q: What didn’t you like?**   * No obvious search bar in header. * Some submenu items overlap and disappear on hover.   **Q: Suggestions for improvement:**   * Always display “Emergency Resources” in the main menu or add a direct footer link. * Add a persistent search box in the top navigation. * Increase hover delay on dropdown menus to prevent accidental closure. * Add a contact us on the footer | |
| **The “Thank You” note to conclude the test** | |
| **Thank you** for your time and honest feedback! Your insights will directly help us improve Lumina’s usability and better serve our users. | |
| **Your experience, assessment of the Usability Test** | |
| Overall, the session ran smoothly. The participant completed 8 of 10 tasks successfully, revealing key areas for improvement (notably search and Emergency Resources discoverability). Next time, I will:   * Include a scenario-based task set to mimic real user goals. * Record screen and audio for more detailed post-test analysis. * Recruit a broader demographic mix to compare ease-of-use across ages and tech experience. | |

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| **Member Name** | *Jane Doe* |
| **Participant age** | *Input age here* |
| **Participant gender** | *Input gender here* |
| **Test Date** | *Test date here* |
| **Test Time** | *Test time here* |
| **Total time taken** | *Total test time here* |
| **Test Introduction script** | |
| *Insert here the introductory speech you gave to the participant to put her at ease and inform him/her about what is expected. You know from our Usability Testing lectures, and videos that an introduction is necessary.*  *The following items must be present here -*   * *Your formal introduction*   + *Your name*   + *What you do*   + *And so on* * *The purpose of the session and the time it might take* * *Put the users at ease by ensuring that they are not being tested in any way, but rather they are helping us by testing a product for us!* * *Explain about your website – do not give them too many details, we want them to explore and find out.* * *Explain how the participant is helping you by participating.*   + *Explain what you expect to find*     - *Do not tell them exact results that you hope to find, you will bias them that way*     - *Explain to them that you are trying to get a general understanding of the site’s usability, what works and what does not for a user.* * *Now point them to the website that they will have to test by giving them the URL.* | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 2 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 3 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 4 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 5 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 6 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 7 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 8 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 9 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 10 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| **User’s opinions/comments/suggestions about the site** | |
| *Ask the users about the site and insert their answers here.*  *Questions that you must ask are below, but you are more than welcome ask them other questions you deem necessary -*   * *what they liked* * *what they didn’t like* * *what suggestions they can provide to make the site better for users* | |
| **The “Thank You” note to conclude the test** | |
| *Insert the closing remarks with your Thank You speech here.* | |
| **Your experience, assessment of the Usability Test** | |
| *Insert your own assessments of the test, your experience here, if there is anything you would do differently next time, if anything else needs to be added to this document, and so on.* | |

**Accessibility tests and Markup validation**

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| **Marius Adrian** |
| *Insert the Accessibility test screenshots hereA screenshot of a web page  AI-generated content may be incorrect.A screenshot of a computer screen  AI-generated content may be incorrect.* |
|  The automated WCAG audit returned a poor score (47.62%) with 9 total failures.   Two interactive controls have no accessible name or role.   Two pages are missing a meaningful <title> or top-level heading.   Two form inputs lack associated <label> elements.   Two instances of low text contrast or non-descriptive link text.   One general ARIA/structural error was flagged.   Lists, tables, content sections, and audio/video still need a manual review. |
| *Insert the HTML validation screenshots here* |
| * An <a> tag uses an invalid button attribute instead of being a <button>. * Void elements (<meta>, <link>, <img>, <input>) include unnecessary trailing slashes in HTML5. |
| **Member 2 Name** |
| *Insert the Accessibility test screenshots here* |
| *List the issues found here* |
| *Insert the HTML validation screenshots here* |
| *List the Markup issues found here* |

**Team’s assessments**

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| **Usability test results, discussions, analysis** |
| *Insert team discussions and analysis of all the usability test results. The following ust be included here -*   * 1. *summary and analysis of all the results from each member’s usability test*   2. *The future enhancements that can be made on the site based on analysis above.* |
| **Accessibility issues** |
| *List any accessibility issues your team has found and the steps yoru team will take to remedy them.* |
| **HTML Markup issues** |
| *List any markup issues your team has found and the steps your team will take to remedy them.* |