

# Task 2.4 User Testing



# User testing

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- My plan for user testing aims to evaluate the usability, findability, and participant's satisfaction of my portfolio website by testing the scenario and task based open ended questions. In other words to find the problems and later fixed them.
- Testing goals
  - To learn about my work and projects in my portfolio
  - To find my contact information
  - To find my social contact/information on Linkedin and Behance
  - To find my CV



# User group

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- Gender: Male and Female
- Age: 35-55yrs
- Location: San Francisco
- Profession: Hiring managers, Recruiters, Product managers and Project managers



# User testing plan

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## Welcome Note

My name's Neeti, and I'm a User Experience student. I'll be guiding you through this test. Before we start, I'd like to give you some information about what the test will entail.

We want to test a new part of our website (be specific if possible). Remember that it's the site being tested, not you as a participant. You can be as honest as possible because every piece of feedback, positive or negative, will help us improve our site.

I'll start by asking you some questions regarding your own app usage. After that, you'll receive five short tasks to solve. After finishing the tasks, there'll be a few further questions I'd like to ask as a follow-up.

Note that the test will be recorded. The audio files will help me analyze the content later on and further improve the website. These recorded files are completely anonymous and won't be used for other projects.

If you have any questions during the test, feel free to ask me at anytime. For a better analysis of the test, please speak out loud your thoughts during the tasks. Before we start, do you have any questions?"

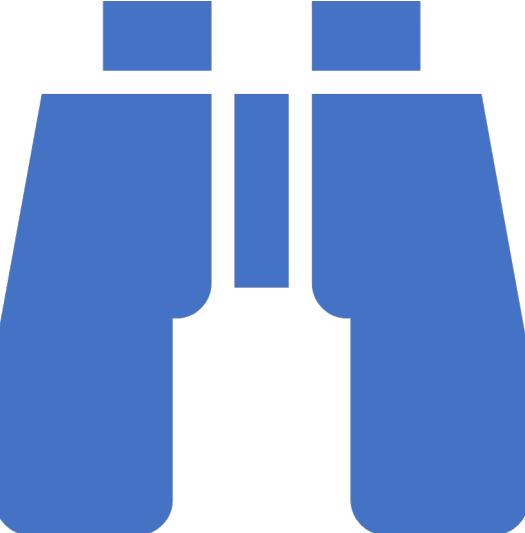
- [Start Recording]



# Scenarios

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1. You are a head of UX design team in Sanfrancisco at a new start up for an expert's service platform, and you are planning to expand your team by hiring new UX designers. Through a friend you got my reference and not you want to looks at my website/online portfolio. Checking the website if that works?
2. You see my projects, is there a way you found crackerjack is what you are looking for?
3. You see my projects, but you want to find more details about it, where would you look for?
4. You liked the work and you would like to know about my experiences and other skills. Where will you find my resume?



# Open Ended Questions

- How did you like the look of the website?
- What did you like the most?
- Is there anything you think missing?
- I noticed that you were looking at CV little longer, any suggestions there?
- Any other suggestions.

And acknowledging their feedback

# Results analysis

- The results are analyses by using success criteria rating and usability problems

	Scenario #1	Scenario #2	Scenario #3
Wrong assumptions	-	-	-
Help needed	no	no	no
How many tries	1	1	1
How long	30s	25s	18s

Jakob Nielsen's Severity Ratings for Usability Problem

0 = I don't agree that this is a usability problem at all

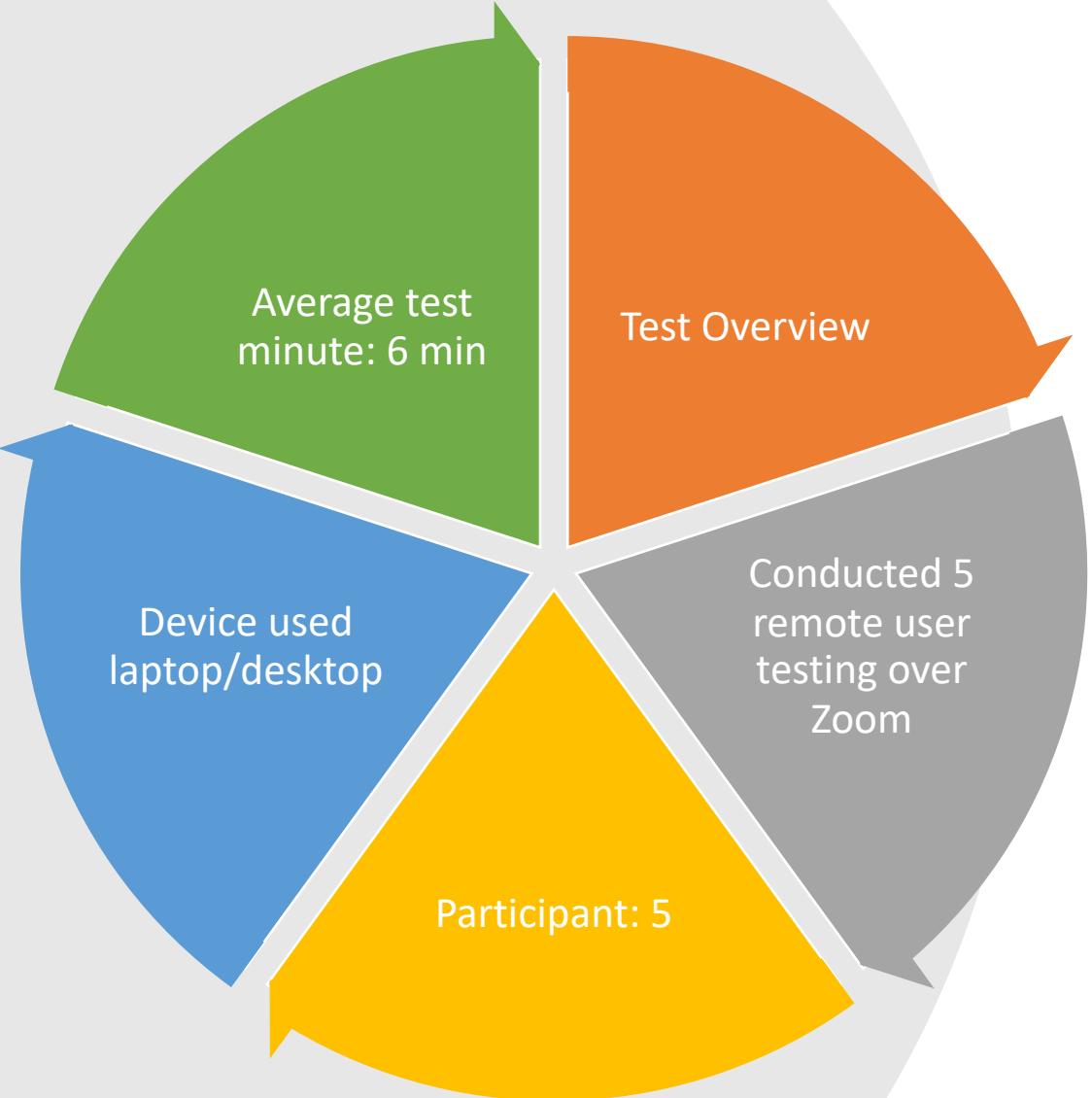
1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

# Usability Report Overview



# Participant 1, 35 HR manager, have 2 reportees

	Success criteria	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	0	0	0	0	0
Needed help	0	0	0	0	0
Murmurings of disconnect	0	0	0	0	0
Attempts taken	1	1	1	1	1
Time taken	<30 sec	18 sec	22 sec	14 sec	28 sec

How did you like the look of the website? [clean](#)

What did you like the most? [Clear information](#)

Is there anything you think missing? [Symmetry](#)

I noticed that you were looking at CV little longer, any suggestions there? Brand identity colors

# Participant 2, 49, San Francisco, Manager

	Success criteria	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	0	1	0	0	0
Needed help	0	0	0	0	0
Murmurings of disconnect	0	0	0	0	0
Attempts taken	1	1	1	1	1
Time taken	<30 sec	28 sec	20 sec	4 sec	17 sec

How did you like the look of the website? [Enough/Right information](#)

What did you like the most? [Simple and small](#)

Is there anything you think missing? [Symmetry](#)

I noticed that you were looking at CV little longer, any suggestions there? [No](#)

# Participant 3, 42, San Francisco, Product manager

	Success criteria	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	0	0	0	0	0
Needed help	0	0	0	0	0
Murmurings of disconnect	0	0	0	0	0
Attempts taken	1	1	1	1	1
Time taken	<30 sec	7 sec	16 sec	23 sec	19 sec

How did you like the look of the website? [Enough/Right information](#)

What did you like the most? [Easy to find information](#)

Is there anything you think missing? [Alignment](#)

# Participant 3, 49, San Francisco, Product manager

	Success criteria	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	0	0	0	0	0
Needed help	0	0	0	0	0
Murmurings of disconnect	0	0	0	0	0
Attempts taken	1	1	1	1	1
Time taken	<30 sec	28 sec	18 sec	11 sec	21 sec

How did you like the look of the website? Does not like the color

What did you like the most? [Simple](#)

Is there anything you think missing? [Alignment](#)

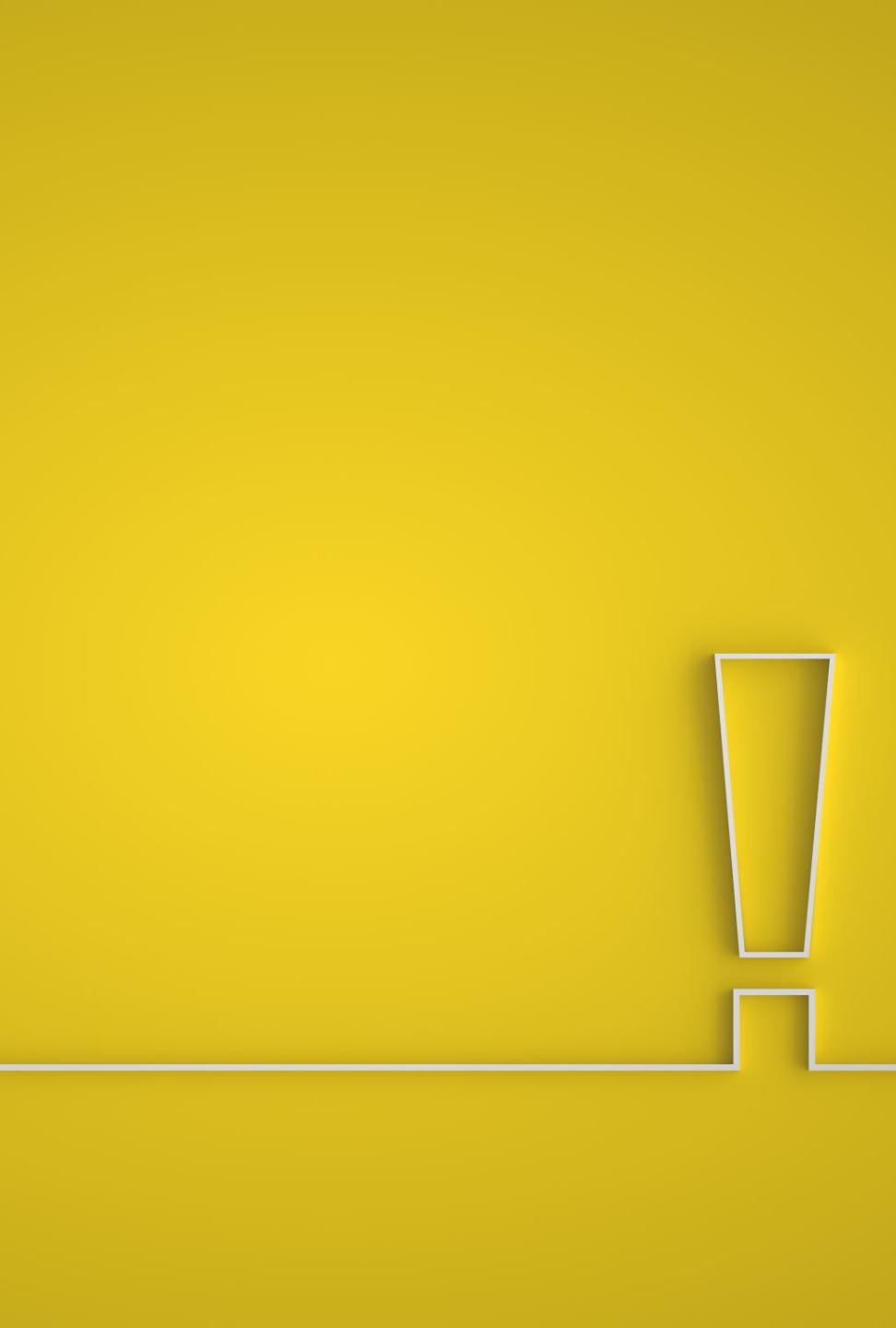
# Participant 40, San Francisco, Designer

	Success criteria	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Wrong assumptions	0	0	0	1	0
Needed help	0	0	0	0	0
Murmurings of disconnect	0	0	0	0	0
Attempts taken	1	1	1	1	1
Time taken	<30 sec	12 sec	9 sec	25 sec	17 sec

How did you like the look of the website? [Enough/Right information](#)

What did you like the most? [Easy to find information](#)

Is there anything you think missing? [Alignment](#)



# Usability Problem Summary

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- Participant 3 pointed out the alignment issue on the About me page.

Rating Usability problem 2 (minor)

- Participant 2 pointed out that the Work page is not working.

Rating Usability problem 3 (major)

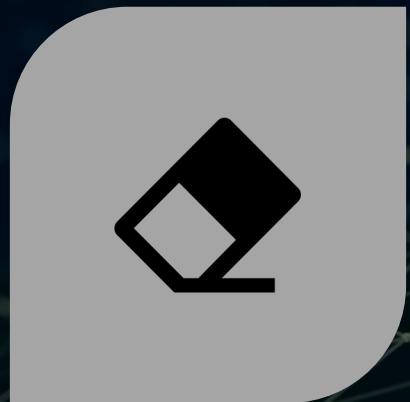
- Participant 5 also mentioned about the alignment

Rating usability problem 2 (minor)

# Future Iteration



FIX THE ALIGNMENTS



REMOVE THE WORK PAGE SO THAT  
IT DOES NOT CONFUSE THE USER.



SOFTEN THE COLOR FOR  
BRANDING