**Project Iteration 1**

**Activity 6**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Usability Test 1**

**Project Name: EasyTech**

**Team Name: Falcons**

**Team’s Project Trello board URL: https://trello.com/invite/b/678c2971529c2e7cd5a8741d/ATTIfa0e81a15d676bdd1c36339ac7f1565865DBC044/team-falcon-user-centric-project**

**Tream’s Project Github repo URL: https://github.com/nginn1/COMP4600\_TeamProject.git**

**Website URL: https://nginn1.github.io/COMP4600\_TeamProject/**

**Team members**

|  |  |
| --- | --- |
| **#** | **Name** |
| 1 | Nathan Ginn |
| 2 | Zachary Mills |
| 3 | Bernard Bawak |
| 4 |  |

**Usability tests ran by all members**

|  |  |
| --- | --- |
| **Member Name** | *Nathan Ginn* |
| **Participant age** | *52* |
| **Participant gender** | *Male* |
| **Test Date** | *4/28/2025* |
| **Test Time** | *4 pm* |
| **Total time taken** | *~5 minutes* |
| **Test Introduction script** | |
| * *“Hello, my name is Nathan and I am a Computing student at the University of West Georgia and I am running this test for a User-Centric Computing assignment.” “The purpose of this test is to make sure that the website my team has designed works in terms of functionality as well as in our goals to create a user friendly and accommodating product. It should only take maybe 10-15 minutes to get through the whole process.” “This is not a test of your abilities as a user or your capabilities as a computer user but a test of our product and the designs we have come up with. You are only here to provide feedback and point out things that we may not see as the developers.” “The website you will be testing for us is made for users in your age group who may be looking for help when it comes to using their phones or tablets. The goal is to make it easy to find this information without any frustrating problems that can plague sites like this and discourage users.” “Let us go ahead and get started with the test. I will pull the site up for you and give your tasks and you just navigate the site to complete said tasks.”* | |
| **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 | |
| Find the apple tutorials | **Completed successfully:** yes  **Time taken: 3.35** in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made:** none |
| Find the android tutorials | **Completed successfully:** yes  **Time taken: 2.9** in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Create an account | **Completed successfully:** yes  **Time taken:** 20.6 in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Login | **Completed successfully:** yes  **Time taken:** 3.56 in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Reset your password as if you have forgotten it | **Completed successfully:** yes  **Time taken:** 10.5 in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Find info about the website | **Completed successfully:** yes  **Time taken:** 2.59 in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Locate the page that should have info about how to use the site | **Completed successfully:** yes  **Time taken: 2.86** in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Locate the page with info about staying safe while using this site as well as others | **Completed successfully:** yes  **Time taken:** 2.22 in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Return to the homepage from any page | **Completed successfully:** yes  **Time taken:** 2.16 in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Enter invalid login info | **Completed successfully:** yes  **Time taken:** 11.98 in seconds  **Facial expressions: resting**  **Any noises made:** none  **Any other gestures made: none** |
| Enter invalid registration info | **Completed successfully: yes**  **Time taken: 8.86 seconds  Facial expressions: resting**  **Any noises made: no**  **Any other gestures made: no** |
| Create a tutorial | **Completed successfully: yes**  **Time taken: 13.05 seconds**  **Facial expressions: resting**  **Any noises made: no**  **Any other gestures made: no** |
| **User’s opinions/comments/suggestions about the site** | |
| * *They liked how we implemented the changes they mentioned last time (moving account creation and password reset to the account page) There weren’t many other insights given as to what they disliked or suggestions for changes.* | |
| **The “Thank You” note to conclude the test** | |
| *“Thank you, your insights are greatly appreciated and will help us improve our product tremendously. Your part is done and now we’ll just take this information to implement any improvements we find we can make.”* | |
| **Your experience, assessment of the Usability Test** | |
| *The overall test was easy to conduct and I had no trouble leading my user through it. They gave positive feedback letting me know that test was easy and painless for them as well and that they appreciated their suggestions from last time being implemented.* | |

|  |  |
| --- | --- |
| **Member Name** | *Zachary Mills* |
| **Participant age** | *21* |
| **Participant gender** | *Female* |
| **Test Date** | *4/29/25* |
| **Test Time** | *8:30PM* |
| **Total time taken** | *5 minutes* |
| **Test Introduction script** | |
| *Hello, my name is Zach, and I am a senior computing major at The University of West Georgia. Today I’ll be conducting a user test on a website that my group and I developed titled easytech. This will only take a few minutes of your time, and I want to preface that this will not be a test of your abilities, however a test of my group and I’s ability to create and design a website that enables a great user experience. The main purpose of this website is to provide tutorials for those in the elder age range who may have questions regarding how to use specific features of these new age technical devices. As a participant testing this website, I simply want you to complete tasks that will give me some insight as to how well and intuitive the design of this website is. The main goal is always to provide a website that is easily usable and navigable for users so that there is no overhead cognitive demand while simply navigating through the site.*   * *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 (increase text size of home page content | **Completed successfully:** yes  **Time taken:** around 15 seconds  **Facial expressions: content**  **Any noises made:** no  **Any other gestures made:** no |
| Task 2 (navigate to iphone tutorials page from home page) | **Completed successfully:** yes  **Time taken:** a few seconds  **Facial expressions: focused**  **Any noises made:** no  **Any other gestures made:no** |
| Task 3 (navigate back to home page from iphone tutorial page) | **Completed successfully:** yes  **Time taken: a few seconds**  **Facial expressions:**focused/relaxed  **Any noises made:** no  **Any other gestures made:no** |
| Task 4 (decrease text size of content on create tutorial page) | **Completed successfully:** yes  **Time taken:** about 20 seconds  **Facial expressions:focused**  **Any noises made:** no  **Any other gestures made:no** |
| Task 5 (submit tutorial creation ) | **Completed successfully:** yes  **Time taken:** in seconds  **Facial expressions: calm**  **Any noises made:** no  **Any other gestures made:no** |
| Task 6 (reset password for account) | **Completed successfully:** yes  **Time taken:** around 30 seconds  **Facial expressions: none**  **Any noises made:** no  **Any other gestures made:none** |
| Task 7 (register for an account) | **Completed successfully:** yes  **Time taken:around 30 seconds**  **Facial expressions: none**  **Any noises made:** no  **Any other gestures made:no** |
| Task 8 (attempt to log into account) | **Completed successfully:** yes  **Time taken:** a few seconds  **Facial expressions:focused**  **Any noises made:** no  **Any other gestures made:no** |
| Task 9 (navigate to home page from help page) | **Completed successfully:** yes  **Time taken:** in seconds  **Facial expressions:none**  **Any noises made:** no  **Any other gestures made:no** |
| Task 10 (increase size of all text on user guidelines page) | **Completed successfully:** yes  **Time taken:** around 20 seconds  **Facial expressions:none**  **Any noises made:** no  **Any other gestures made:no** |
| **User’s opinions/comments/suggestions about the site** | |
| *How would you rate ease of use of the text size alteration button/function?*  *A: It was a bit confusing at first but it was made sense after a few seconds to highlight the text then press the plus or minus button to increase or increase text size.*  *What did you like about the site?*  *A: I appreciated how simplistic it was to navigate to each page. It wasn’t confusing.*  *What features would you suggest that would enhance the site?*  *A: very simplistic site with all necessary features for a good experience, I liked all the features including the text size alteration buttons* | |
| **The “Thank You” note to conclude the test** | |
| *I appreciate you greatly for testing out this site. I can assure that your feedback will be taken into consideration and alterations will be made. Thank you for your time.* | |
| **Your experience, assessment of the Usability Test** | |
| I think that the user testing went well. all the questions that were on the document were the necessary questions that would enable me to gain some insight for future enhancements on the site. | |

**Accessibility tests and Markup validation**

|  |
| --- |
| **Zachary Mills** |
| *A screenshot of a computer  AI-generated content may be incorrect.* |
| *A screenshot of a computer  AI-generated content may be incorrect.* |
| *A screenshot of a computer  AI-generated content may be incorrect.* |
| **Nathan Ginn** |
|  |
|  |
|  |
|  |
| *none* |
| *Bernard Bawak* |
|  |
|  |
| usercentric 3 |
|  |
|  |

**Team’s assessments**

|  |
| --- |
| **Usability test results, discussions, analysis** |
| *Insert team discussions and analysis of all the usability test results. The following ust be included here -*   * 1. *Overall, there weren’t any suggestions for changes and the users gave feedback on what had changed since last time and gave positive insight on how well those changes worked and were implemented.*   2. *Fixing the text size buttons, adding actual account validation and making the page size consistent between eachother.* |
| **Accessibility issues** |
| *The only accessibility issue we saw from the test was that there was an issue with text color not contrasting well with the background but the text is black on a white background so I think that may be an error.* |
| **HTML Markup issues** |
| *There weren’t any issue from what the test site showed.* |