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CS 4500 - Software Development

### Usability Study for Spoiled Tomatillos Admin Portal - Participant 1

Link to video of study: <https://youtu.be/sCJzdm7P2cU>

#### Task 1 - Edit Existing Movie

Participant immediately clicked link to edit existing movie from admin portal and was brought to the search results assuming he search for Shrek. He was immediately able to find the correct movie and click the edit button. He was able to recognize the different fields for editing immediately and realized that he could type in the boxes. Realized how to add additional streaming services immediately. When prompted to remove a streaming service, noticed the minus signs next to them immediately.

#### Task 2 - Add An Affiliate Code

Participant immediately clicked link to add affiliate code from admin portal and was brought to the search results assuming he search for Shrek. Recognized how to put in the affiliate code immediately. Was a little confused by the other fields because he wasn't quite sure of the use or the difference between the name or the link was. Was confused by what an affiliate code is. After a brief explanation of what an affiliate is it made sense. User would prefer to add an affiliate code on the edit movie page. Didn't think it needed to be a separate flow, but a one stop shop would be better.

#### Task 3 - Review a Flagged Case

Prompted user to review the most recent case for user 10806. User recognized the graph was sorted by date and followed flow to look for user id and then the action to review. Clicked review and was brought to the review flagged case. Found flag count confusing, but preferred violation count. Went to click the violation count and clicked it which brought him to the user detail view. Liked the user detail view and found clicking that made sense to bring him to more information on all of the user's violations. Didn't think any other link would make sense to bring him there. Didn't want multiple links bringing him to the same spot - would maybe want a button to click to see violation history as an alternative. Felt like there was enough information provided to make a decision. Felt action flow made sense. Was able to ban him immediately. A little confused by close case and open case at first, but realized open case isn't clickable. Close case made sense to ban a user. Asked about open case and liked the ability to revisit a case and reopen it if necessary and admit a mistake about banning.