

## Usability Test of Wind Plan — MESG Agency

### Participants

The study was carried out on 5 potentials, the information of each one can be useful in the table below:

<b>User</b>	<b>Name</b>	<b>Age</b>	<b>Occupation</b>	<b><i>Has the user been involved in project management?</i></b>
User 1	Mariana	30	worker	yes
User 2	Diogo	25	worker	yes
User 3	João	25	student worker	no
User 4	Joana	31	worker	yes
User 5	Tomás	22	student	no

Users were asked to perform 5 main tasks in the low-fidelity prototype. The screenshots allowed them to see the screens the dashboard would look like in real life. As soon as the questioned clicked a button on the screen, a member of our team was there paying attention and manually moving to the next image, as if the buttons on the images were real. This way, it allowed us to do usability testing as if respondents were interacting directly with the prototype, clicking buttons that took them to other pages, just like the real app would. This was very helpful as it showed which tasks were slow, unnecessary, or problematic. The 5 tasks were:

- Task 1: Select a program and see its internal and external characteristics;
- Task 2: Create, edit and remove a program;

- Task 3: Import and export a program;
- Task 4: See which program is the best and how many hours it spends;
- Task 5: Save and print information about a program;
- Task 6: See where the program is in the impact/effort matrix;
- Task 7: Consult program status and statistics, including activities schedule;

#### Quantitative results obtained:

Below is the table of completed tasks. As the name implies, the table represents the tasks that were completed by the interviewees, marked in green, and the time it took them to do so. The tasks that are not in green are the ones that respondents spent time trying to figure out, but gave up before completing. The table is represented in minutes.

Tabela 1 - Success of the tasks

Users	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7
User 1	00:42	00:45	00:04	00:35	00:02	00:13	00:14
User 2	00:59	00:29	00:04	1:13	00:05	00:16	00:16
User 3	01:10	00:47	00:07	00:42	00:03	00:08	00:24
User 4	00:28	01:22	00:05	00:57	00:06	00:11	00:30
User 5	01:04	00:54	00:05	00:46	00:05	00:20	00:25
Average	00:53	00:50	00:05	00:51	00:04	00:14	00:22

User 5 did not complete task 2. He expressed confusion about how to remove a program, stating that he did not find any buttons for this action. He wondered briefly

if the “manage” button would serve this purpose, but he didn't think it was very instinctive.

User 3 did not complete task 4. He revealed that he did not immediately realize that the y-axis on the graph represented the hours spent on each program, because there was no indication of this on the screen.

Below is the table of errors made during the tasks, marked in orange. As the interviewees performed the tasks, our team recorded the number of times they performed unnecessary actions, that is, the number of times they clicked on a button that did not perform what was intended in that task.

Tabela 2 - Errors made by each user

Users	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7
User 1	1	2	0	0	0	0	0
User 2	2	0	0	5	0	0	0
User 3	4	2	0	0	0	0	0
User 4	0	7	0	3	0	0	1
User 5	3	3	0	1	0	0	1
Number of total errors	10	14		9			2

The table below shows the degree of difficulty felt by each user in carrying out the proposed tasks. The scale is from 1 to 10, with 1 being very easy and 10 being very difficult. The average rating for each task is in the last row of the table.

Tabela 3 - The degree of difficulty felt by each user

Users	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7
User 1	2	4	1	2	1	1	1
User 2	3	3	1	7	1	1	1
User 3	5	4	1	1	1	1	1
User 4	2	8	1	5	1	1	1
User 5	4	5	1	3	1	1	2
Average	3	5	1	4	1	1	1

## Conclusions

Regarding the first interface, it was concluded that it does not make sense as an initial interface. It is mostly explanatory and most users thought it would be better not to be on the first screen. In addition, everyone questions the fact that it is called “Dashboard”, as they did not find the name explanatory. “About” was a suggestion given.

Regarding the second screen, none of the users, without seeing the screen first, knew that “Input” would be the page destined to view and edit data. The name is not intuitive. Still, on this screen, the (+) symbol created some confusion: is it intended to add new projects? Add a project in a new tab?

They also mentioned that it would be interesting for projects to be compared side by side.

Regarding the third screen, users missed a legend for the colors of the chart, as well as the different symbols. Furthermore, it would be interesting that when the user clicks on one of the projects, he can see a brief summary of them.

On the fourth screen, it says “capacity” twice. Again, the option to compare 2 projects side by side would be interesting.

On the fifth screen, on the timeline, it should be possible to drag without having to change the days in the calendar.