

Part 2

Demographic Details of Users

| Question | P1 | P2 | P3 | P4 | P5 |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|
| Age | 19 | 20 | 21 | 20 | 20 |
| Gender | Male | Male | Male | Male | Male |
| Year of Study | 2nd Year | 3rd Year | 3rd Year | 3rd Year | 3rd Year |
| Degree | A7 | B3A7 | B1A4 | A4 | A7 |
| How frequently do you use the internet? | Multiple times a day | Multiple times a day | Multiple times a day | Multiple times a day | Multiple times a day |
| Which device do you primarily use to access the internet? | PC / Laptop | PC / Laptop | PC / Laptop | Smartphone | PC / Laptop |

Automated Metrics

| Criteria | W1 | W2 | W3 | W4 | W5 | W6 |
|--------------------------------|------|------|------|------|------|------|
| Average Load Times(in seconds) | 2.28 | 1.51 | 1.84 | 0.55 | 0.72 | 2.30 |

| | | | | | | |
|--|-------------------------|------------------------|-------------------------|------------------------|-------------------------|-------------------------|
| Presence of “Skip to Content” (Yes = 1 and No = 0) | 1 | 0 | 0 | 1 | 0 | 1 |
| Alternate Text for Images | 68 out of 75 images | 27 out of 32 images | 24 out of 60 images | 53 out of 81 images | 48 out of 48 images | 45 out of 46 images |
| Number of broken links | 2 out of 206 are broken | 0 out of 92 are broken | 0 out of 537 are broken | 1 out of 280 is broken | 0 out of 194 are broken | 5 out of 362 are broken |
| Reflecting the change in language (Yes = 1 and No = 0) | 0 | 1 | NA* | 1 | NA* | 1 |
| Handling unknown routes (Yes = 1 and No = 0) | 1 | 1 | 0 | 1 | 1 | 1 |
| Number of elements with an appropriate level of colour contrast | 15 out of 16 elements | 97 out of 97 elements | 19 out of 24 elements | 11 out of 11 elements | 247 out of 253 elements | 45 out of 72 elements |
| Presence of a title description (Yes = 1 and No = 0) | 1 | 1 | 1 | 1 | 1 | 1 |

| | | | | | | |
|--|---|---|---|---|---|---|
| Does the website allow for unrestricted zooming? (Yes = 1 and No = 0) | 0 | 1 | 1 | 1 | 0 | 1 |
|--|---|---|---|---|---|---|

* The websites offer only one language, but they specify the “lang” attribute for the one language. Hence we count NA as a 1 too, for our further score calculation

Metrics with User Interaction

| Criteria | Participant | W1 | W2 | W3 | W4 | W5 | W6 |
|------------------------------------|-------------|-----------------|-----|-----------|-----|--------------------------------|-----------|
| No.of clicks | P1 | 11 | 3 | 9 | 3 | 2 | 15 |
| | P2 | 6 | 18 | 52 | 19 | 26 | 55 |
| | P3 | 6 | 2 | 27 | 24 | 22 | 31 |
| | P4 | 85 | 10 | 28 | 26 | 15 | 3 |
| | P5 | 23 | 6 | 2 | 6 | 9 | 11 |
| Time to finish the task (s) | P1 | Gave up (116 s) | 18 | 132 | 51 | Didn't want to proceed (10 s)* | 135 |
| | P2 | 69 | 132 | Timed out | 94 | 95 | Timed out |
| | P3 | 31 | 16 | 211 | 154 | Couldn't Continue (112 s)** | 279 |

| | | | | | | | |
|-------------------------------------|-----------|-----------|----|-----|-----------|---------------------------|----|
| | P4 | Timed out | 59 | 198 | Timed out | Couldn't Continue (67s)** | 25 |
| | P5 | 125 | 30 | 21 | 28 | Couldn't Continue (67s)** | 71 |
| Number of back button clicks | P1 | 5 | 0 | 4 | 1 | 0 | 2 |
| | P2 | 1 | 3 | 7 | 1 | 0 | 4 |
| | P3 | 0 | 0 | 1 | 2 | 1 | 5 |
| | P4 | 4 | 0 | 4 | 5 | 0 | 0 |
| | P5 | 6 | 0 | 0 | 0 | 0 | 0 |

* The participant didn't wish to continue because the website asked them to create an account to proceed.

** Each of the three participants had created their accounts successfully but couldn't continue the test as the website kept causing Selenium IDE to crash. These instances are not included in score calculation.

Score Calculation

| Metrics | W1 | W2 | W3 | W4 | W5 | W6 |
|--------------------------------------|--------------------------|-----------------------|------------------------|-------------------------|--------------------------|-------------------------|
| Automatic Metrics | 63.784 / 90 (70.872%) | 75.42 / 90 (83.8%) | 58.24 / 90 (64.71) | 85.41 / 90 (94.9%) | 68.323 / 90 (75.914%) | 81.294 / 90 (90.33%) |
| Metrics with User Interaction | 10.893 / 30 (36.31%) | 21.24 / 30 (70.8%) | 11.313 / 30 (37.71) | 14.287 / 30 (47.62%) | 12.117 / 30 (40.389%) | 12.693 / 30 (42.31) |