# Usability Test: Conestoga College Website

# Scenario 1

Find the phone number of the contact person for the web development program at your school.

**Tester**: Prit Joshi

**Observer**: Shehban Patel

**User**: Jaanesh Patel

Tester explains to the user about the scenario and what the user has to do in order to complete the task. Tester makes it clear that it is not compulsory to complete the scenario and explains to the user to express their thoughts aloud for the tester to know what difficulties they face.

The observer observes the user doing the scenario and notices the following:

**Observer Notes:**

1. User searches Conestoga College on Google.
2. User opens the Conestoga College Home Page.
3. User goes to Programs and Courses and selects Full Time Courses from the hover drop down menu.
4. User clicks on the link for all courses under the Engineering and IT header.
5. User finds the Web Design and Development course in the alphabetical listing of all the courses.
6. User reads all the page details.
7. User finds the phone number under the “How to Apply to the Program” subheading.

**User Observations:**

1. There is no Contact Us page with details about contacting various departments at the college.
2. There are too many things on the program description page to skim over in order to get the information he needed.
3. The required information is not highlighted in any way.

# Scenario 2

Determine when to register for the next semester.

**Tester**: Prit Joshi

**Observer**: Shehban Patel

**User**: Jaanesh Patel

In this scenario, the user has to determine when to register for the next semester. In addition to that, the user has to also find out if there are any activities that need to be done before registering for the next semester. The tester makes it clear to the user that the website is the one being tested and not the user.

The user is instructed in how to use the Conestoga Student Portal to register for the various activities that are related to the campus. The student can access his/her college email and details of their admission and their financial info on the portal.

**Observer Notes:**

1. The user has some difficulty while trying to understand the process and seems a little overwhelmed by the amount of information available via the Student Portal.
2. The user cannot find the information he wants on the website and the tester has to explain that the information only becomes available in time for the registration process for the next semester to start.

**User Observations:**

1. The user notes that the font needs to be a touch larger to make for comfortable reading.
2. The user finds that too many options have been bunched together in the student portal and it makes it somewhat confusing to find the information he wants.
3. There is no search option for the student portal which makes it hard to find the information the user is looking for without browsing a few pages.

# Scenario 3

Find the requirements for earning a degree or certificate in web development or a related area.

**Tester**: Shehban Patel

**Observer**: Prit Joshi

**User**: Jaanesh Patel

In the scenario three, user tried to figure out the requirements for earning a degree or certificate in web designing and development. On the website of Conestoga college, there are details like about the program, admission requirements, admission procedures, tuition & fees, program outcomes, etc. but among all those options users couldn’t found details about requirements to earn degree.

After finding more, user found the program handbook in the options. The information the user is looking for is mentioned in handbook under the option of Program information and requirements.

**User Observations:**

1. The user has problems with finding the data on the Program page as the information is not actually mentioned in the page.
2. The user has to find the handbook and skim through it in order to find the data he is looking for.

**Observer Notes:**

1. The user is overwhelmed by the amount of information available on the Program page and needs a lot of time to look through it in order to get the information he needs.
2. The requirements should be mentioned on the Program page and not in the Handbook as users might need to find them and could do without going through the handbook for the information.

# Suggestions

1. There should be a Contact Us page that contains the details of the various departments and provides contact information for the departments so that a user can get information regarding a particular program.
2. If another page is a bit of a stretch, the observer notes that just highlighting the data that a user might be searching for, like the contact information and addresses can go a long way to ensure that the website is not very confusing for a non tech savvy user.
3. The Student Portal needs to be redesigned to make sure related items are grouped together to make it easier for all students to find the information they want.
4. The font needs to be a little bigger on the page to make sure everyone can read it.
5. The user needed to look at the handbook in order to find out the requirements needed to obtain a certificate. The information was not mentioned on the web page and that makes it harder for the user as he has to open the handbook and skim over a lot of pages to find the information.
6. The handbook has a lot of information that needs to be looked through in order for the user to find what he is looking for. The requirements should be highlighted as they are a thing a user might look for.