Quantifying the usability measures:

|  |  |  |
| --- | --- | --- |
| Usability measures | How we plan to quantify | Formula |
| Speed of performance | By considering the start time and end time of each task performed by user, we will measure the speed of performance. | (End time-Start time) |
| Rate of errors by users | We will record the number of errors displayed while performing each task. | ( Number of errors / Time taken to complete the task) |
| Subjective satisfaction | By asking a few questions to the user we will know to what extent he is satisfied with the website. We would request the user to rate each task on a scale of 1 to 5 (1-poor, 2-fair, and 3-good, 4-very good and 5-excellent). | Use a likert scale |
| Retention over time | It is how long a user can remember each task and perform the task. The performance can be better if the user knowledge of remembering the steps is high. |  |

Usability logs:

User1:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Task | Start time | End time | No of mouse clicks | No of key strokes | No of errors | Defects/comments |
| T1 |  |  |  |  |  |  |
| T2 |  |  |  |  |  |  |
| T3 |  |  |  |  |  |  |
| T4 |  |  |  |  |  |  |
| T5 |  |  |  |  |  |  |
| T6 |  |  |  |  |  |  |
| T7 |  |  |  |  |  |  |
| T8 |  |  |  |  |  |  |
| T9 |  |  |  |  |  |  |
| T10 |  |  |  |  |  |  |
| T11 |  |  |  |  |  |  |

User2:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Task | Start time | End time | No of mouse clicks | No of key strokes | No of errors | Defects/comments |
| T1 |  |  |  |  |  |  |
| T2 |  |  |  |  |  |  |
| T3 |  |  |  |  |  |  |
| T4 |  |  |  |  |  |  |
| T5 |  |  |  |  |  |  |
| T6 |  |  |  |  |  |  |
| T7 |  |  |  |  |  |  |
| T8 |  |  |  |  |  |  |
| T9 |  |  |  |  |  |  |
| T10 |  |  |  |  |  |  |
| T11 |  |  |  |  |  |  |

User1:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Usability measures | T1 | T2 | T3 | T4 | T5 | T6 | T7 | T8 | T9 | T10 | T11 |
| Speed of performance |  |  |  |  |  |  |  |  |  |  |  |
| Rate of errors |  |  |  |  |  |  |  |  |  |  |  |
| Subjective satisfaction |  |  |  |  |  |  |  |  |  |  |  |

User2:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Usability measures | T1 | T2 | T3 | T4 | T5 | T6 | T7 | T8 | T9 | T10 | T11 |
| Speed of performance |  |  |  |  |  |  |  |  |  |  |  |
| Rate of errors |  |  |  |  |  |  |  |  |  |  |  |
| Subjective satisfaction |  |  |  |  |  |  |  |  |  |  |  |

DEFECT LIST:

|  |  |  |  |
| --- | --- | --- | --- |
| S.No | Defects | User1 | User2 |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |