

Usability Test Report

Summary of Usability Problems

Overall, the majority of participants did not experience any critical usability issues. All expressed that the site was very professional and clean.

That said, some concerns were raised around the expectations of the navigation header links and image sizes.

Separate Contact Page (Severity: 2)

All participants were expecting a separate page for the Contact information and were generally dissatisfied by being sent to the footer for the information.

I **recommend** creating a separate Contact page or making the footer take up the entire viewport.

Separate Work Page (Severity: 2)

4 participants expressed dissatisfaction with the Work link, expecting it to send them to another page (rather than the home page). Participant 1 said he expected to see a work history on the Work page and sought my resume here rather than the About page (as did Participant 2).

I **recommend** having Work jump users to the first project listed, such as Participant 4 suggested. Then, listing out more work history information on the About page.

Project Visuals Too Small (Severity: 3)

Another concern that was raised by 3 of the 5 participants was the inability to see and read the details on many of the QuickCare project visuals. Participant 2 expressed that it may cause her to lose interest.

I **recommend** enabling users to either click images to enlarge them or adding a hover state that grows the images so users can more easily read the images' details.

Aside from mixed responses concerning the use of colors and color theme, these were the main usability concerns of my participants.

Participant 1

Name: [REDACTED]

Age: 29

Occupation: Graphic Designer

Hours on computer: 2-4 hours, PC, Asus Laptop

Hours on phone: < 1 hour, iPhone

Scenario Task	Wrong Assumptions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1	–	–	–	–	<ul style="list-style-type: none">• Like green bar, straightforward• Project sections easy to differentiate• Like simple footer
2	–	–	–	1	<ul style="list-style-type: none">• Read more or image
3	–	–	–	1	<ul style="list-style-type: none">• Likes big image• Sections broken up by “steps”• Very detailed, shows a lot of thought was put into flow of app
4	<ul style="list-style-type: none">• Clicked work first	–	<ul style="list-style-type: none">• About image doesn’t align with text well• Did not initially see resume button	2	<ul style="list-style-type: none">• Work = work history, About = personal history• Maybe add resume to nav bar
5	<ul style="list-style-type: none">• Was expecting another page	–	–	1	<ul style="list-style-type: none">• It’s fine

Open-Questions:

How was the orientation within the website for you?

I think it’s all good. Not easy to get lost or anything.

Was there something you really liked or disliked?

I like how its simple, not a distracting amount of content on each page right when you get to them.

Do you feel like there’s something missing?

Resume info/job history directly on the site without navigating away.

Usability Problems:

Tyler did not experience any critical usability issues. His main pain point was in expecting my resume to be on the work page and not the about page. However, his second attempt when looking for it was the about page.

Concerning the my contact information, he was it to be on it’s own page but stated he felt the footer was fine.

Participant 2

Name: [REDACTED]

Age: 52

Occupation: City Code Enforcer

Hours on computer: 8 hours, PC

Hours on phone: 2-4 hours, Android

Scenario Task	Wrong Assumptions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1	<ul style="list-style-type: none">• Didn't scroll all the way down	–	–	–	<ul style="list-style-type: none">• Like the logo• Easy to read, top is big and to the point• Inviting colors• Professional, clean, and user-friendly
2	–	–	–	1	<ul style="list-style-type: none">• Read more
3	–	–	<ul style="list-style-type: none">• Images too small and unable to read them	1	<ul style="list-style-type: none">• Easy to read• Steps are clear and separate• Very professional• Likes block and text to break things up
4	<ul style="list-style-type: none">• Clicked work first	–	<ul style="list-style-type: none">• Use color to make skills/tools stand out	2	<ul style="list-style-type: none">• Easy to find resume once on About page• Clean and clear about skills and tools
5	–	–	<ul style="list-style-type: none">• Contact info should have its own page	1	<ul style="list-style-type: none">• Resume has contact info• Found email

Open-Questions:

How was the orientation within the website for you?

Very easy, clean, flowed very nicely. Colorful and interesting.

Was there something you really liked or disliked?

Tones of colors and fonts made it clean and crisp.

The images were too small to see.

Do you feel like there's something missing?

Contact display on its own.

Usability Problems:

Deena main usability issues was being unable to see and read the information in the project graphics. For her, this was frustrating as she wanted to learn more.

She, like Tyler, also searched for my resume on the Work page but then proceed to the About page.

Lastly, she felt the contact information should be on a page of its own rather than simply jumping to the footer.

Participant 3

Name: [REDACTED]

Age: 60

Occupation: Retired

Hours on computer: 2-6 hours, PC and Apple

Hours on phone: 1-2 hours, iPhone

Scenario Task	Wrong Assupmtions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1	–	–	<ul style="list-style-type: none">• Needs more color (Dr.Vocab)• Green background is too dark• More bright colors get my attention	–	<ul style="list-style-type: none">• Likes logo• Very professional• Well put together
2	–	–	–	1	<ul style="list-style-type: none">• Read more
3	<ul style="list-style-type: none">• Thought page was advertising a product	–	<ul style="list-style-type: none">• Needs more color so things pop like Google or my email• Seems plain	1	<ul style="list-style-type: none">• I like this page better, colors pop more
4	<ul style="list-style-type: none">• Looked for contact info at beginning and end of QuickCare project page	–	<ul style="list-style-type: none">• The text in the footer sounds negative	2	<ul style="list-style-type: none">• Think it's fine (About page)
5	<ul style="list-style-type: none">• Thought the info would be on a new page	–	<ul style="list-style-type: none">• Kind of confusing• Felt she was on same page	1	<ul style="list-style-type: none">• "I don't know"

Open-Questions:

How was the orientation within the website for you?

Fine, no big issues.

Was there something you really liked or disliked?

Didn't like coloring. Felt it was very professional and well done.

Do you feel like there's something missing?

Very thorough.

Usability Problems:

Out of all the participants, Donna expressed the most discontent. Her concerns mostly resulted from her misunderstandings of the purpose of a portfolio site. That said, she disliked the use of colors feeling them too bland and plain.

Her largest pain point was finding my contact information. She felt that jumping to the footer wasn't very clear and would have preferred being directed to a new page.

Participant 4

Name: [REDACTED]

Age: 25

Occupation: Waitress

Hours on computer: 2-3 hours, PC and Apple

Hours on phone: 2-3 hours, Android

Scenario Task	Wrong Assumptions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1	–	–	<ul style="list-style-type: none">• Wanted to see another page for the Work link• Would even like if it bumped down to the first project	–	<ul style="list-style-type: none">• Logo transition is cool• Noticed logo first• Read large header first• Likes interactivity
2	–	–	–	1	<ul style="list-style-type: none">• Read more
3	–	–	<ul style="list-style-type: none">• Takeout useless links• Unable to see images clearly• Conclusion is not clear	1	<ul style="list-style-type: none">• Looks very professional• Like consistency of color• Nice and clean• Satisfying that the same image is at the top as on home
4	–	–	–	1	<ul style="list-style-type: none">• Definitely some personality
5	–	–	<ul style="list-style-type: none">• Want it to open to another page	1	<ul style="list-style-type: none">• Went straight to footer first

Open-Questions:

How was the orientation within the website for you?

Pretty straightforward.

Was there something you really liked or disliked?

I like the interaction of things (hover states and such).

Do you feel like there's something missing?

No, I don't think so.

Usability Problems:

Catherine did not experience any critical usability issues. Her main concerns, like some of the other participants, concerned expectations of links opening to different pages, such as Work and Contact.

Like Deena and Megan, she felt the project images should be able to be enlarged to read their details.

Participant 5

Name: [REDACTED]

Age: 30

Occupation: Document Control

Hours on computer: 6 hours, PC

Hours on phone: 2 hours, Android

Scenario Task	Wrong Assupmtions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1	–	–	<ul style="list-style-type: none">• Not sure of logo font• Don't like the "Got" in footer question	–	<ul style="list-style-type: none">• Seems really clean• Like the navigation interactions• Not fitting my stereotype of UX designer• Succinct, doesn't feel fluffy• Loves colors
2	<ul style="list-style-type: none">• Clicking on "work" would send her there	–	–	1	<ul style="list-style-type: none">• Read more or work
3			<ul style="list-style-type: none">• Not sure about use of pink in conclusion• Some images too small to see well		<ul style="list-style-type: none">• I like the colors in the graphics• Clean and nice and inviting• Like organization• It looks like you know what you're doing
4	–	–	–	1	<ul style="list-style-type: none">• Went to About page• Like that the resume is 'above the fold'• Continuity, page blends well
5	<ul style="list-style-type: none">• Expected a new page	–	–	1	<ul style="list-style-type: none">• Footer or contact• "I think it's fine"

Open-Questions:

How was the orientation within the website for you?

Really easy, crisp, clean. Didn't feel confused or do any thinking. It is intuitive.

Was there something you really liked or disliked?

Liked color scheme, pops of color in visuals, and the logo font.

I didn't like the pink conclusion block or the blue background of the QuickCare hero.

Do you feel like there's something missing?

Might be cool to introduce more colors on the homepage in text but make project images bland.

Usability Problems:

Most of Megan's concerns concerned use of color and font.

In terms of usability issues, she expected nothing severe. However, like other participants, she experienced some confusion around where links would lead, such as Contact not sending her to a new page and Work taking her to the home page.

Requirements for Future Iterations

- Enable users to either click on project visuals or hover over them to enlarge image to a readable size
- Make Work link in navigation bar send users to first listed project on the homepage
- Add more work history information to the About page
- Create separate page for Contact link or increase height of footer to viewport