

The following are the important results from 3 of the 5 scheduled usability studies.

#### Task 1

- top right sign in link should be more prominent
- should be more obvious when you successfully sign in

#### Task 2

- confusion about what the license is
- would be nice to have link to full license text
- change “labels” to “tags” (x2)
- confusion about help (instructions)
- confusion that there seemed to be no response when clicking “Help” link
- since creating a project is a significant event, have a short (1 sec?) transition page saying “creating project...”
- Played with project name until it was valid, never read instructions
- Possible bug with red text “invalid project”, got stuck?
- Didn't want longhouse logo so prominent, wanted his own project name
- Wanted to have freer formatting (spaces, capital letters) in project name

#### Task 3

- used “edit description” link (x3)
- confusion because when you click “edit description” you get a page with more than just description editing
- confusion about the “save changes” buttons. Is clicking any of them ok, or does each button only save the changes for that section?
- wanted the whole page to change after saving changes, saw the alert text but this wasn't enough

#### Task 4

- instructions say “google accounts”
- again, wanted page to redirect when clicking “save changes” button
- wanted members to be identified by both an id (email) and a name
- not satisfied with “save changes” button, even though he saw alert. Maybe disable the button after you click it? (like the save button in Word)

#### Task 5

- Since already in the administration tab, several people looked in the sub menu and clicked “issue tracking”, which is a 404. I suspect this was because they hadn't used the main tabs much at this point, and would soon get used to it.
- maybe change 404 page to page saying this is a work in progress and that feature isn't available yet
- the misleading default template text made him think he was on the wrong page
- cleared template and wrote a small description. When finished he discovered the template dropdown, changed it to “developer task”, and filled out every field.
- The last line of the developer task report template is “Please use labels and text to provide additional information,” so after this line he wrote a list of labels separated by commas and asked if this way the right way to assign labels
- Felt that since template was to be followed, template text should be bold and non-editable.
- Confused about star. Is this just a graphic and there's another star I need to hit, or does this star here work? (x2)

- Felt the star shouldn't be enabled by default

#### Task 6

- Wanted to edit the owner by clicking “owner” at the top of the issue list.
- Wanted explicit “edit issue” button
- Couldn't find how to change owner after several minutes, had to be told to click in text area.  
(x2)
- Wanted screen to auto scroll after clicking comment text area
- Wondering if Ziv would be notified automatically or if he should be added to the “other users to notify” list
- Entered all information for the default (wrong) template

#### Task 7

#### Task 8

- BUG: if you enter the wrong username and submit, you get the same page but with an extra character
- took a long time to find the drop down (x2)

#### Task 9

- Used “edit” link next to project members
- Felt uncomfortable about the free form text, thought he could make a mistake here easily.
- Wanted a “are you sure?” dialog

#### Task 10

- Liked popup
- Wanted yellow alert box to be context dependent (“changes have been saved” isn't really applicable here)