

Usability testing report

Tasks as described in file tasks.docx

Task 1

- search: ok
- see job posting details: ok
- open company website: ok

Task 2

- register as company: ok, **Problem 1**
- log in: ok, **Problem 2**
- find my account page: ok
- log out: ok

Task 3

- login with „adidasmail@mail.ch“: ok,
- create new job posting: ok, **Problem 3**
- look at all adidas postings: ok
- sort them according to verification status: ok
- edit rejected posting: ok
- delete another posting: ok
- edit approved posting: **Problem 4**
- second language “Mandarin”: skipped
- my account: ok
- change password to “adidas”: ok
- change contact name: skipped

Task 4

- log in with “admin”: ok
- find admin area: ok, **Problem 5**
- verify adidas: not possible, skipped in task 3
- reject company: ok
- approve job posting/reject job posting: ok, **Problem 6**
- log out: ok

Task 5

- log in with baduser@gmx.com: ok, Problem 7
- change account description: ok
- log out: ok

Problems

Problem 1

Registration as company: which fields are required/optional?

Solution: Added * to mark required fields.

Problem 2

After registration, the user is not logged in.

Solution: We did not change that policy. Many other websites have this policy too. It's even a bit a spam protection. If we add an email confirmation system in future, then this problem is easy solved.

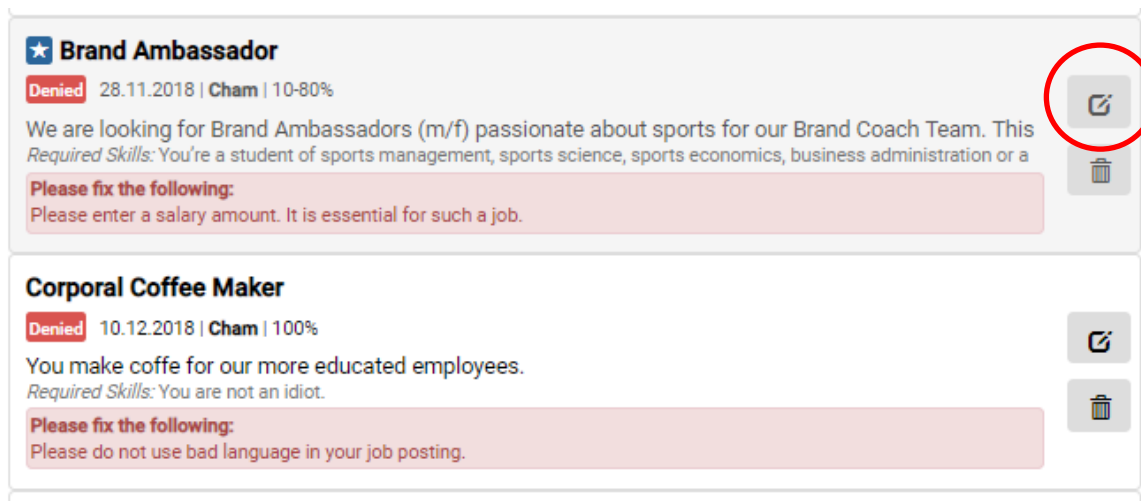
Problem 3

Offer valid until was not clear.

Solution: Added description/label which is more clear

Problem 4

In the "My Job postings" site the test user clicked on the title of a job posting to edit it. But this opens the normal job posting details page, where the user cannot edit the job posting. Instead he has to use the "Edit"-Button directly in the "My Job postings" site.



Click on "Brand Ambassador" to open the details page. There you cannot edit the posting. Use for editing the edit button (red circle).

Solution: We discussed a lot about this problem. Most users want to edit the job postings on the "My account"-page and not view the details page. This speaks for a solution where clicking on the title opens the edit page with a small "show" button. On the other hand, clicking on the title opens the details everywhere else in our project. For consistency reasons, we decided on the status quo. By minor adjustments, however, we have highlighted the "edit"-button.

Problem 5:

Finding the admin area is not obvious (top right corner).

Solution: We found it important, that a signed in admin can also look at the site and sees the same things as a normal (unregistered) student does. So we made a clear distinction between admin/normal areas. The admin is not a normal user and will use the platform a lot. Therefore he will be quickly familiar with this layout (the admin area is accessible from every page with only one click). So we did not change anything.

Problem 6:

All jobs and companies which the admin has to accept/decline are on the same page. On the upper part the jobs and on the lower part the companies. The position of the jobs and the companies is not intuitive. It is hard to find the "border" between jobs and companies, as all of them have a similar "grey box". This means that for many entries, the layout becomes confusing.

Solution: Complete redesign of the admin area. There are now 2 separate pages for job postings/companies, directly accessible from the admin dropdown.

Problem 7:

If you are signed in, you do not see directly who you are. You have to access the “My account” page for that.

Solution: In the usability test, there was a lot of signing in and out for just a single user. This is confusing, if it is not clear, for which company you are signed in. But for normal usage, a company has only one account. So if you are signed in, it is clear. So we decided to take no action.

Improvements for future usability tests:

Problem with skipped tasks: Perhaps tasks would be less skipped, if there is a new line for every single task. But only a few tasks were skipped, so it was not a big problem.