



IWENT

YOUR EVENT MANAGEMENT PLATFORM

USABILITY TEST: REPORT

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INTRODUCTION

The website was tested by three different testers on 2019-11-27.

They were handed a sheet with tasks (s. UsabilityTests_Tasks.pdf). While testing, their screen was captured (s. MP4 files). They were requested to "think aloud". Afterwards, they filled out a feedback form.

TASKS

TASK 1

Register as a new user. Make sure that you register as a service provider . Don't add a zip code.

PROBLEM: No restrictions in the non-password fields.

SOLUTION: Restricted with regex (and corresponding messages).

PROBLEM: Password input is deleted, when entering the password input field a second time.

SOLUTION: No changes. It's good practice the way it is.

PROBLEM: Password requirements too complicated.

SOLUTION: No changes. In our opinion the password shouldn't be less complicated.

PROBLEM: Username is case-sensitive.

SOLUTION: No changes. In our opinion the username should be case-sensitive.

TASK 2

Log in with your newly created profile.

PROBLEM: Message box if successfully logged in not needed. (General: Too much message boxes for successful operations.)

SOLUTION: Show only messages when login/operation isn't successful.

PROBLEM: You can't login by pressing Enter (you have to click the button).

SOLUTION: Fixed. (Now, you can login by pressing Enter.)

TASK 3

Go to your profile page

PROBLEM: Not sure, if you have to click the "person" icon.

SOLUTION: No changes. The "person" icon is a standard for profile pages.

TASK 4

Add a zip code to your profile. Save the changes.

No problems.

TASK 5

Change your password. (Remember your new password.)

No problems.

TASK 6

Sign out.

No problems.

TASK 7

Log back in with your new password.

No problems.

TASK 8

Have a look at all available services.

PROBLEM: Not self-explanatory to find this under the "house" icon.

SOLUTION: Now, you click the "magnifying glass" icon to go to the search function, where you can find all services.

PROBLEM: Clicks on the Services doesn't do anything.

SOLUTION: Now you can "book" a service.

PROBLEM: You're in a dead end after you click on "all services".

SOLUTION: Fixed. (Services now shown on the "home" page.)

PROBLEM: The search function doesn't work.

SOLUTION: Fixed. (Search function was not yet implemented for the test.)

TASK 9

Create a new service yourself.

PROBLEM: Function not on the same page as all the other services.

SOLUTION: Moved the function to the same page.

PROBLEM: When choosing a "Category" (drop down), it is shown too far right.

SOLUTION: Shortened and moved the input field.

PROBLEM: You don't see your service right after it is created./The service page doesn't automatically reload after you created a service.

SOLUTION: Fixed.

TASK 10

Take a look at the list of your own services.

PROBLEM: Requires one unnecessary click.

SOLUTION: Fixed. (You now only need one click.)

TASK 11

Delete your account.

No problems.

TASK 12

Try to log in with your deleted account.

No problems.

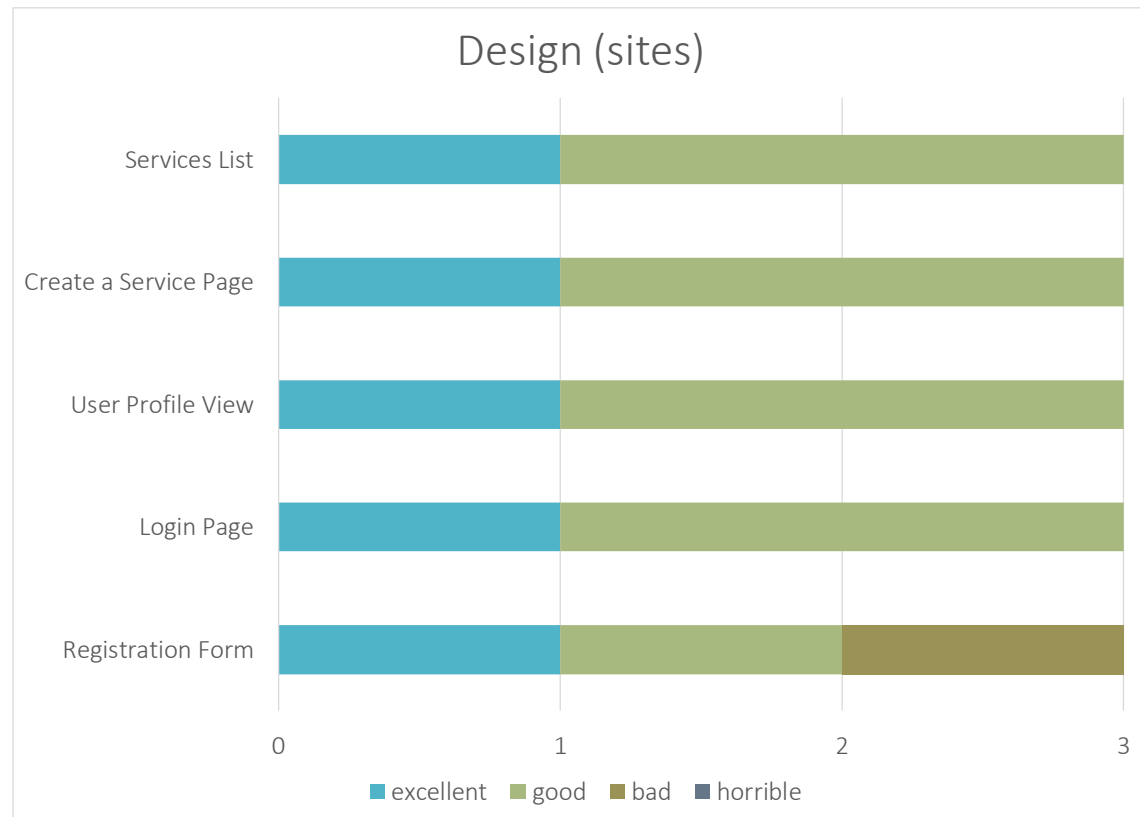
FEEDBACK FORM AND GENERAL FEEDBACK

The following graphs show the answers from the feedback form.

(Feedback to the feedback form: One tester would have preferred a Likert scale with 5 instead of 4 items.)

DESIGN (SITES)

GRAPH 1

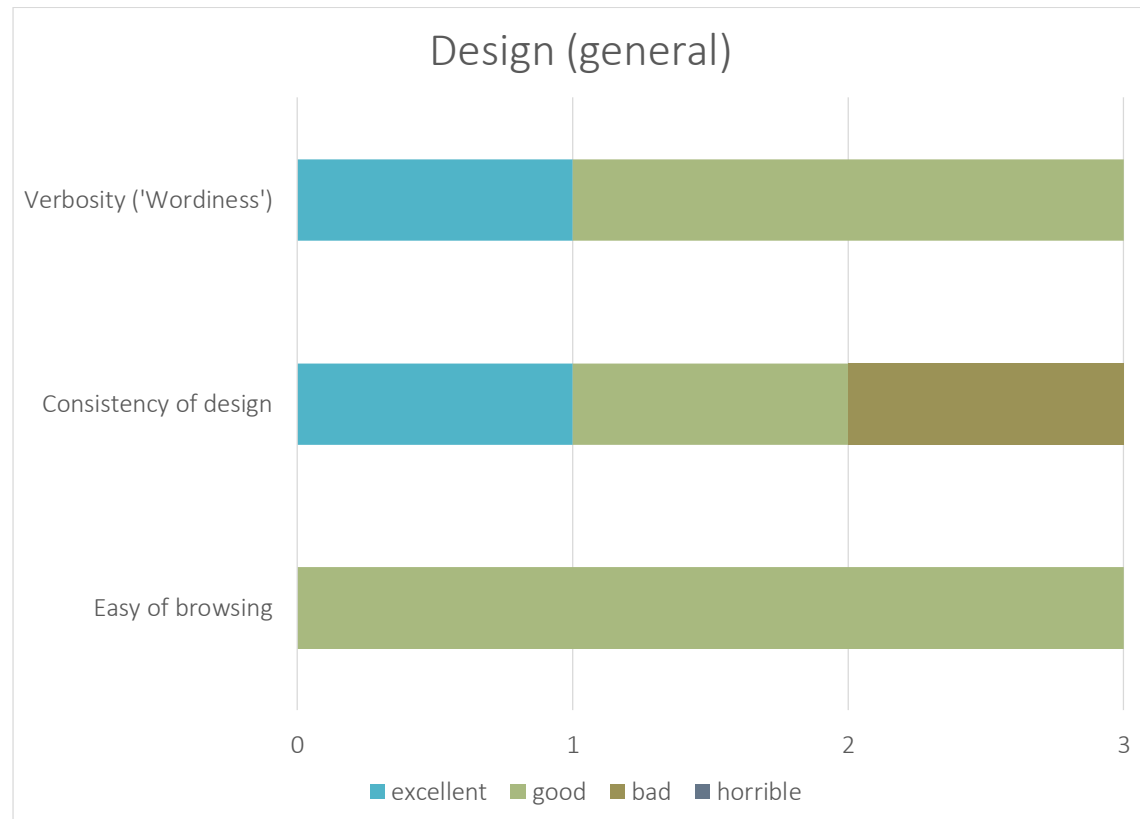


The general design of most sites (services list, create a service page, user profile view, login page) seems to be at least good. One tester rated the design of the registration form as "bad".

SOLUTION: We changed the general design of the website a bit, hopefully for the better.

DESIGN (GENERAL)

GRAPH 2

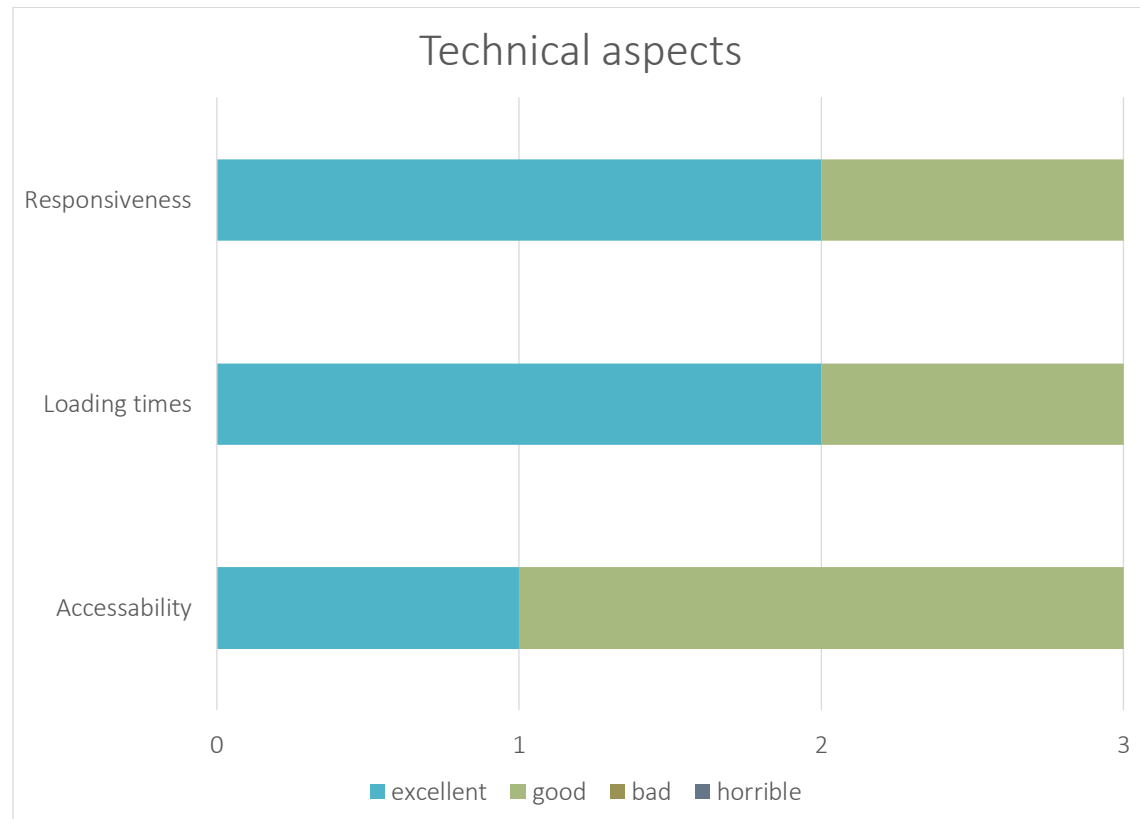


The website seems to be easy to browse and not too verbose. One tester criticized the inconsistency of the design, that too many different colours had been used.

SOLUTION: Adapted the design. More consistent use of colours.

TECHNICAL ASPECTS

GRAPH 3



The responsiveness and loading times were the best rated aspects of the website. There don't seem be obvious problems regarding the accessibility.

SOLUTION: No changes.

GENERAL FEEDBACK

PROBLEM: Profile button visible, when not logged in.

SOLUTION: Fixed. (Shown only when logged in.)

PROBLEM: Display Services on Home Page.

SOLUTION: Implemented as desired.