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: xxx

Task 3

Go to your profile page

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

Solution: No changes.

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: Changed the icon to "magnifying glass".

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.