Team 8 – "iWent" – Usability Test: Report

The App was tested by three different testers.

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: It's not a bug, it's a feature!

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.

Task 3: Go to your profile page

Problem: Not sure, if it's the "person" icon. (It is.)

Solution: No changes.

Task 4: Add a zip code to your profile. Save the changes.

Problem: No problem.

Task 5: Change your password. (Remember your new password.)

Problem: No problem.

Task 6: Sign out.

Problem: No problem.

Task 7: Log back in with your new password.

Problem: No problem.

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: xxx

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.

Solution: Fixed.

Task 10: Take a look at the list of your own services.

Problem: Requires one unnecessary click too much.

Solution: Fixed.

Task 11: Delete your account.

Problem: No problems.

Task 12: Try to log in with your deleted account.

Problem: No problems.

Answers from the feedback form.

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

TODO