Observations:  
Notes:  
Satisfaction Questionnaire Questions:  
Think aloud-technique:

**Observations:**

Users generally looked confused and frustrated initially but then as they figured out how to navigate through the app their expressions eased up into a sense of accomplishment and success.

Some of their body language looked tense and uneasy at first but later on became more relaxed as time went on.  **Notes:**

User A:

Could not use the Apple log in option

Could not click on some series - interaction did not work

Took quite long

Could not find the chat box section

User B:

Did not like the placement of the chat box

Performed well and efficient

Wanted Watch Party feature on the home page

User C:

Efficient

Said that buttons were labelled incorrectly

Wants a back button

User D:

Thought navigation was easy to figure out

LIked the Menu page

User E:

Found that the series in the “Haven't watched” section were not clickable.

Wanted to select Young Sheldon but couldn't.

Confused by the scenario whether to sign up or log in

Wanted a back button

User F:

Found that the series in the “Haven't watched” section were not clickable.

Said that the discover and browse more shows button is redundant.

Liked the aesthetic.

User G:

Struggled with connecting

Took long to find things

Did not understand the scenario.

Could not locate a lot of things in the app.

Thought that they broke the app because they could not click on some things

User H:

Could not share their screen, Zandile shared her screen on their behalf

Could not click on any of the Havent watched section series.

Wanted a back button.

We need to label buttons better.

Participant A was unable to share their screen so the next participants began

Participants B seemed to be unsure of whether they were done with scenario they were given

We made participants aware that they could think aloud

Participant C struggled with certain parts of the the prototype being clickable

Participant C could not complete one of the first scenario's tasks because they were unsure where it was located

Participants D and E navigated through the app fairly quickly. They found everything straightforward

Participant F was under the impression that it is an actual app that requires downloading

Participant E also experienced issues with clickability. We guided them around the issue without telling them exactly how to do that.

Participant G was unable to share their screen so we navigated through the app on their behalf. They verbally communicated how they would have navigated through the app.

Participant H couldn't complete the first task of their scenario

Majority of participants experienced clickability issues

Participant H completed their task fairly quickly

Overall the usability test went smoother than expected

**Satisfaction Questionnaire Questions:**

**1. Overall Satisfaction:**

Please rate your overall satisfaction with the Series Tracking App.

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

**2. User Interface:**

How satisfied are you with the user interface of the Series Tracking App?

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

**3. Features:**

Please rate your satisfaction with the features available in the Series Tracking App.

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

**4. Ease of Use:**

How easy was it for you to navigate and use the Series Tracking App?

Very Easy

Easy

Neutral

Difficult

Very Difficult

**5. Performance:**

Please rate your satisfaction with the performance (speed, responsiveness) of the Series Tracking App.

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

**6. Would You Recommend:**

Based on your experience with the Series Tracking App, how likely are you to recommend it to others?

Very Likely

Likely

Neutral

Unlikely

Very Unlikely

**7. Suggestions for Improvement:**

Please provide any suggestions or comments you have for improving the Series Tracking App.