Zoom.com: Usability Test Results

Since the pandemic began many of us have become quite familiar with Zoom and use it on a daily basis. Although we use it often, there are many features and capabilities of Zoom that users might not be aware of. Our group decided to test the usability of Zoom’s settings page, on which users can configure their settings for hosting and participating in meetings.

The test user navigated the website to complete the tasks (listed below) while verbalizing the process to the rest of the group. The other group members made note of the time it took to complete each task, the accuracy of completion, the recall ability of the user, and the emotional response of the user after completing all of the tasks.

These are the exact task instructions the user was presented with:

1. Go to zoom.us and login using Davidson credentials.
2. Change the following Zoom settings:
   1. Allow all participants to screen share.
   2. Enable a waiting room.
   3. Disable the meeting password requirement.
   4. Allow both the host and the participants to record the meeting.

General observations:

The user was successful in completing all the tasks. Once she had to change settings in zoom, there was a period of exploration where the user felt anxious, and lost on the site, for about 30 seconds. Once the user successfully found and changed the indicated setting, she was able to complete the other tasks quickly and confidently, but only with the help of command+f to help locate items on the page (it should be noted that the site did not have a search bar of any kind).

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Conclusions:

The website owners need to add a search bar, at least to their settings page, and find a way to make the settings page better organized, with better visual flow of the various options.