

WebCars

Usability Test Report

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Date of Test: April 7, 2016

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<https://webcars.herokuapp.com/>

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Summary

The goal of our study was to test the UI and functionality of our web application WebCars. A total of seven testers participated in our usability test. All seven were able to complete the test. All testers were given a paper with simple and straightforward instructions with a laptop with the OS of their choice, windows or Mac. After the testers finished completing the task, they were redirected to fill out an evaluation form. The evaluation form was an opportunity for the testers to leave their comments on a particular task. The average results with the user's task was good, no major difficulty was found in a particular task. However, the testers did find minor flaws in our design. Some of the flaws included redirecting from one page to another, form validation, spelling mistakes and some of the functionality was not obvious to all users. Our goal was to build a page where the user is given the minimum amount of functionalities in a single page and still have a good functioning application. The fact that 6 out of 7 testers gave WebCars a rating of 8 and above on easiness, shows that we have accomplished our initial goal, that is "Simple and easy".

Instruction and Task List for Test Subjects

1. Complete following tasks some may be done in any order.
 - Create an account
 - Look for a car ad on the homepage
 - View a car ad
 - View the profile of the person selling the car
 - Leave feedback on the seller's page
 - Post a car ad
2. Please fill out the Google form once these tasks are completed.

Questions for Testers

1. How would you rate the difficulty of the website?
2. What did you like best about the website?
3. What did you like least about the website?
4. If you could what would you change about the website?
5. How many hours a week do you use a computer?
6. What is your age?
7. Other comments?

Comments during Test

1. Did the user create an account before looking at an ad?
2. Did they fill all the fields out correctly?
3. Did the user look at an ad first?
4. Did the user look at another user's profile page?
5. Did the user leave feedback on the seller's page?

6. Did the user create an ad?

What did the testers do

Most testers started out creating an account, but some clicked on a car ad first. After they created an account, the tester was redirected to their profile pages. Still logged in, all testers went to the homepage to check out the ads and was able to navigate to another user's profile page.

No testers had issues navigating to ad or profile pages but some noted that it could have been rather difficult if they were not so technically inclined. Any troubles that occurred were typically because the instructions were not as clear and after asking for clarification the user was off to testing again. Navigating to a seller's profile currently has an email address on the car ad and this was pointed out as a non-obvious way to link to the profile. We plan to change this feature to be more intuitive with the seller's name and potentially their profile picture.

Major Findings

- Had a typo on the profile page "Feedbacks"
- Redirecting to user's profile confused some people when it came time to search for an ad.
- Navigating to another user's profile page was confusing because you had to click on an email address on the car ad.
- Button to submit feedback for another user says "Feedback" which is not obvious that it would submit your feedback.
- Got a complaint about the sign up form where it was confusing whether or not you had to fill out both pages or if they were for different things.
- Testers were able to put negative prices in car ads which can be solved with the jQuery validator.
-

Responses given after test

To gather a sense of difficulty and overall impressions of the website we created a Google form for the testers to fill out after completing the tasks assigned to them.

The images below are an overview of the user's response:

What is your age? (7 responses)

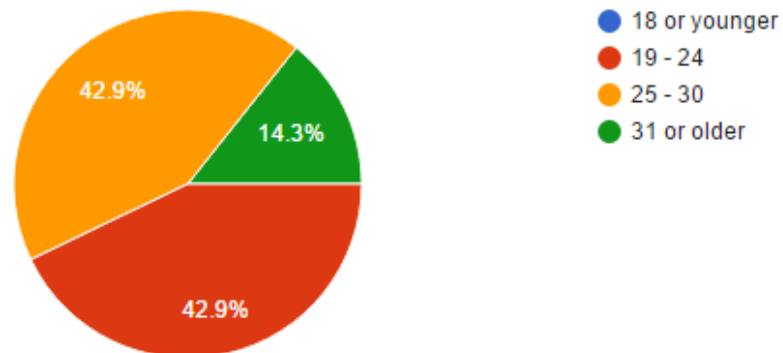


Figure 1

Figure 1, 'What is your age'- Our testers were both males and females between the ages of 19-30 that fits our original target group.

If you could what would you change about the website? (6 responses)

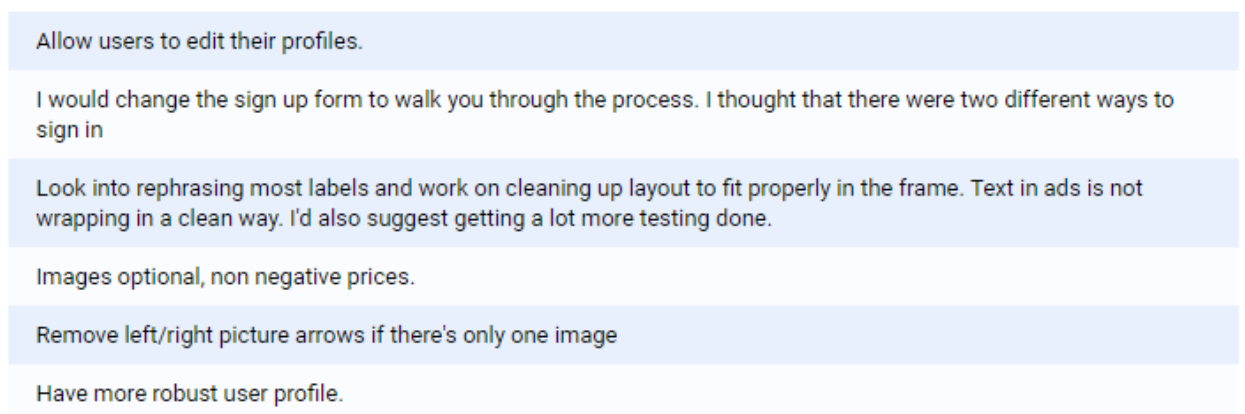


Figure 2

Figure 2, 'If you could what would you change about the site'- Comments:

1. "Allow users to edit their profile" - This was our original goal; however, time will not allow to fully implement this functionality. Once a user creates an account, for this version the user will not be able to modify it.
2. "I would change the sign up form to walk you through the process. I thought that there were two different ways to sign in" - For our final version we will change this form to have less confusion.

3. “Images optional, non-negative prices” – We are planning on having a default image to users who do not want to provide an image. We also did not think about users that input negative price, to address that issue we will add a rule to our validation form.
4. “Remove left/right picture arrows if there's only one image” – We plan on removing the arrows.
5. “Have more robust user profile.” - I believe we have all the information a user needs to get in touch with another user.

How many hours a week do you use a computer? (7 responses)

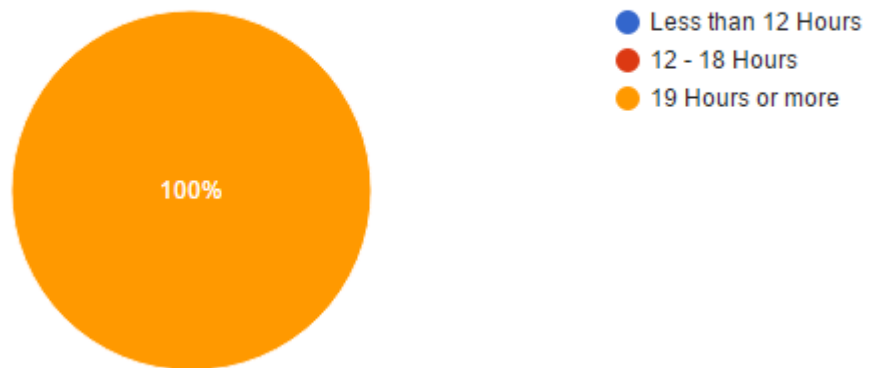


Figure 3

Figure 3, ‘How many hours a week do you use a computer’- All of the users who tested our website replied saying they had over 19 hours a week on a computer as all the testers were Computer Science majors. We had hoped to have some people who did not have so much computer time as to reveal parts of the website that would be non-obvious to someone who is not on the web daily.

How would you rate the difficulty of the website? (7 responses)

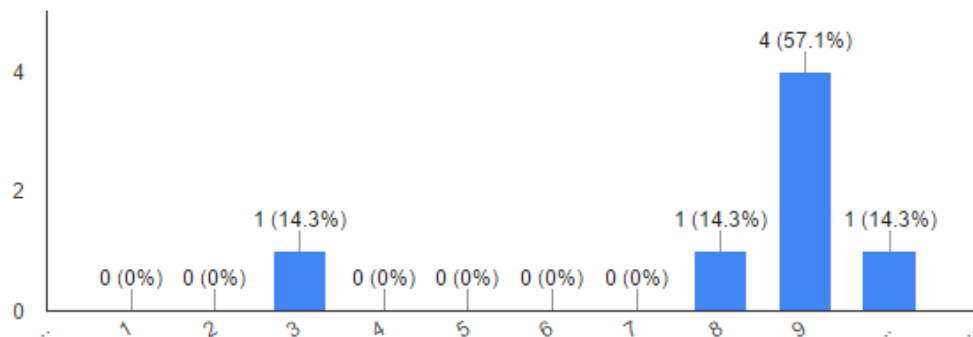


Figure 4- 1 very hard, 10 very easy.

Figure 4, ‘How would rate the difficulty of the website’ – Beside one user who gave us a rating of 4 meaning that it was very difficult for that particular user, all other six users gave us an average of 9 meaning very easy to use.

What did you like least about the website? (6 responses)

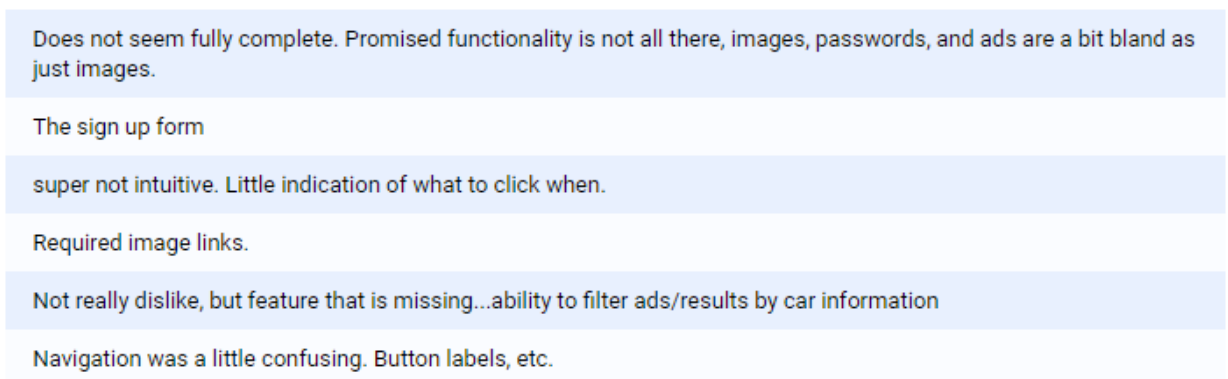


Figure 5

Figure 5, ‘What did you least like about the website’– Comments:

1. “The sign up form” – We have mentioned that we are planning on changing the design of our forms before the final version.
2. “Required image links.”- As mentioned above, we are planning on having a default image to users who do not want to provide an image.
3. “Not really dislike, but feature that is missing...ability to filter ads/results by car information” – We did not had time to fully implement this feature yet, but hopefully we will accomplish this task before the final version is due.

4. “Navigation was a little confusing. Button labels, etc.” – We thought this was addressed by adding labels to the navigation icons. But we will try to simplify before the final version.

What did you like best about the website? (7 responses)

Clear links to functionality.
Simple, easy to navigate
menu bar is clean and updates properly with navigation
Fast, simple to use
easy to access
It's easy to use
interface has a nice look/feel

Figure 6

Figure 6, 'What did you like best about the website' – Some comments on figure 6 contradicts the comments on Figure 5. Example, “Simple, easy to navigate” and, “Menu bar is clean and updates properly with navigation” conflicts comments in Figure 5, “Navigation was a little confusing. Button labels, etc.”.

Other comments? (4 responses)

Good luck!
Solid website. Overall it looks good. I would however make either an image uploader or make the profile image optional. Possibly make the seller page link look less like an email link. I wasn't sure if it would open the page or an email client.
Seriously talk to people about both visual communication and actual communication as to how things are labeled and described on your site.
Car Site, bonus points

Figure 7

Figure 7, 'Other Comments?' - There was not much information to take from this question as the suggestions here were just reiterated from previous suggestions given by the same user.

Materials used for the Test

For the test we came with:

- 1 Windows laptop
- 1 Mac OSX laptop
- Instruction sheets
- A Google form for the testers to fill out
- A Google form for Thiago and I to fill out during the test

Link to tester form -

<https://docs.google.com/forms/d/1KdGrDvSVsQt7XmxTfyAUztxrz7BOblv-NdirJmonViw/viewform>

Link to the Observer form - <https://docs.google.com/forms/d/1Tmnq3r49Qc-DP2nZPpPjtLauwRz5xM3snvf4IRuwt8U/viewform>

APRIL 7, 2016

WEBCARS

The following is a list of tasks to be completed on the WebCars website.

Some tasks must be completed before others but most can be done in any order.

Please fill out the Google form once these tasks are completed.

TASK

- Create an account
- Look for a car ad
- View car ad
- View the sellers profile page
- Leave feedback on the sellers profile page
- Post a car ad

-Instruction sheet handed out to testers

WebCars Usability Test

1. How would you rate the difficulty of the website?

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Very Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Easy

2. What did you like best about the website?

.....

3. What did you like least about the website?

.....

4. If you could what would you change about the website?

.....

5. How many hours a week do you use a computer?

Mark only one oval.

- ☐ Less than 12 Hours
☐ 12 - 18 Hours
☐ 19 Hours or more

6. What is your age?

Mark only one oval.

- ☐ 18 or younger
☐ 19 - 24
☐ 25 - 30
☐ 31 or older

7. Other comments?

.....

-This is the form that was given to the testers to fill out. We had it open in another tab to complete once they had completed all the tasks on the instruction sheet.

Comments During Test

1. Did the user create an account before looking at an ad?

Mark only one oval.

- ☐ Yes
☐ No

2. Did they fill all fields out correctly?

Mark only one oval.

- ☐ Yes
☐ No

3. Did the user Look at an ad First?

Mark only one oval.

- ☐ Yes
☐ No

4. Did the user look at another users profile page?

Mark only one oval.

- ☐ Yes
☐ No

5. Did the user leave feedback on the sellers page?

Mark only one oval.

- ☐ Yes
☐ No

6. Did the user create an Ad?

Mark only one oval.

- ☐ Yes
☐ No

-This was the form for Thiago and I to fill out while we observed the testers attempting to complete the tasks.