End User Usability Testing

Name of Instructor: Emily Trinh
Name of Participant: Jay Shome
Age: 22
Gender: Male
Education Level: Pursuing Bachelors of Science
Major: Computer Engineering and Business
Technical Competency: High

Introduction before starting the test:
"My name is <NAME> and I am conducting this study for my Software Development class. My team will be designing a website called Spoiled Tomatillos and its goal is to bridge the chasm between Netflix/Amazon and Facebook by creating a social recommendation system for movies. We are currently conducting these studies in to improve our user interface. I will be collecting information such as the time to complete each task and troubles you may have encountered. Your participation will guide us in creating a better user experience. Do you have any questions? Do you agree to participate in our study? (If the participant agrees, have him/her sign the consent document)"

Scenario 1:
"Assume you've logged into Spoiled Tomatillos website on your laptop and the website brings you to the following home page." *Pulls out the paper prototype of the home page*. "Now I'd like you to search for the movie "Finding Nemo" and give the movie a 5-star rating."

Time to navigate to search bar: 2.02 seconds
Time to navigate to to *Rate* button: 2.60 seconds
Time to choose five stars on *Rate* drop-down: 2.62 seconds
Instructors observations (errors or troubles observed):
- No troubles observed
- No recommendations

Scenario 2:
"Nice work. Now I'd like you to recommend the movie "Finding Nemo" to your friends Barack Obama, George Bush, and Bill Clinton."

Time to navigate to recommend button: 1.13 seconds
Time to select all three users: 4.96 seconds
Instructors observations (errors or troubles observed):
   - Suggested to check mark friends before putting message
   - Put "Search Friend List" in search bar to be clear about what to search
   - Had trouble figuring out it was a friends list

Scenario 3:
"Very good. Lastly, I'd like you to add a new friend named Ian Anderson."

Time to navigate to search bar: 3.35 seconds
Time to add Ian Anderson as a friend: .89 seconds
Instructors observations (errors or troubles observed):
   - Didn't know he could search for people and friends in the same search bar

Conclusion:
"You have completed all the tasks. Now I'd like to ask a few questions about your experience with this study. What did you think about the overall satisfaction of our interface design?"
Participant Response:

"On a scale from 0 to 5, how would you rate our design and why?"
Participant Response:
5 - Simple design, easy to use, all buttons for tasks are immediately available/ available all at once (not hidden)

"Do you have any suggestions or recommendations for us?"
Participant Response:

"Thank you so much for your time and we really appreciate your help."

-- THE END --