

End User Usability Testing

Name of Instructor: Tina Wu

Name of Participant: Jillian Flodner

Age: 20

Gender: F

Education Level: Undergrad

Major: CS and CyberOps

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: 2.85

Time to navigate to to *Rate* button: 0

Time to choose five stars on *Rate* drop-down:

Instructors observations (errors or troubles observed):

No trouble, ~~not~~ didn't take time because it was immediate

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:

Time to select all three users:

Instructors observations (errors or troubles observed):

Responses were immediate from Jillian. No errors.

Scenario 3:

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

Time to navigate to search bar:

Time to add Ian Anderson as a friend:

Instructors observations (errors or troubles observed):

Immediately started searching for Ian Andersen

↳ didn't go to home page :)

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:

great

"On a scale from 0 to 5, how would you rate our design and why?"

Participant Response:

5: intuitive

"Do you have any suggestions or recommendations for us?"

Participant Response:

No, will let us know.

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

----- THE END -----