

Admin User Usability Testing

Name of Instructor: Patrick Milne
Name of Participant: Nick Kamm
Age: 22
Gender: Fluid
Education Level: Pursuing Bachelor's Degree
Major: Chemical Engineering
Technical Competency: Moderate

Introduction before starting the test:

"My name is Patrick Milne 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:

"You are an administrator of the Spoiled Tomatillos website. 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 admin home page.* "Now I'd like you to remove the commenting ability for the user Ian Anderson."

Time to navigate to *Admin* drop-down: 11 seconds

Time to select *Manage Users*: 2 seconds

Time to unselect *Commenting* privilege for Ian Anderson: 9 seconds

Instructors observations (errors or troubles observed): forgot the question

Scenario 2:

"Nice work. Now I'd like you to remove the user Ian Anderson."

Time to click *Remove User* for Ian Anderson: 1 second

Time to select *Remove*: 1 second

Instructors observations (errors or troubles observed): none

Scenario 3:

“Very good. Lastly, I’d like you to send a notification to all users with the message
“Watch more movies with your friends!””

Time to navigate to *Admin* drop-down: 1 second

Time to navigate to *Send Notification*: 1 second

Time to navigate to “typing” notification message: 2 seconds

Time to navigate to *Send* message: 1 second

Instructors observations (errors or troubles observed): none

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. It was well laid out and simple and easy to use.

“Do you have any suggestions or recommendations for us?”

Participant Response:

Add color and pictures. Likes the notifications that a task was completed.

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

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