

Admin User Usability Testing

Name of Instructor: Emily Trinh

Name of Participant: Elena Sullivan

Age: 22

Gender: Female

Education Level: Pursuing a Bachelors of Science

Major: Health Sciences

Technical Competency: Low

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:

“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: 4.88 seconds

Time to select *Manage Users*: 1.73 seconds

Time to unselect *Commenting* privilege for Ian Anderson: 1.95 seconds

Instructors observations (errors or troubles observed):

- Tried to search for Ian Anderson initially instead of going to “Admin” tab
- Thought a next page appears after clicking on “Ian Anderson” instead of being able to directly remove Ian’s commenting abilities

Scenario 2:

“Nice work. Now I’d like you to remove the user Ian Anderson.”

Time to click *Remove User* for Ian Anderson: 2.30 seconds

Time to select *Remove*: 1.53 seconds

Instructors observations (errors or troubles observed):

- No errors

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: 2.25 seconds

Time to navigate to *Send Notification*: 2.12 seconds

Time to navigate to “typing” notification message: 2.56 seconds

Time to navigate to *Send* message: .92 seconds

Instructors observations (errors or troubles observed):

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 - not many tasks to do so it makes the design simple/straight forward

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

Participant Response:

- Be able to edit users from search bar
- Rather search for users on Admin screen than have a list (what if admin has lots of users, makes it easier to navigate to the one they need)

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

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