

Admin User Usability Testing

Name of Instructor: Madeline Seraphin

Name of Participant: Dave Earley

Age: 20

Gender: Male

Education Level: Pursuing Bachelor's degree

Major: Mechanical Engineering

Technical Competency: High

Introduction before starting the test:

"My name is Maddie 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: 15s,

Time to select *Manage Users*: 3s,

Time to unselect *Commenting* privilege for Ian Anderson: 3s,

Instructors observations (errors or troubles observed): Toughest part was knowing to go into the Admin dropdown

Scenario 2:

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

Time to click *Remove User* for Ian Anderson: 2s

Time to select *Remove*: 5s

Instructors observations (errors or troubles observed): No errors/troubles

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: 2s

Time to navigate to *Send Notification*: 2s

Time to navigate to “typing” notification message: 3s

Time to navigate to *Send* message: 5s

Instructors observations (errors or troubles observed): Liked the confirmation needed to send the message

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: Thought it was good overall, liked that it was clean and there didn’t seem to be any features that weren’t necessary. Highly satisfied.

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

Participant Response: 5 because it was easy to use

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

Participant Response: No

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

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