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CS4500 - Usability Study Report

The website is essentially a combination of IMDB plus Facebook. Users can review and leave ratings on movies, as well as add other users as friends.

Mock-ups can be found at the end of this document. [DO THIS!!!]

Subject:

The subject in my survey was a 20-year-old male NEU MechE student, with a capable level of technical competency.

Tasks:

I asked the user to perform the following tasks:

1. Search for a movie.
2. Review and rate a movie.
3. Register for an account.

Results:

Overall, the user was comfortable with the layout of the pages he was presented with. He felt that the website layout is easy to understand.

Task 1

The user had no problems finding the search bar on the home page of the site. He commented that he did not like the fact that there was a "Friends' Activity" menu on the right side of the screen, and suggested that the home page layout should be customizable by the user.

Task 2

The user felt that the movie page was very well laid-out, and understood the process well. He did not like the concept of "stars". He felt that there would be a lot of "bandwagoners" and that having a star-based rating system is a poor idea as it fails to cater to more niche audiences. He felt that an upvote/downvote system would be better.

Task 3

The user felt that the login page was a little overly-simplistic, and the register page did not need to be on a second page. He felt that it would be simpler to combine the two pages into one and have two columns, one for logging in and one for registering. He was somewhat confused about how having to submit both a username and email address would be relevant, so it would be a good idea to clarify the purposes of those, or decide to ignore needing a username at all.

Other Comments

The subject felt that the user page should have a “album” system for profile pictures, like Facebook, but their active profile picture is too big and should be smaller. He also felt that having recent activity in the middle is good. He also liked the “report” concept and thought that it would be very useful. He also did not really understand the purpose of the “sub menu” dialog, but thought that the layout was fine otherwise.

Conclusions

We need to redesign the layout of certain pages, compared to our mock-up. Overall the choices for the pages is fine, but the layout isn’t perfect and we need to reconsider our choices for which buttons appear on which pages.