Feedback on Tester/Observer:

In the Vietnamwork Usability Testing, our test was conducted by team ….

General:

- Team…. 's strategy:
  - Each team member acted as both facilitator and observer who stay for the whole of time with his/her tester.
  - The facilitator (observer) noted down all our ideas and recommendations during the testing time.
  - Introduction, preparation, and guidance:
    - 2 out of the 3 observers introduced the objective of the test while the last one did not.
    - 1 observer did walk through almost everything in the testing process. However, instead of giving advice of what could be done, he gave the impression of forcing what had to be done.
    - In contrast, the other observers did not speak too much.
    - They asked us too much about our personal information.
    - However, they jogged down all our opinions seriously, which makes us feel that what we were saying was well respected.
- Tasks:
  - Apply for a job: this task is the most important and relevant since the app's purpose is to help user look for job, and they did well guiding us through the process, along with asking question relating to the process.
  - Creating an account: they provided us with a dummy account for Vietnamworks, which doesn't give us any clue of what the register process is like. Therefore, we believe this task should have been included because it is a good material to test and give feedback to Vietnamwork.
  - Creating and managing job alerts: This function is unknown to most of us since the tester did not walked us through this functionality nor provided us with the freedom to test it out. However, it is a related task since it is a distinctive feature that makes Vietnamwork stands out among the competitors. As a result, we believe it should be well guided.
  - Adding favorite jobs: This function is a well known pattern in many modern apps, being able to "like" and save what you took interest in. However, the tester did not gave any notion on what we could have done, regarding this function and we had to test it out on our own and gave him our feedback.