*Submission for* SPEC 4 Report

# Usability Testing



VietnamWorks Application *(Android version)*

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# Introduction

User-centred design is a method to approach and design all information about the users who will use the products. It is a process which focuses on the end-users through the design, planning and development of the product.

To ensure VietnamWork app on Android qualify User-centred design requirements, a testing process was conducted by our group with four different testing tasks. The professional report is then made to provide the reflection and analysis of the testing process (preparation and during the test). As a result, this report is made to serve that purpose.

# Reflection

In this section, we will describe in details about how the test was conducted.

## About the test in general

On Thus, 25 April, in the testing process for the VietnamWork app (Android version), there were 5 testers from Group 6, and 5 members in our group took turn as Facilitators and Observers.

The testers for the test were students from RMIT, with ages between 19 and 20. two of them already have work experience and had applied for jobs before. Whereas, the other three does not have any work experience, one of them had used Vietnamwork app on IOS version before to search for jobs.

The test was conducted follow this timeline:

**Introduction to the test**

**Testing**
Relevant information
Testing tasks

**Wrap-up**

**Thank you**

In the testing tasks process, we assigned to testers 4 different tasks:

**Complete Profile (CV)**

**Search for a Job**

**Apply to Assigned Job**
(Saved in My Jobs)

**Create Job Alert**

## Users Comprehensive

Overall, the testing process went well without any serious unexpected issue. Users were able to complete all the assigned tasks and followed our instruction properly during the testing process, they also suggested many helpful ideas and feedbacks.

During testing process, most of the time, the users understood correctly what we expected them to do. However, there are 2 parts (completing CV and filtering search results) that testers were seemed to be confused and did not know how to do. Firstly, for completing CV, one of them did not know that CV is the profile in the app. We then realized that the problem was due to the language issue how we called the function in the app and then we explained to them that CV is called as profile in the app. For filtering search results, two users did not know that function existed in the app, they could not find where that function located. Therefore, we needed to skip this task for those 2 users.

Besides that, as all of the users are quite experienced with VietnamWork App on IOS version, they completed the required tasks much faster than expected and moved to the next tasks before we actually asked them to. It maybe due to they were extremely enjoyable while testing the app but that somehow prevented us to ask questions at the end of each task. Some of us therefore need to ask them to stop completing the tasks that we had not asked yet. Fortunately, after a few times, they followed our instructions more properly.

## Consistency

Overall, it was somehow difficult to maintain the consistency among different users. 3 users were very experienced in the app and took only 1-2 minutes to complete the assigned task and moved forward to the next task while 2 other user took more time for 2 tasks (completing profile (7-8 minutes) and filtering search result (5-6 minutes). In addition, all users needed to spent much time (around 2-3 minutes) to find out where the filter function located as that function is displayed very small on the top right corner of the application and there is no name put on that area to let users know.

## Task Relevance

Overall, most of the tasks were easy to the users and took only 2-3 minutes for them to complete the tasks since those users were quite experienced in VietnamWork IOS App. Especially, "Apply for assigned job" task was the easiest one, took about 1 minutes. The average time to complete that task among those users is around 2-3 minutes which most time spent on typing down correct job name in search bar. On the other hand, "Completing CV" is the most time spent task (7 - 8 minutes) as there were several steps (around 7 steps) to complete the CV and inside those steps, there are many sections required to fill out. Besides that, filtering search result is the most difficult task to test the users as 3 users did not know where the filter function located and they even did not have any idea what the filter function is for.

# Challenges

During the testing process, though we faced some difficulties but none had serious impact on our testing session.

Firstly, we did not know there is a new update version for android app available on Play Store until the lecturer mentioned about it a few minutes before the testing began. We then asked the testers wait for us 3-4 minutes to update a new version on our phones before we could let them test the app. This problem was unexpected but soon resolved within a few minutes and have zero impact on our testing session.

The second challenge was we had not expected some testing tasks were so easy and testers needed only a few minutes to complete (especially applying job task) while filtering job search is quite difficult to some users. To address this problem for the next time, we should choose tasks more properly with appropriate difficulty level and also consider time to complete those tasks.

The final challenge is about using appropriate language in task description. In our "completing CV" task, 2 users did not know CV is actually the profile function in the app. Therefore, when we asked them to complete CV, they searched around for a while to find where CV function located until they asked us what we actually meant about "Completing CV". We then explained to them that what we meant is completing the profile. To address this problem in the next time, we should noticed how the function is called in the app and use that word in our testing task description instead of replacing it with another word.

# Reply To Peer Feedbacks

After the test with members from Group 6 as testers, Peer Feedbacks was sent to us on May 01 with both negative and positive feedbacks. However, in this part, our reply will focus only on the negative.

| Peer Feedbacks | Our Reply |
| --- | --- |
| 2 out of the 3 observers introduced the objective of the test while the last one did not | According to our timeline, before the testing session began, facilitator had already introduced the objective to all the testers and confirm gestures from all testers were received; therefore, then the testing session began.<br><br>However, we are very sorry to hear that the last one did not introduce the objective of the test again; instead he began the testing session right away. |
| 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 | We are sorry to hear that his words made you feel as if you were forced to do something; as an observer, his words surely weren't meant to force you.<br><br>We hope this would ease away your inconvenience. Sometimes words can be taken in unexpected ways.<br><br>However thank you for this feedbacks, we will learn to use our words in a better way to avoid this misunderstanding. |
| In contrast, the other observers did not speak too much | We considered that listening to testers' opinions was very important to our process, that is why we did not speak much.<br><br>However, we are very sorry if that bothered you. |
| They asked us too much about our personal information. | In our testing process, there were only 3 main brief questions about testers' general information, which are: *Age, "Do you have any work experience?",* and *"Have you ever searched for a job?" if yes then "Which tool have you used?"*. These are essential to our analysis, and we didn't think that it would have been considered "too much".<br><br>However, we are truly sorry that it negatively affected your feelings. If you have told us so, we would have skipped these questions to avoid your inconvenience. |
| Creating an account: they provided us with a dummy account for Vietnamworks, | We are very sorry for the misunderstanding in here. Obviously, "Creating an account" is not part of our |

| | |
|---|---|
| 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. | testing tasks. And that explains why we provided you a dummy account.<br><br>In additional to that, using a dummy account was one crucial step, which is "Login", to be able to perform the testing tasks.<br><br>However, we find our observing results and your feedbacks is very helpful, since there-was-no-"creating an account" task was unexpected to you. |
| 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 | We couldn't agree with you more that this feature - "Create job alert" - is important and it is a highlight feature of Vietnamwork app.<br><br>With that in mind, we considered not to guide the testers too much; instead observing and recording your reactions to this unknown feature.<br><br>And it is our truly apology that somehow you felt the lack of freedom in testing this feature, which is obviously contrast to our observing objective.<br><br>However, thank you for your feedback and your recorded reactions is found very helpful to our analysis process. |
| 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 | We are very sorry for the misunderstanding in here. The "Adding favorite jobs" is not part of our testing tasks.<br><br>We considered observing your reactions in some features would be important to us than guide you through everything.<br><br>And in our observing results in testing "Searching jobs" task, it is a highlight that you noticed and tried out "Adding favorite jobs". |
| | Thank you so much for your feedbacks.<br>We appreciate it. |

# Analysis

## Task Analysis

Based on observing results, each task will be analyzed in details with users' issues, Nielsen's design principles, comments and proposed solutions.

### Complete Profile (CV)

Overview, this testing task took the longest amount of time and users seemed to be discouraged during the process due to the poor UX in display and customizing info.

| User Issues #1 | Comments |
|---|---|
| **too many steps and many information required** | Take too much time to complete profile as there are requirements to fill out, users seemed to be discouraged completing the task. |
| | Especially the "experience" field: users were required to fill out all information listed in "experience" section and they cannot save. |
| | An user did not know where to exit after complete choosing Job Categories. |
| **Nielsen Design Principle** | **Proposed Solutions** |
| User control and freedom | Do not require user to fill out all information for any section |
| | Consider 'emergency exit' and 'save' |

| User Issues #2 | Comments |
|---|---|
| **My Profile custom interface** | Language: users didn't know how to remove a language, and the app do not allow user to add more than 3 languages<br>Unclear about the maximum requirements in display while customizing (user didn't know) |
| **Nielsen Design Principle** | **Proposed Solutions** |
| Aesthetic and minimalist design | Display the requirements in both view and customize page. |

## Search for a Job

Since it was the testing, the accuracy in search results wasn't taken as serious as real-life-users. Still this main function/ task that the app offers, fail most testing users with many major issues spotted.

| User Issues #1 | Comments |
|---|---|
| **Search** without suggestions | There is no recommendations while typing keywords, which led to non existing job title due to the differences in the use of words.<br><br>From undesired results page, users needed to go back to search again for similar keywords to their desired results in mind. |
| **Nielsen Design Principle** | **Proposed Solution** |
| Recognition rather than recall | Recommendation: `LinkedIn Job Search App`<br><br>Search bar/ page which displays suggestions, and similar/ relative job titles |

| User Issues #2 | Comments |
|---|---|
| **Search Filter** is not visible to users' eyes | Filter function is difficult to find due to its small size and its location. 3/5 users didn't acknowledge the function existence, brought inaccuracy to the desired results |
| **Nielsen Design Principle** | **Proposed Solution** |
| Flexibility and efficiency of use | Redesign filter in term of new icons and size in current results page to be more visible |
| Help and documentation | Provide a guild tour before using to let users know the existence of the function |

| User Issues #3 | Comments |
|---|---|
| **Results Page** Language display | Results shown were not appropriate to the setting language. There is results in Vietnamese while language setting is in English, and vice versa |
| **Nielsen Design Principle** | **Proposed Solution** |
| Consistency and standards | Require recruiters to choose and write for the language display. |

## Apply to an assigned job

Overview, this task is very simple as there were jobs saved in 'My Jobs'. To observe if users acknowledge the existence of 'My Jobs' section was our simple goal. However, the issue was spotted when users apply job:

| User Issues #1 | Comments |
|---|---|
| **No confirmation** when user tap "Apply" button | It is the most serious problem when user have no ability to prevent their error.  People sometimes mistaken tap the apply button even they did not complete the profile or have enough time for consideration on the job. |
| **Nielsen Design Principle** | **Proposed Solution** |
| Error prevention | Should always show the pop up confirmation message after users hit the apply button |

## Create Job alert

| User Issues #1 | Comments |
|---|---|
| Job Alert display | "Job Alert" button is too big and stand out from the rest (other functions and buttons) on the application, users said to feel annoying<br>"Job Alert" button when 'active' and 'inactive' is not obvious to notice - said 1 user. |
| **Nielsen Design Principle** | **Proposed Solution** |
| Aesthetic and minimalist design | Should resize (smaller) the "Job Alert" button to fit the layout<br><br>Make obvious changes in the color according to the function status. |

*Outside testing tasks*

A minor issue beside actual testing tasks were recorded in the testing process: after entering invalid password, the app didn't reset the password to blank - Sign In. Suggestion: reset password to blank.

# General Impression

As the test went, issues spotted in the testing process seemed to be quite similar among 5 testers. Since testers had already familiar with the iOS version, most of the tasks went smooth due to familiar concept. And as testers are students with only 2 said to have prior work experience, the accuracy in searched results and CV information wasn't taken as serious as real life situation.

However, the VietnamWorks app (Android version) achieves fairly users' goal and works fine. Still more improvement needs to be focus on users experience.

*Positive*

The app layout and design is quite elegant and minimal, very easy to recognize for users using the app for the first time. With achieving fairly most of Usability Heuristics and Design Principles, let users know 'what is going on?' and 'how to do what they want to do?'.

*Negative*

In display in general, the sizes of many elements are too big/ too small compare to the similar, which draw users' attention away from what they looking for. For instance, 'Login' (too small) in Login /Register Page; Job Alert; Filter. Furthermore, menu bar on top left and bottom menu bar is quite something needs to be considered working on.

While performing actual tasks, the convenience and smoothness is not quite focused with users' every step, more of the this-is-what-you-get-to-do than let users have options and control over their options. To be more specific, in customizing My Profile (CV), required information without freedom to add additional info (upload portfolios/ PDF). Also, setting time for notifications sent from Job Alert is our suggestion since notifications sent whenever. Furthermore, sometimes, it takes a long time to load after perform some actions (Register, Save job), and when 'Loading data' is on display, users don't have an option to 'emergency exit', but literally have to wait.

# Conclusion

In sum, by conducting a testing session on VietnamWork Android application, all useful insight and outsight of the app has been gathered and analysed. The comparison between predictions and user feedback also led to some interesting results. It has been showed that not all predicted usability issues are much of the user problem in practice; in contrast, some issues like finding where filter function located is the real user problem that we had not expected before. Finally, VietnamWork Android app is very popular and well-known because it contains many useful functions for people who are finding jobs online. However the app do have some flaws, but compare to the easy to use at the first time, large database of jobs and wide range of functions, the users can easily forgive those flaws and still want to continue to use the app.