**CP3405 - Practical 1**

**Usability**

In this practical, we are going to assess the user interfaces (usability) of the project that you completed as part of CP2408. Usability/assessing user interface is a method used to improve ease-of-use during the design phase of a project.

**More Reading:** [**Usability 101: Introduction to Usability**](https://www.nngroup.com/articles/usability-101-introduction-to-usability/)

There are 5 components in assessing usability: **learnability, efficiency, memorability, errors** and **satisfaction**. In your groups, assess the user interface of the project you completed in CP2408 based on above components. Fill out the following questions

**Learnability**: How easy is it for users to accomplish basic tasks the first time they encounter the design?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very Easy** | **Easy** | **Neutral** | **Hard** | **Very Hard** |
|  | X |  |  |  |

**How?**

|  |
| --- |
| **The user was able to understand the general design, and able to navigate using logic, and understanding of what they wanted to do.** |

**Why do you think so?**

|  |
| --- |
| **The design itself is practical and very in depth, as there are no missing features or pages which the user will want to see or navigate.** |

**Efficiency**: Once users have learned the design, how quickly can they perform tasks?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very Quickly** | **Quickly** | **Neutral** | **Slowly** | **Very Slowly** |
|  | X |  |  |  |

**How?**

|  |
| --- |
| **The user was able to quickly look at what they wanted, and fill in preferences to easier obtain desired results within the app. The user was able to navigate with ease, and land on a page they wanted to view.** |

**Why do you think so?**

|  |
| --- |
| **Although the design is very in depth, the user took some time to get use to it, as there was clutter, and some pages that could have been merged into less pages. Although after spending some time with the app the user quickly figured out the general flow and logic.** |

**Memorability**: When users return to the design after a period of not using it, how easily can they reestablish proficiency?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very Easy** | **Easy** | **Neutral** | **Hard** | **Very Hard** |
|  |  | X |  |  |

**How?**

|  |
| --- |
| **The user was able to navigate through the app, but it took some time for them to figure out what they wanted to do, and what they needed to do. After somewhat time the user was able to navigate more easily and off of memory.** |

**Why do you think so?**

|  |
| --- |
| **The design of the app is not supposed to be a quick glance app where you only want one form of information. This app rather helps identify information that is useful to the user, and specific instructions need to be executed to get the correct outcome for the user.** |

**Errors**: How many [errors](https://www.nngroup.com/articles/slips/) do users make, how severe are these errors, and how easily can they recover from the errors?

**Number of Errors**

|  |  |  |
| --- | --- | --- |
| **High** | **Average** | **Low** |
|  |  | X |

**Why do you think so?**

|  |
| --- |
| **When using the app the user took their time to look through the menus, and see what they wanted to do, and clicked and filled in accordingly. Most errors were made, by user error.** |

**Severity of Errors**

|  |  |  |
| --- | --- | --- |
| **Severe** | **Average** | **Slight** |
|  |  | X |

**Why do you think so?**

|  |
| --- |
| **The user’s initial using was prompt, and almost no errors were reported, this enables very little severity of the errors.** |

**Ease of Recovery**

|  |  |  |
| --- | --- | --- |
| **Easy** | **Average** | **Hard** |
| X |  |  |

**Why do you think so?**

|  |
| --- |
| **Misclicks were happening, the user simply backtracked and was able to recover their navigation.** |

**Satisfaction**: How pleasant is it to use the design?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very Pleasant** | **Pleasant** | **Average** | **Below Average** | **Very Poor** |
|  | X |  |  |  |

**Why do you think so?**

|  |
| --- |
| **The overall design was very indepth, and the user was able to navigate to any point that they wanted to be, the user was able to get results in real time, and interact with what they wanted.** |