Study Report

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Problem Identification

Participants were able to fulfill the tasks outlines by the scenarios. The most common error was not being able to find the title box on the review page. A similar problem occured when users submitted the review without a title and were not notified that their submission was invalid. The image upload button was also too small and—or ambiguous for the user to find. They would also try to create a review by clicking their profile page's review section header. When one of the "blind" participants attempted to register an account with a name that already existed, a very confusing error occured. Also, the top bar of the website was pushed down by an overly long username. This caused it to obscure the title form of the review page, further obfuscating it.

Prioritization

- Registration error.

- Title box finding when submitting review.

- Submitting review without title error message omission.

- Long usernames pushing down top bar.

- Ambiguous image upload button

- Profile page 'Review' section hovering.

Theorization: Reasons

- Registration error: user name isn't checked against existing users.

- Title box finding when submitting review: It's not centered over body form.

- Submitting review without title error message omission: We don't check.

- Long usernames pushing down top bar: The username text is pushing down other elements.

- Ambiguous image upload button: It is quite small and tightly grouped near the avatar & karma count.

- Profile page 'Review' section hovering: We asked them to review something and since they were already on their profile page, this was the first thing they went to.

Theorization: Solutions

- Registration error: check user name against existing users.

- Title box finding when submitting review: Center the title box.

- Submitting review without title error message omission: Check for lack of form info in title.

- Long usernames pushing down top bar: Truncate the username.

- Ambiguous image upload button: Make icon larger, put it on the side of the avatar.

- Profile page 'Review' section hovering: No solution.

Successes

- All tasks were accomplished.

- Users could easily find the search bar

- Users could also easily discover the about me edit button.

- Log in and register buttons were located in intuitive locations.

Uncertainty

We need actual blind people to participate in the study. The screen reader was difficult for sighted users to use.