Usability Testing

For the Usability Test of the prototype we concluded that the test had to be done on other students to get an accurate test. This is because the board members of the Kick-in are often students themselves and the associations they work with are managed by students as well. This means that the users of the app will most often be students and that students will be the best suited to test our prototype. The development of the prototype was done in the web-based prototyping tool Figma, made by Figma, Inc.

About the test itself, it consists of a list of predetermined tasks that the test-user has to complete in order to test the functionality of the application and to check for any flaws in the design. The tasks are stated below:

1. Reset password without being logged in
2. Login
3. Search the documents of the application using the keyword: “first day”.
4. Reply to an email that was found with the search engine.
5. Navigate back to the main screen.
6. Show the most recent announcement.
7. Display your account information and tell me the name of the association.
8. Log out of the account.

The tester executed the tasks correctly, so our application was able to be navigated and to execute the main functionalities, without getting stuck at one of the pages. The tester was asked to describe the difficulties, if any, that they faced during execution of the tasks in the application. The feedback received was:

- Buttons were sometimes hard to use.
- The style of the application was inconsistent causing it to be distracting.

After these two points were made, the tester commented that they had a really good time with the application and that if we were to change those two things it would make the experience better.

After we received feedback from the first test user. The recording of the testing was rewatched to analyze to see where the user had delay in executing the tasks or difficulty in finding the correct page. Based on the observations that were made by analyzing the footage, the conclusion was that the user slowed down when he was trying to return from the search page. The issue here was that the user knew exactly what to do, but the button did not respond to the action. This issue also pairs well with the problem the tester pointed out about buttons being hard to use sometimes. All the pages were quickly identified when buttons operated as they were intended to do.

To improve the application, the first change was checking what was wrong with the buttons. It was quickly identified that the problem was caused by a mistake on the side of the

developers. The action to go to the page was assigned to the text box of some buttons and not to the full button. That is the explanation on why some buttons were hard to use for the tester and some were not. Every button was checked and were applicable, corrected. The functionality of the application was now complete. To make the application more pleasant to the eye and therefore improving the user experience we decided on a style to use throughout the entire application and applied this accordingly. The application seemed more as one piece after finishing this process.

We did a test with a different tester to verify that the application was now in good condition. Just like in the first test, we asked the tester to execute a list of tasks. The user had no things to improve and said that if the search functionality is what your client wants in the application that we were doing really well. Next we asked the user what they thought of the buttons in the application and he said that they worked for him and that the placement was consistent.

After completing the second test, we concluded that the second tester confirmed the improvements made after implementing the feedback of the first tester. Our application prototype was confirmed and will serve as the template for our implementation in the future.