

# Usability Study

Date - 14 Oct 2014

Project Name Interactive  
Learning Portal

# Study details

## Aim of the Study

Understanding the Usability Road blocks (if any) in the application.

## User Sample selection

Selection of Users is based on random database as real user doesn't exist.

## How many users?

13 Users with wide range of age group, different level of experience and professional backgrounds.  
Mixture of male/female for roles of mentor and mentee.

## Methods used for completing the Study

In-depth interview with the users followed by Observation method with Task rotation.

## Output of the study

Presentation with Findings

# Aim of the Study

# Aim of the Study

- Aim of the study is to find out usability road blocks (if any) in the application.
- Usability experts did Heuristic Evaluation of the application and came out with few usability problems.  
Those problems became hypothesis for the study.
- Based on the Hypothesis, we decided to take usability labs for 4 major tasks in the application.

# User Sample selection

# User Profile Selection Criteria



Good mix of male female.  
46% Female and 54% Males.



Mentor and Mentee role were combination.  
55% Mentor, 7% Mentee and 38% Both.



Experience range of User varies from the Trainee to Technical architect level in the Org.  
38% Trainee & team members , 31% Team leader & Manager level and 31% Top level Management



Varied professional background like Software professional to Communication trainer.  
61% Software developer, 23% Designer, 8% Manager, 8% Business developer

# Methods used for completing the Study

# Methods used for completing the Study

- In depth interview along with the observation method is used for the study.
- Discussion guide which is base of the in depth interview, is used while taking the user interviews.
- The observations recorded on the reporting sheet and then in the excel sheet.
- Detailed analysis was done on the recorded observations.



**13 Usability Labs were  
conducted with Discussion guide  
as a tool.**

**In-depth interview and  
observation was the method.**

# Usability Labs findings

Tasks and its output

Severity symbols

# Task list

## Tasks used in the Labs

Dashboard and it's elements

Adding Skills to the Profile

Search Mentor/Group of your interest and try connecting

String and it's elements

# Severity Symbols

Severity of the findings based on the number of users faced problem.

- High ↑
- Medium ↔
- Low ↓

*You will find these symbols with callout in finding slides.*

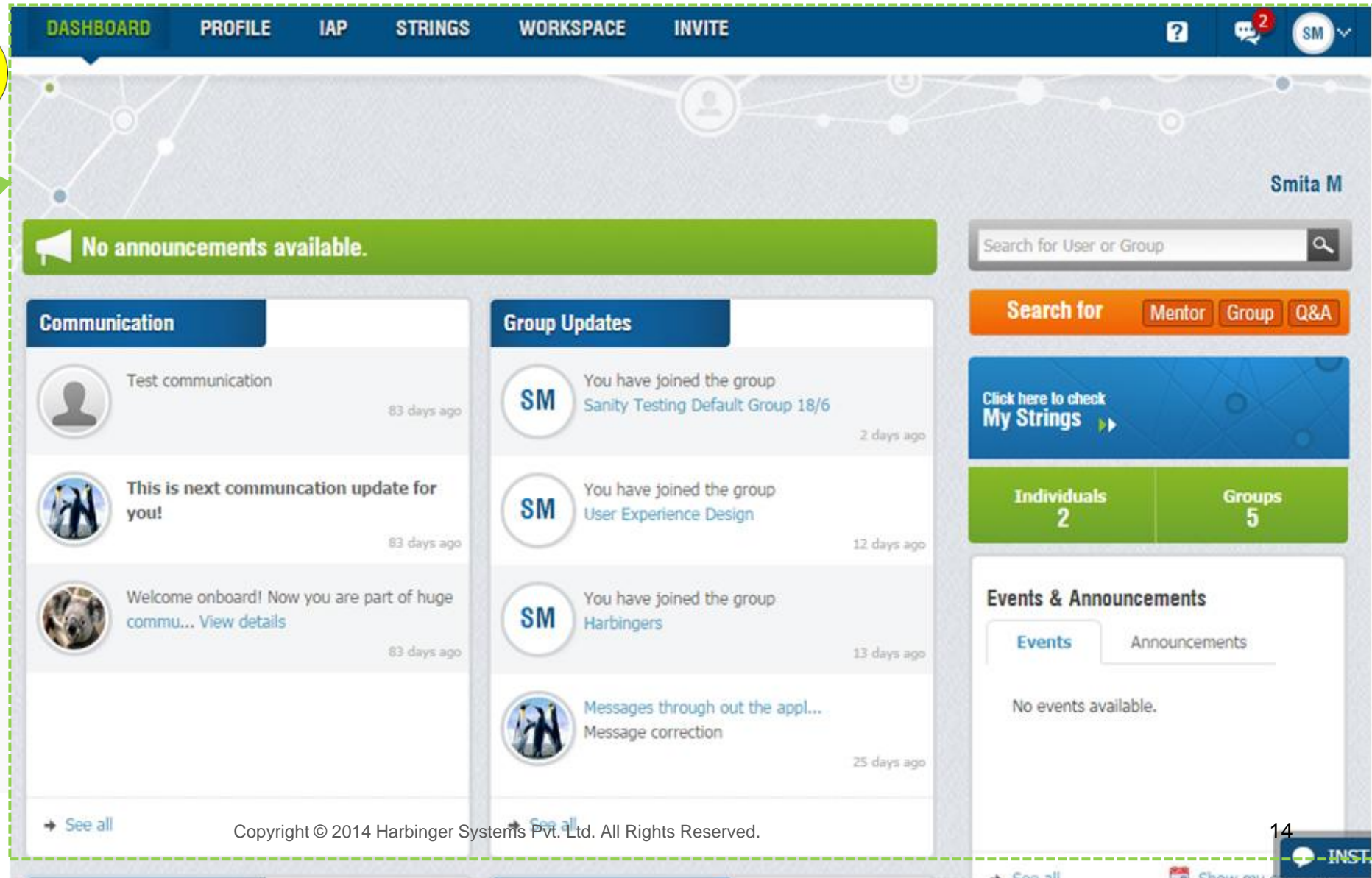
# Dashboard and it's elements

## Description –

- User were asked to explore the Dashboard and its elements.
- While doing it, User was made to think aloud.
- We captured the verbatim. Next slide shows the results based on analysis.

# Dashboard | Visual design

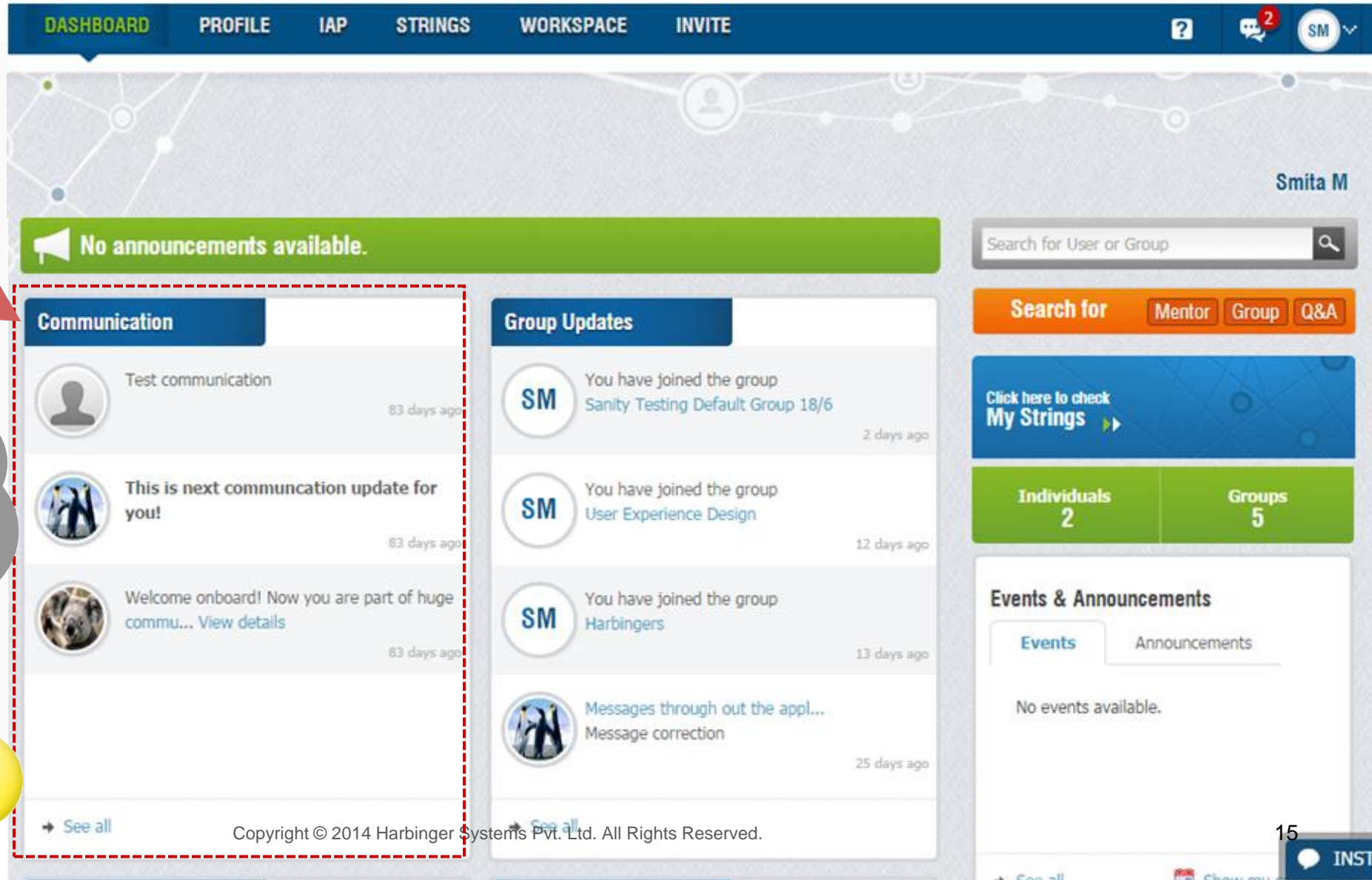
Overall Users were happy or neutral about the visual design. Few commented it as 'simple, clean and straight forward'.



The dashboard features a dark blue navigation bar with links: DASHBOARD, PROFILE, IAP, STRINGS, WORKSPACE, and INVITE. On the right of the bar are icons for help, notifications (2), and a user profile (SM). The main content area has a light gray background with a network diagram. A green banner at the top of the main area states "No announcements available." Below this are two columns: "Communication" and "Group Updates". The "Communication" column lists three items: "Test communication" (83 days ago), "This is next communication update for you!" (83 days ago), and "Welcome onboard! Now you are part of huge commu... View details" (83 days ago). The "Group Updates" column lists three items: "You have joined the group Sanity Testing Default Group 18/6" (2 days ago), "You have joined the group User Experience Design" (12 days ago), and "You have joined the group Harbingers" (13 days ago). A fourth item, "Messages through out the appl... Message correction" (25 days ago), is partially visible. On the right side, there is a search bar labeled "Search for User or Group" with a magnifying glass icon. Below the search bar are three buttons: "Search for", "Mentor", "Group", and "Q&A". A blue banner below the search bar says "Click here to check My Strings" with a right arrow. Below this are two green boxes: "Individuals 2" and "Groups 5". At the bottom right, there is a section titled "Events & Announcements" with tabs for "Events" and "Announcements". The "Events" tab is selected, and it shows "No events available." At the bottom of the dashboard, there are links for "See all" under both the "Communication" and "Group Updates" sections. The footer contains the text "Copyright © 2014 Harbinger Systems Pvt. Ltd. All Rights Reserved." and a small "INST" logo.

Communication was not intuitive to most of the users. 50% of users failed to understand it.

Who is communicating with whom?  
Is it same like announcements or notifications?



The screenshot displays the Harbinger Group Dashboard. The top navigation bar includes links for DASHBOARD, PROFILE, IAP, STRINGS, WORKSPACE, and INVITE. A user profile for Smita M is visible in the top right corner. A green banner at the top of the main content area states "No announcements available." Below this, the "Communication" section is highlighted with a red dashed border. It contains three items: "Test communication" (83 days ago), "This is next communication update for you!" (83 days ago), and "Welcome onboard! Now you are part of huge commu... View details" (83 days ago). The "Group Updates" section shows four items: "You have joined the group Sanity Testing Default Group 18/6" (2 days ago), "You have joined the group User Experience Design" (12 days ago), "You have joined the group Harbingers" (13 days ago), and "Messages through out the appl... Message correction" (25 days ago). On the right side, there is a search bar for "User or Group" and buttons for "Search for", "Mentor", "Group", and "Q&A". Below this, a blue button says "Click here to check My Strings". A green bar shows "Individuals 2" and "Groups 5". The "Events & Announcements" section has tabs for "Events" and "Announcements", with a message "No events available." at the bottom. A "See all" link is present at the bottom of the Communication section.

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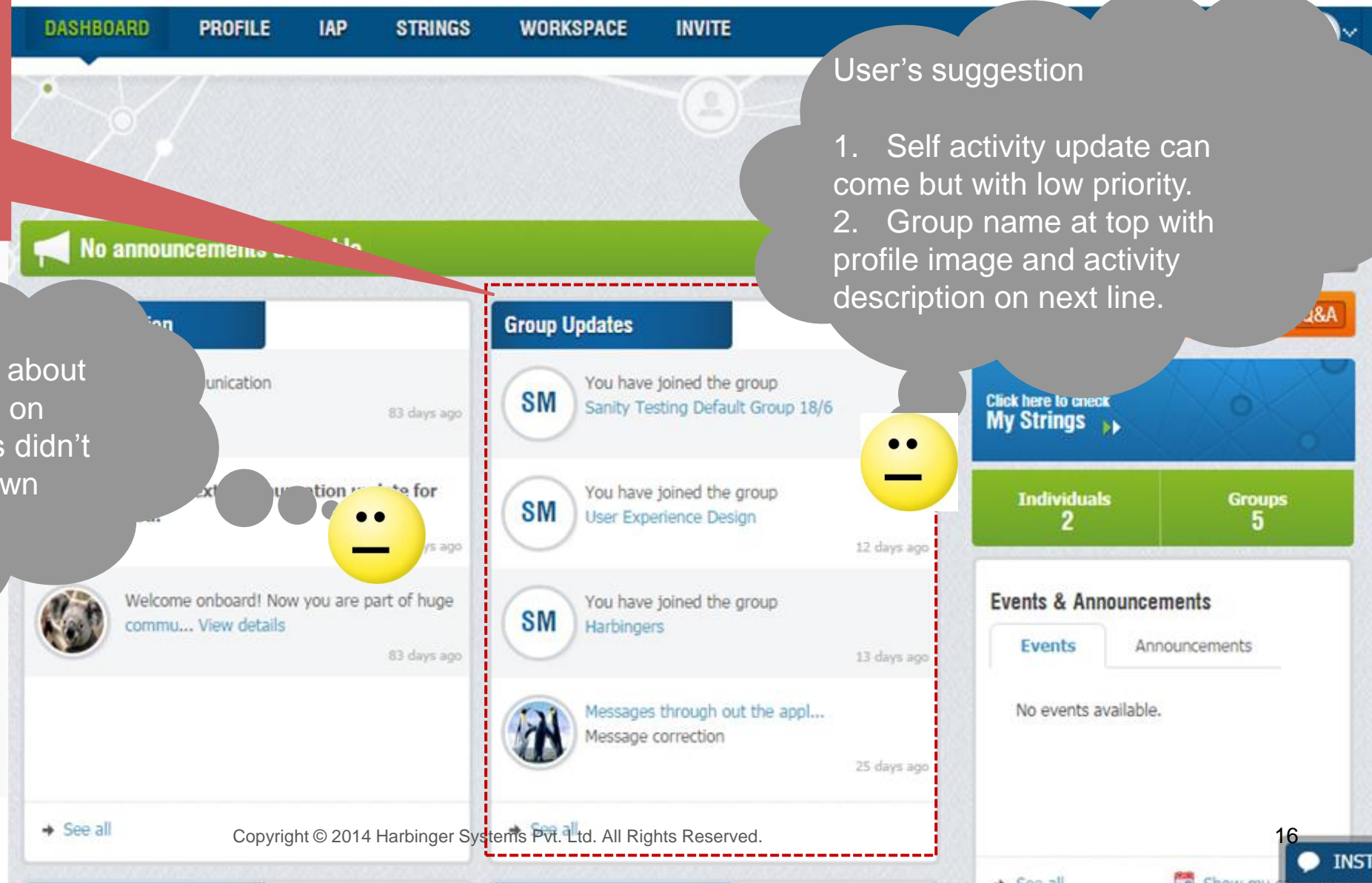
# Dashboard | UX | Group Updates

Group update section was clear but the profile image displayed was confusing.

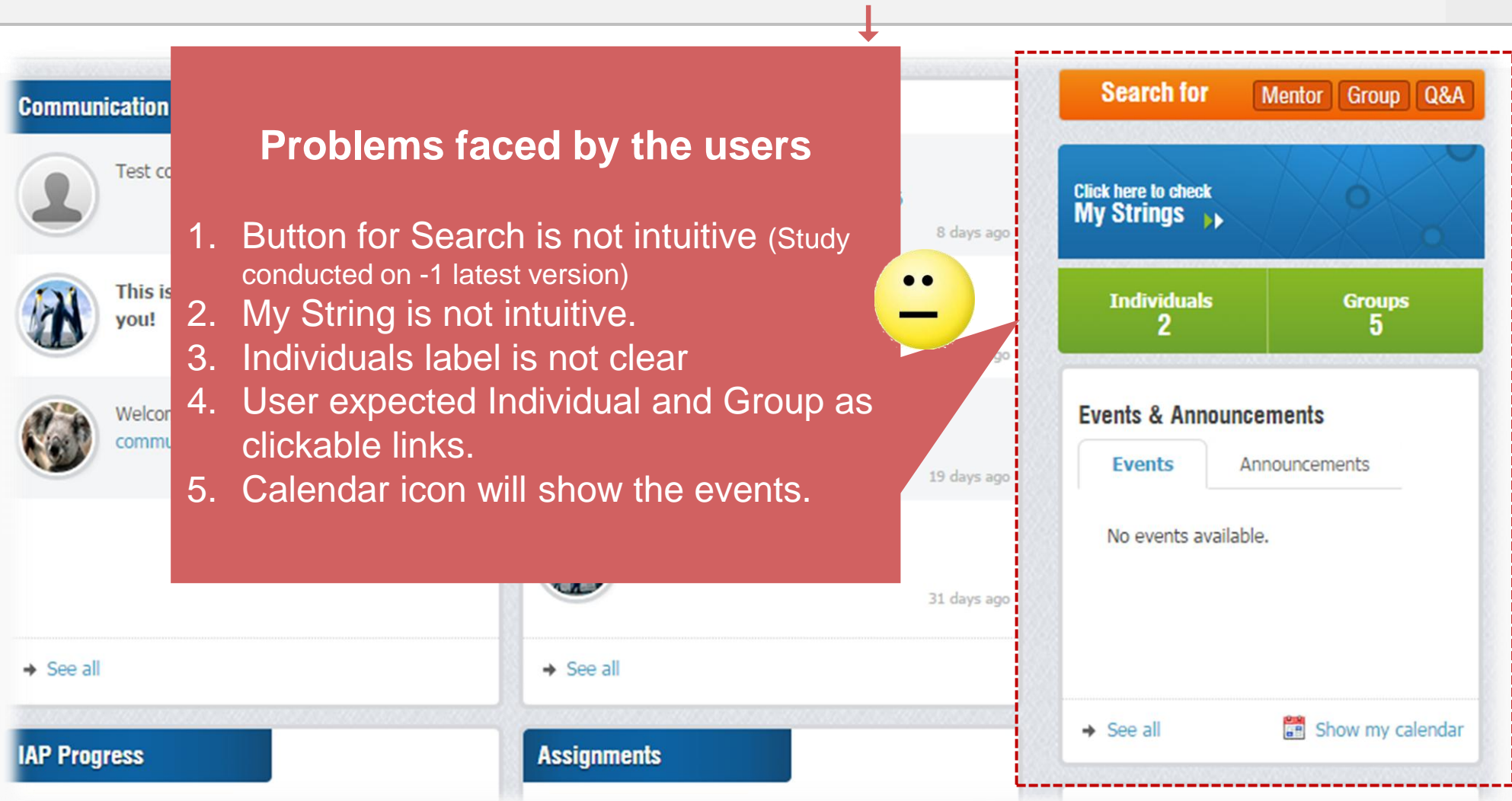
User had mix opinion about having own update on dashboard. 50% users didn't want to see their own updates here.

User's suggestion

1. Self activity update can come but with low priority.
2. Group name at top with profile image and activity description on next line.







The screenshot shows a dashboard interface. On the left is a 'Communication' sidebar with user avatars and messages. The main area contains a 'Search for' bar with 'Mentor', 'Group', and 'Q&A' filters. Below this is a 'Click here to check My Strings' link. A green box displays 'Individuals 2' and 'Groups 5'. Further down is an 'Events & Announcements' section with tabs for 'Events' and 'Announcements', showing 'No events available.' and a 'Show my calendar' link. A red callout box is overlaid on the search and statistics area, listing five user problems. A red arrow points to the top of the callout box, and a yellow neutral face emoji is positioned next to the list.

## Problems faced by the users

1. Button for Search is not intuitive (Study conducted on -1 latest version)
2. My String is not intuitive.
3. Individuals label is not clear
4. User expected Individual and Group as clickable links.
5. Calendar icon will show the events.

# Dashboard | UX | Below fold



The dashboard is divided into four main sections:

- IAP Progress**: A section with a blue header. It contains three expandable categories: **Ongoing** (with a sub-header 'No ongoing IAPs available.'), **Scheduled**, and **Completed**. A 'See all' link is at the bottom.
- Assignments**: A section with a blue header. It contains the text 'No assignments available'.
- IAPs of Mentees**: A section with a blue header. It contains the text 'No Mentee details available.'.
- Today's Reminders**: A section with a blue header. It contains the text 'No reminders available.' and a 'See all' link.

A large grey thought bubble is positioned over the 'Assignments' and 'Today's Reminders' sections. It contains the text: 'User verbatim and expectations. 1. Reminder is something which I would like to see above. 2. What is IAP? 3. If I am a mentor, will I not have assignments and will this area be redundant for me?'. Below the thought bubble is a yellow sad face emoji.

# Dashboard related verbatim of users.

‘Mentoring’ is unstructured guiding, where the main focus is on understanding the mentee and their problem. It may happen that at a times mentee doesn’t know that he/she requires guidance. As a mentor my focus might be different to look at Dashboard, I may be interested in looking at my conversation with mentee rather than updates.

I am able to do the task but there was no excitement or any feel good factor. There can be more intuitive dashboard which will be interesting.

There is still scope of improvement in visual design.

# Dashboard Rating



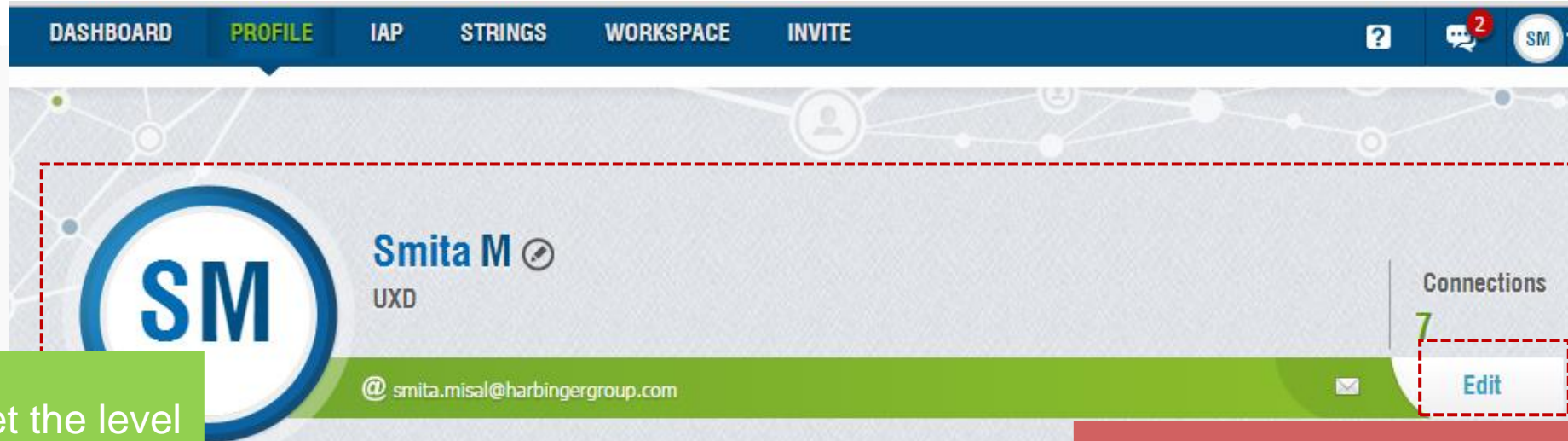
Task Used in Labs	Rating
Dashboard and it's elements	<div><div>3.4</div><div><div></div><div></div><div></div><div></div><div></div></div></div> <p><i>(User has rated the Dashboard section on overall user experience in terms of content their understanding, their expectations, actual interface behavior, intuitiveness of the elements.)</i></p>

# Profile - Adding Skills to Profile

Description –

- Users were asked to edit the profile.
- Add few skills in ‘Skills, Knowledge and Ability’ section
- Try adding Competency/Interest

# Profile | Edit



The slider to set the level is intuitive through the visual representation.



## Problem faced by users

1. Edit button was difficult to find at first glance. 80% of users failed to find it easily.
2. 75% users were trying to find the edit icon (Pen icon) near the Skills, Knowledge, Ability area.
3. 40% users felt Edit button will edit only Email and top section where the button is placed.

# Profile | Add Skill

## Edit Profile

[View Public Profile](#)

### Summary

Experience

Education

Certification

Contact Info

First Name

Middle Initial

Last Name

Job Title

About Me

#### Skill, Knowledge, Ability

Applications and Tools

Adobe Captivate

Competent


Photoshop

Expert


Concepts

### Availability

#### Profile Status



80 %



Update your profile information with

- ☒ Upload Profile Photo
- ☒ Complete Contact Info

Many users like the presentation of the speedometer. Label is little confusing for few users. Correct label can be 'Profile completion status'



# Profile | Add Skill

## Edit Profile

1. Users are expecting to have capability for add skills which are not predefined.
2. Few Users want to see the list upfront to select multiple skills at a time and later changing level of skills.

1. 30 % user were trying to click on + in the search bar to add the skills.
2. Error message was not readable to most of the users.
3. Few users missed where the added Skill is displayed.
4. 60 % users fail to understand category and sub-category.



Skill, Knowledge, Ability

Search & Add SKA



### Applications and Tools



Adobe Captivate



Photoshop



### Concepts



## Profile Status



80 %

Update your profile information with

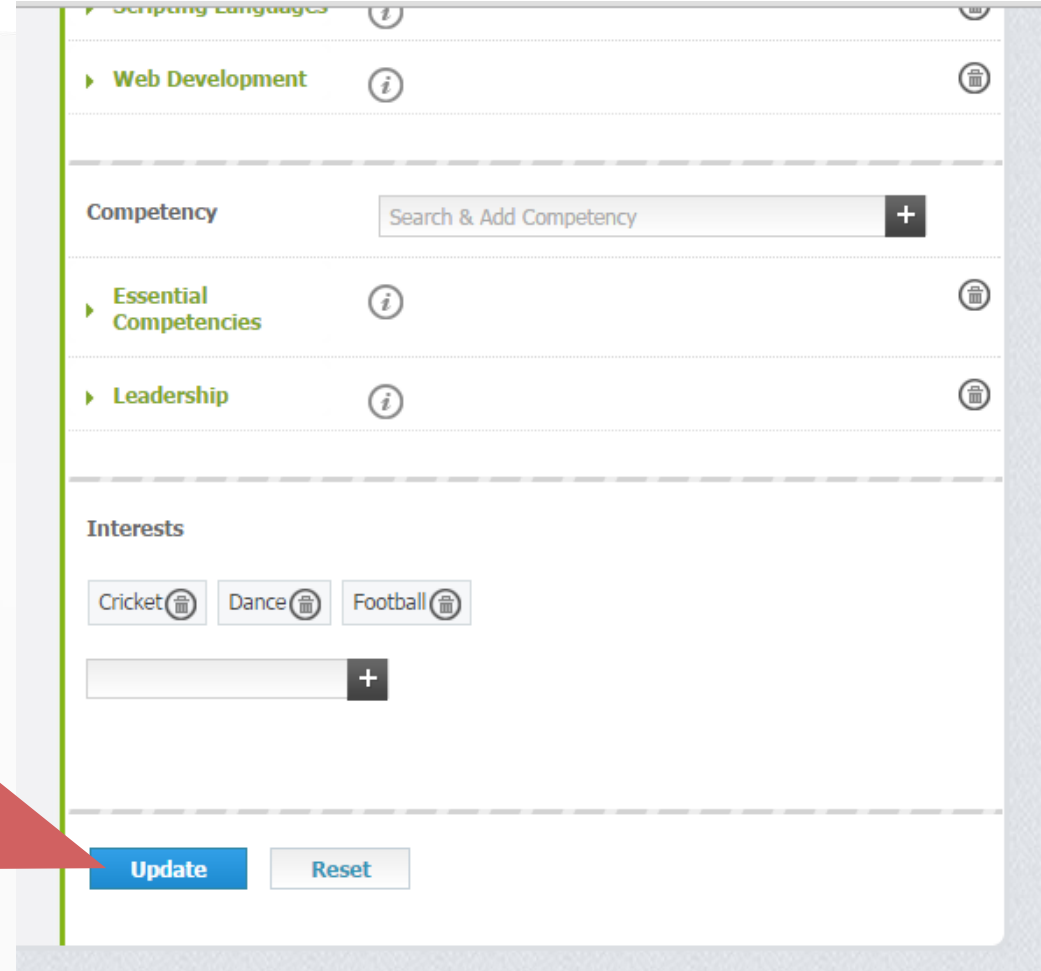
☒ Upload Profile Photo

☒ Complete Contact Info

INSTA



# Profile | Update



Scripting Languages

Web Development

Competency  +

Essential Competencies

Leadership

Interests

Cricket Dance Football

+

Update Reset

1. 30% users expected that adding of new skills or changing level will get auto saved.
2. Most of the users did not like to scroll to get 'Update button'. They wanted button to be on top.
3. There were mixed opinion of having explicit update button or auto save.

# Profile | Add Skill

DASHBOARD PROFILE IAP STRINGS WORKSPACE INVITE

Users were lost when they were not able to find the added skills on the profile page after update.

nisal@harbingergroup.com

**Skill, Knowledge, Ability**

- Applications and Tools
  - Adobe Captivate Competent
  - Photoshop Expert
- Concepts
- Frameworks

**Competency**

- Essential Competencies
  - Business Unders... Mentor
  - Entrepreneurial... Mentor
  - Forward Thinking Mentor
- Leadership

Skill, Knowledge, Ability

Search & Add SKA



Applications and Tools



Concepts



Frameworks



Programming



Quality Assurance



Automated Testing



Mobile Application Testing



Scripting Languages

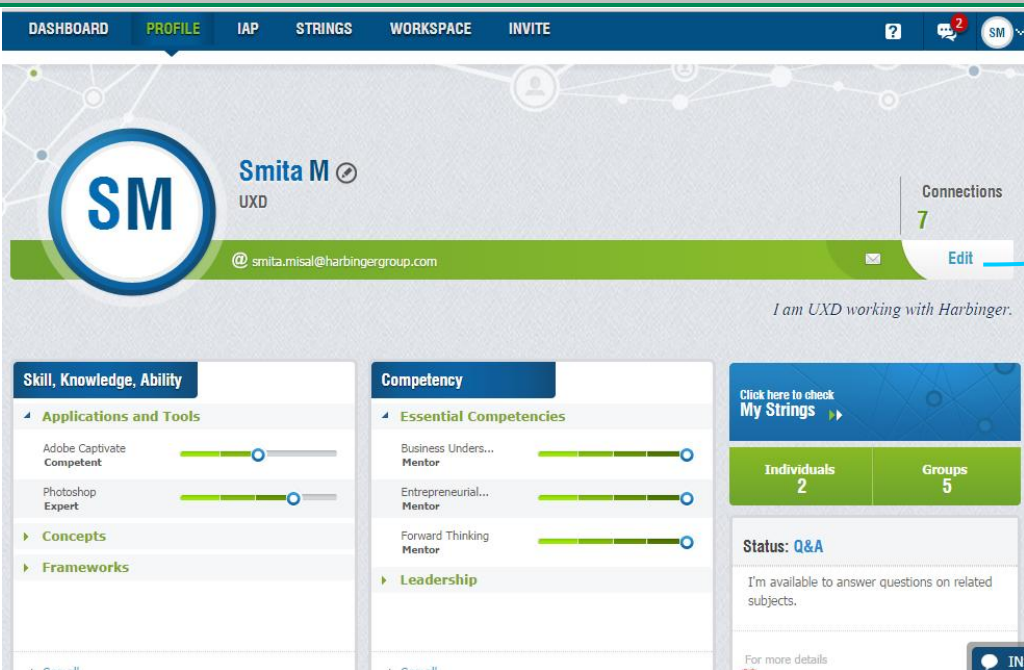


Web Development



# Profile | View, Edit, See All

Users were confused because of transitions from view profile to edit profile and see all. These 3 pages had different representation. 70% of the users were confused with what all sections appear after clicking on see all.



## Edit Profile



20 % of users suggested, they don't mind scrolling like linkedin to see all sections together along with edit.

# Profile Rating



Task Used in Labs	Rating
Profile - Adding Skills to Profile	<div><div>3.2</div><div><div></div><div></div><div></div><div></div><div></div></div></div> <p><i>(User has rated the Adding skill task on overall user experience in terms of their understanding, their expectations, actual interface behavior, intuitiveness of the elements and easy of the task)</i></p>

# Search – Search a Mentor/Group of your interest and try connecting

## Description-

1. Users were asked to search the Mentor of their interest
2. Connect to the Mentor after checking his/her profile
3. Search for Group and try be come part of it

# Search | Mentor of your interest

## Search for Mentor

Mentor ● Group ● Q&A ●

**Type** -

- ☒ Verified Mentor
- ☒ Mentor
- ☐ Expert

**Skill, Knowledge & Ability** -

- ☐ .Net Framework
- ☐ Adobe Captivate
- ☐ ASP .NET

**Competency** +

**Interest Areas** +

**Location** +

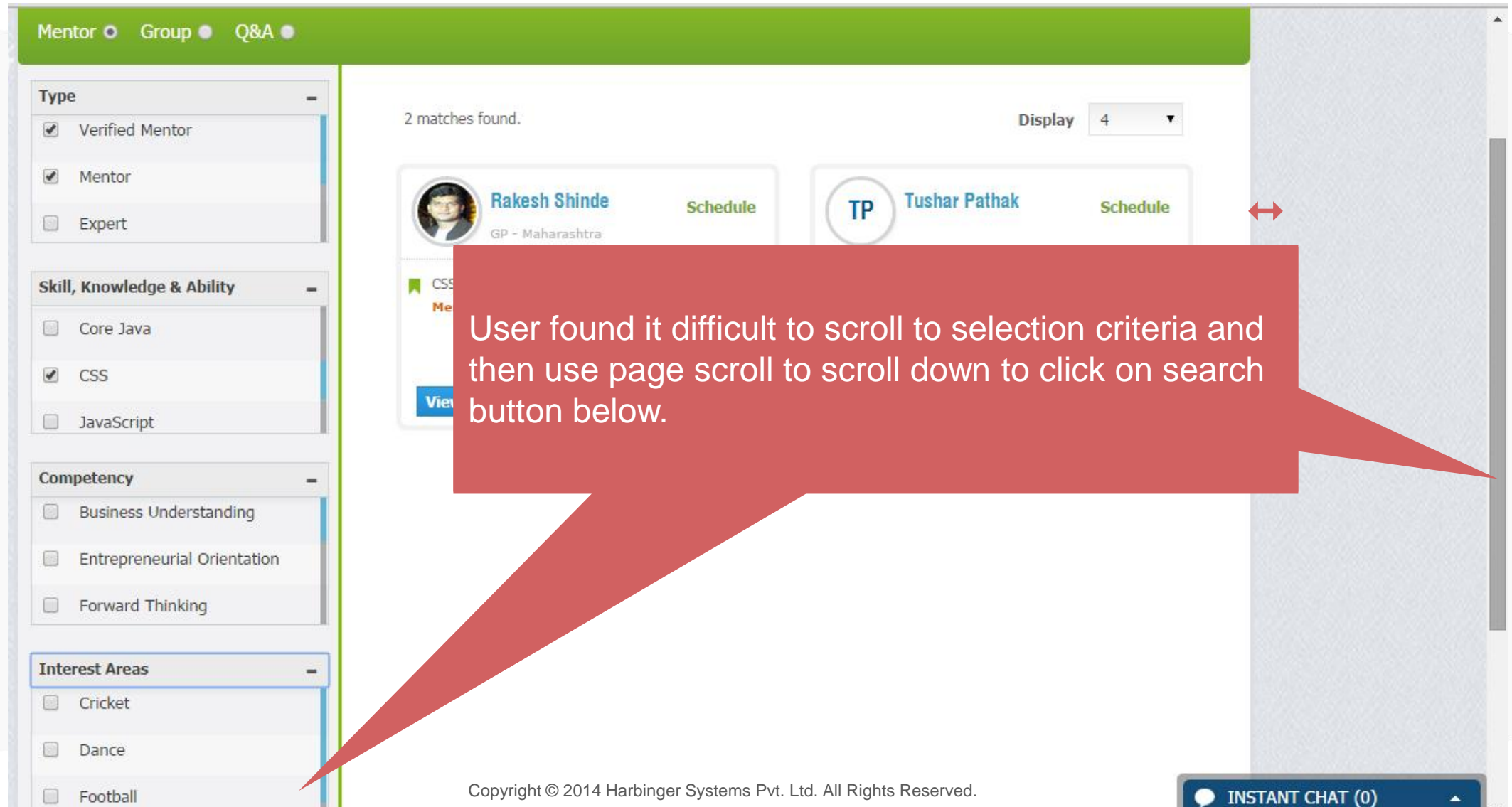
**Search** **Reset**

Please select criteria from left and click Search.

None of the users were clear about how the search criteria worked.  
Is it increasing my search result if more TYPEs are selected?  
Will it show compulsory combination if one skill and competency is selected?  
From the check boxes it was not clear.

INSTA

# Search | Mentor of your interest



Mentor • Group • Q&A

Type

- ☒ Verified Mentor
- ☒ Mentor
- ☐ Expert

Skill, Knowledge & Ability

- ☐ Core Java
- ☒ CSS
- ☐ JavaScript

Competency

- ☐ Business Understanding
- ☐ Entrepreneurial Orientation
- ☐ Forward Thinking

Interest Areas

- ☐ Cricket
- ☐ Dance
- ☐ Football

2 matches found. Display 4

Rakesh Shinde  
GP - Maharashtra  
Schedule

TP Tushar Pathak  
Schedule

User found it difficult to scroll to selection criteria and then use page scroll to scroll down to click on search button below.

INSTANT CHAT (0)



# Search | Mentor of your interest

## Search for Mentor

Mentor ● Group ● Q&A ●

Type

- ☒ Verified Mentor
- ☒ Mentor
- ☐ Expert

Skill, Knowledge & Ability

- ☐ .Net Framework
- ☐ Adobe Captivate
- ☐ ASP .NET

Competency +

Interest Areas +

Location +

Search Reset

User felt restricted to use the predefined skills, Knowledge and ability.

They are expecting to have search as a text box. Application should be smart enough to search internally and give best possible result.

Users also expected that the selected parameter should come on the top in the list.

If I am an expert in few skills, my interest will be to develop other skills which are not part of my profile. I don't see this application allowing me to do that.





# Search | Mentor of your interest

## Search for Mentor

Mentor ● Group ● Q&A ●

Type

- ☒ Verified Mentor
- ☒ Mentor
- ☐ Expert

Skill, Knowledge & Ability

- ☒ C++ COM
- ☒ Core Java
- ☐ CSS

Competency


Interest Areas

Location

Search Reset

2 matches found.

Display




**Javidkhan Inamdar**

Q&A

Core Java  
Verified Mentor

Match Strength 70 %

View Profile



**Sangram Jadhav**

Schedule

Core Java  
Mentor

Match Strength 60 %

View Profile

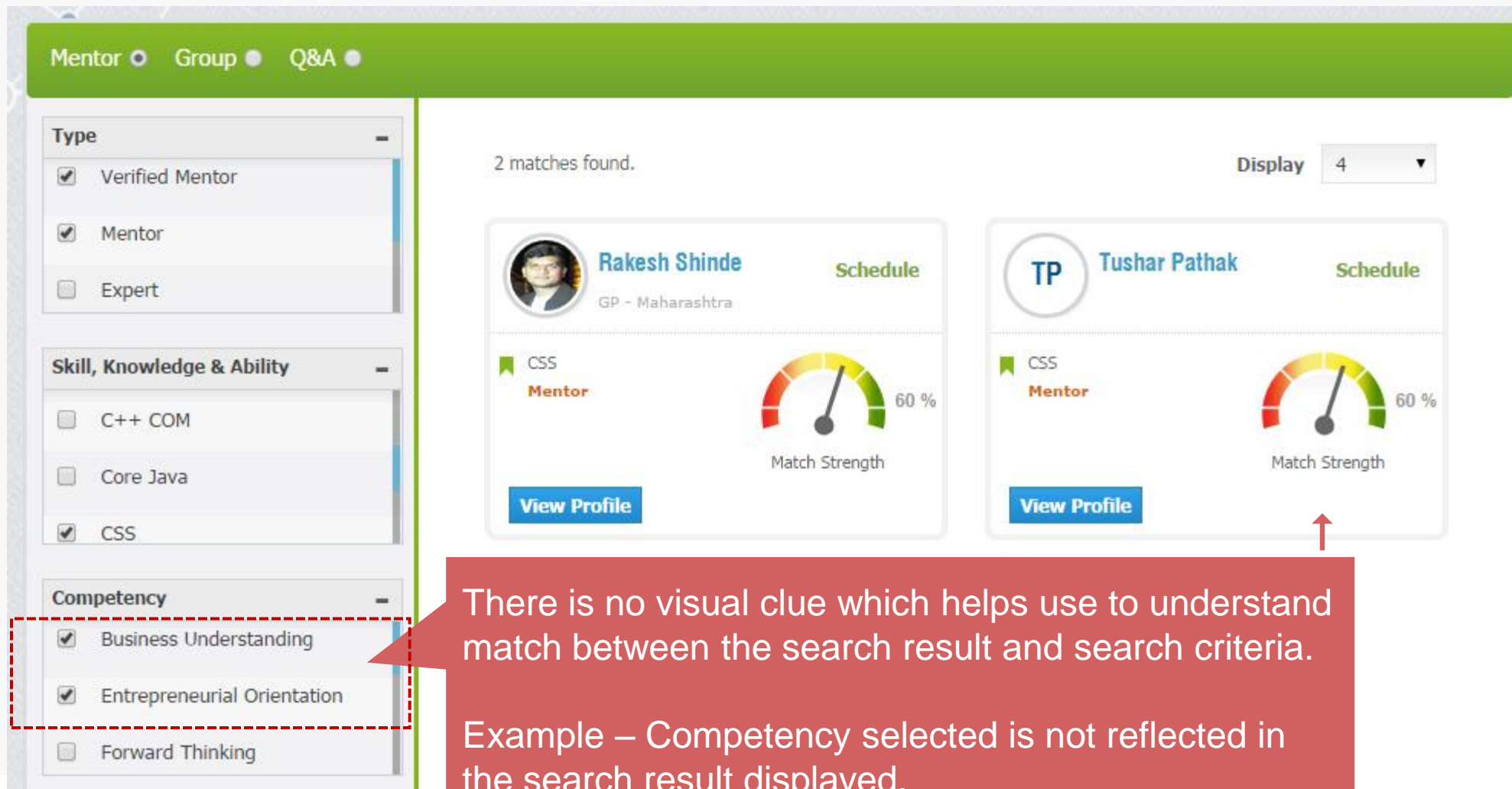
ers to show.

All users were confused about the label 'Schedule' and also the color difference for Q&A.

Users tried to click on it to know more.

Few users appreciated the Speedometer design and animation. But 50% failed to understand the meaning of it.

# Search | Mentor of your interest



Mentor • Group • Q&A •

Type

- ☒ Verified Mentor
- ☒ Mentor
- ☐ Expert


Skill, Knowledge & Ability

- ☐ C++ COM
- ☐ Core Java
- ☒ CSS

Competency

- ☒ Business Understanding
- ☒ Entrepreneurial Orientation
- ☐ Forward Thinking


2 matches found. Display 4

 **Rakesh Shinde** GP - Maharashtra [Schedule](#)

CSS Mentor

Match Strength 60 %

[View Profile](#)

 **Tushar Pathak** [Schedule](#)

CSS Mentor

Match Strength 60 %

[View Profile](#)

There is no visual clue which helps use to understand match between the search result and search criteria.

Example – Competency selected is not reflected in the search result displayed.

# Search | Mentor of your interest



**Rakesh R Shinde**  
UX Designer

GP 9970174715 @ rakesh.shinde@harbingergroup.com

Connections  
1  
Connect

**Skill, Knowledge, Ability**

- Applications and Tools
  - Mockflow Mentor
  - Visual SourceSafe Mentor
- Scripting Languages
- Web Development

**Competencies**

- Expert
- Decisiveness Competent
- Empowering Others Expert
- Team Player

**Individuals 0 Groups 1**

**Status: Schedule**

I'm available to schedule conversations, calls or meetings.

Users were confused when they looked at profiles of search result. Profile doesn't show the criteria of search.  
Example – User selected 'CCS' and got result, but profile view doesn't show it in skills, Knowledge area.

# Search | Mentor of your interest

Mentor ● Group ● Q&A ●

Type

☒ Verified Mentor

☒ Mentor

☐ Expert

Skill, Knowledge & Ability

☒ .Net Framework

☒ Adobe Captivate

☒ ASP .NET

Competency

+

Interest Areas

+

Location

+


Search

Reset

1 match found. Please select Mentor(s) and post your question.

Ask Question

Display 4 ▼




Amnesh Goel

GP - Maharashtra

Schedule

☒ .Net Framework

Mentor



60 %

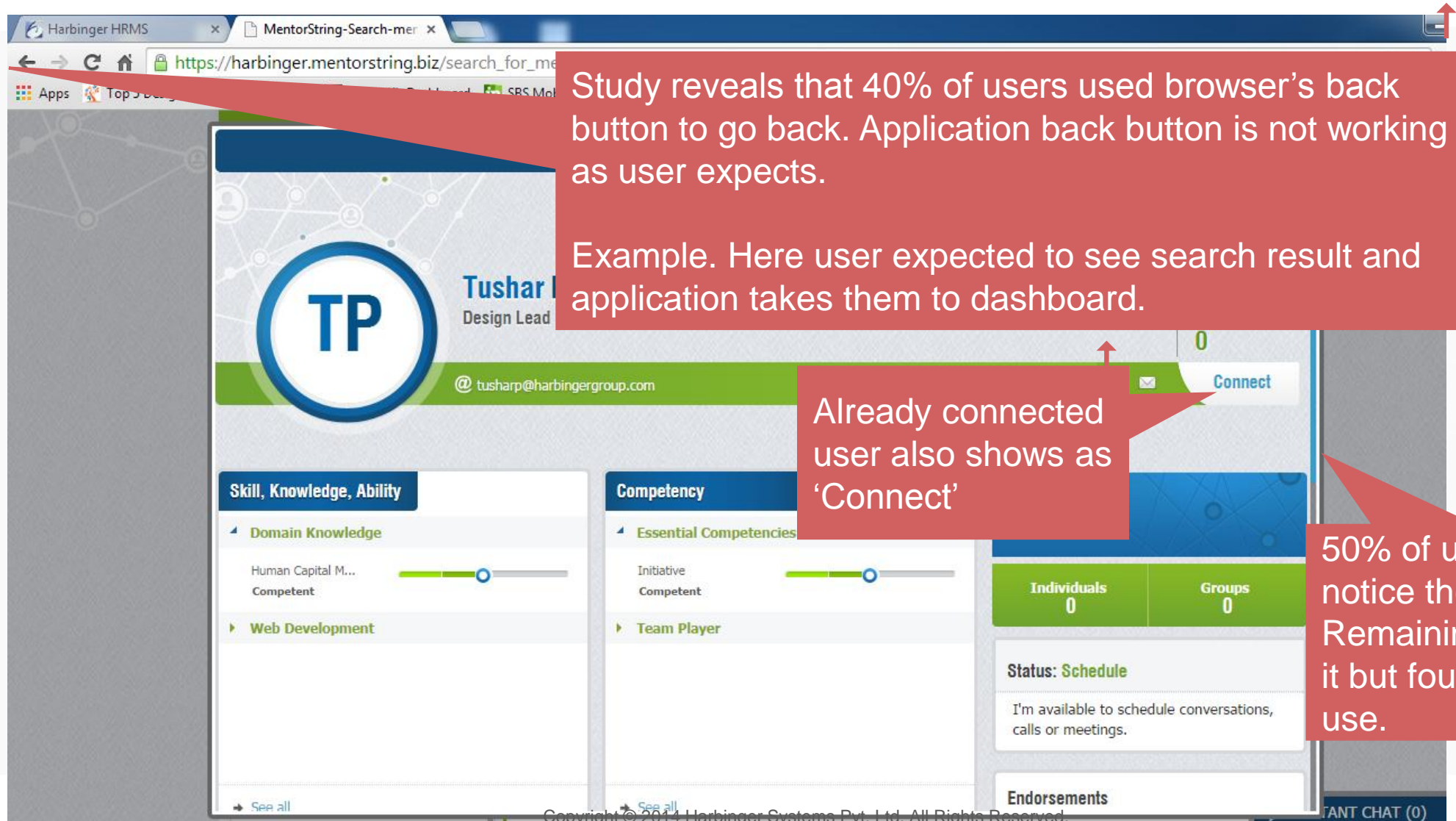
Match Strength

View Profile

No more users to

60% of users were not able to understand how to select the Mentor to Ask Question.

# Search | Mentor of your interest



The screenshot shows a web browser window with the URL [https://harbinger.mentorstring.biz/search\\_for\\_me](https://harbinger.mentorstring.biz/search_for_me). The page displays a profile for Tushar, Design Lead, with a circular profile picture containing the letters 'TP' and an email address @tusharp@harbingergroup.com. Below the profile, there are two main sections: 'Skill, Knowledge, Ability' and 'Competency'. The 'Skill, Knowledge, Ability' section includes 'Domain Knowledge' with a progress bar and 'Web Development'. The 'Competency' section includes 'Essential Competencies' with a progress bar and 'Team Player'. On the right side, there are two green boxes labeled 'Individuals 0' and 'Groups 0'. Below these, there is a 'Status: Schedule' section with a text box containing 'I'm available to schedule conversations, calls or meetings.' and an 'Endorsements' section. A 'Connect' button is visible in the top right corner of the profile area.

Study reveals that 40% of users used browser's back button to go back. Application back button is not working as user expects.

Example. Here user expected to see search result and application takes them to dashboard.

Already connected user also shows as 'Connect'

50% of users failed to notice the scroll. Remaining 50% found it but found difficult to use.



# Search Rating

Task Used in Labs	Rating
Search - Search Mentor/Group of your interest and try connecting	<div><div>3.2</div><div><div></div><div></div><div></div><div></div><div></div></div></div> <p><i>(User has rated the searching task on overall user experience in terms of their understanding, their expectations, actual interface behavior, intuitiveness of the elements and easy of the task)</i></p>

# String and it's elements

## Description

1. User were asked to click on String and think a loud.
2. Explore more on String and try to understand elements of String.

# String and its element| UX



60% users were happy to look at the visual design and representation of connections in string view.

None of the users were able to understand the size difference of circles.

None of the users were able to understand the circle color difference (blue, green and gray)

None of the users tried double clicking on any of the element. After probing few user shared that they don't expect double click on web.

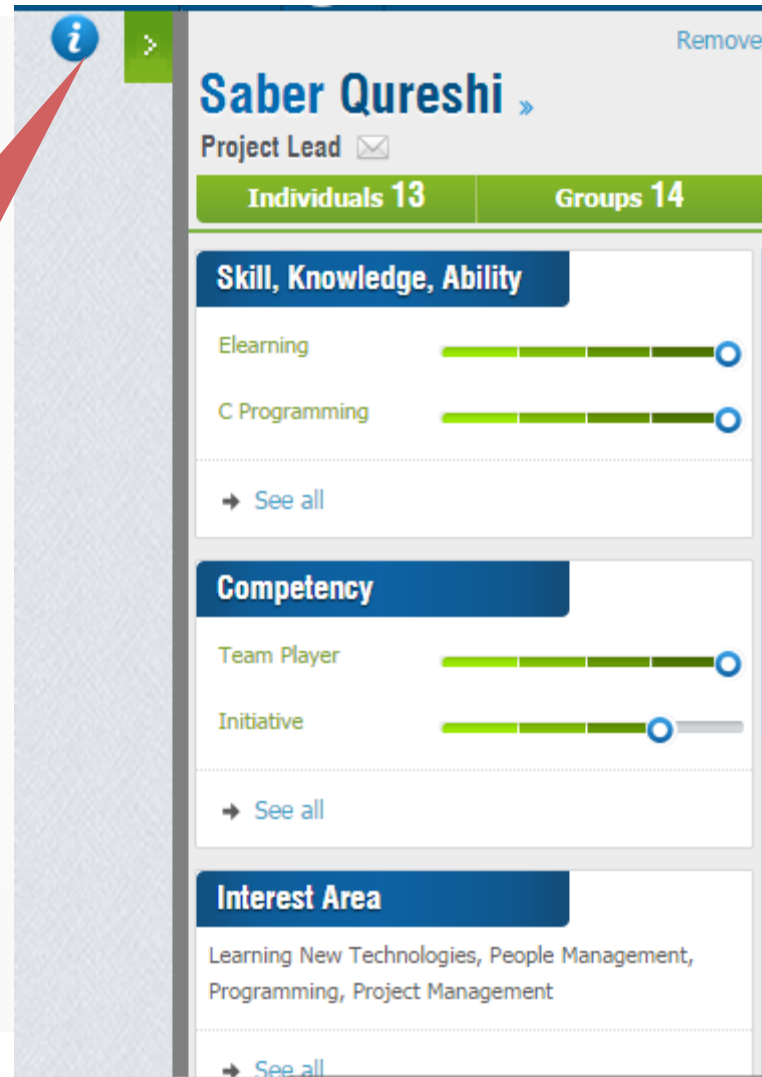
80% users didn't notice the pagination. After probing also they were not able to understand how pagination is prioritized to show it.

60% users want to see it in different representation of string where pagination will not come/will get handled in a different way.



# String and its element| UX

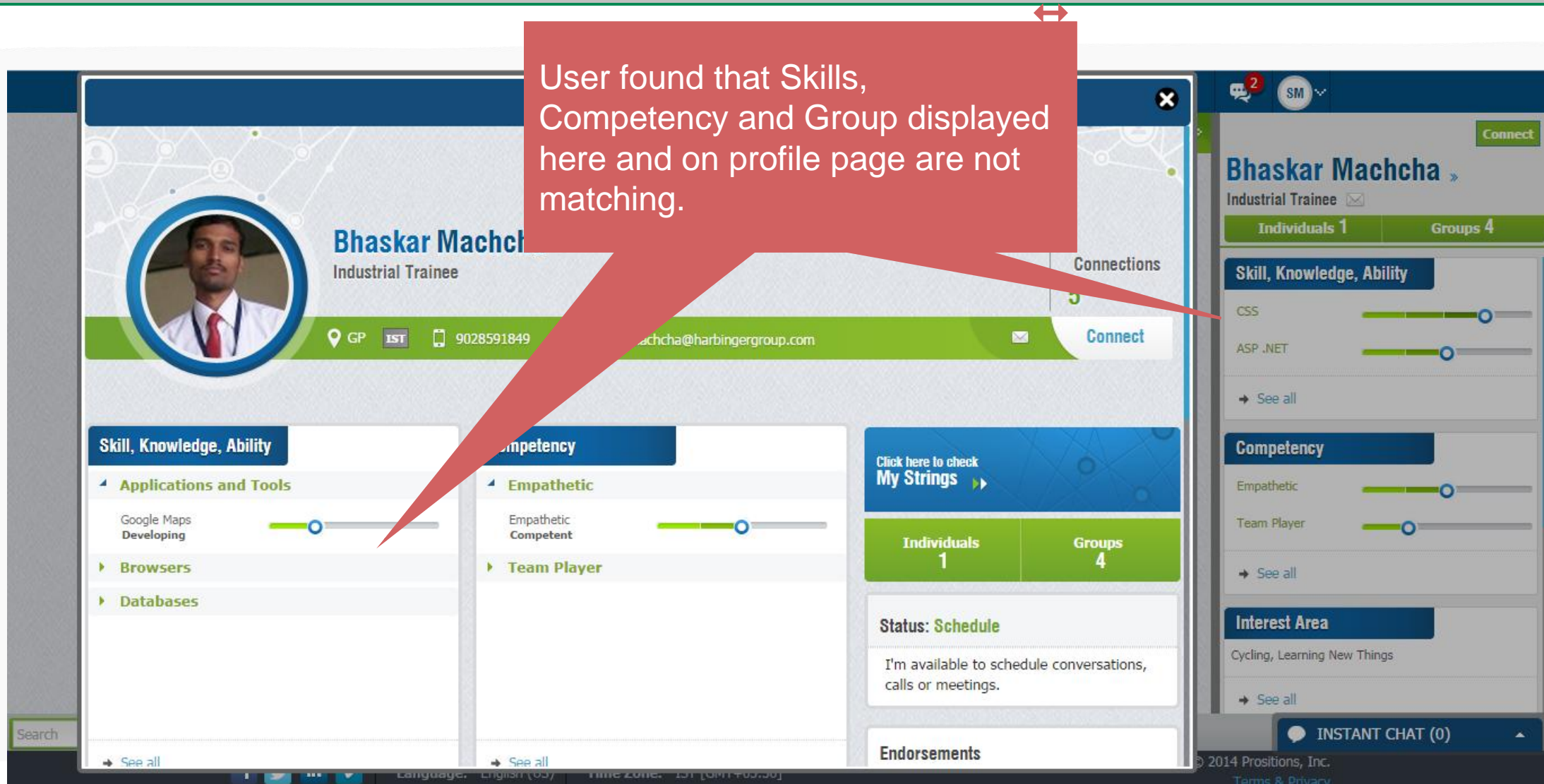
90% users missed on 'i' icon which gives help to click and double click.



Idea of having short information on click is appreciated by users.

Scroll was not noticeable and once noticed was difficult to scroll.

# String and its element| UX



The screenshot displays a user profile for Bhaskar Machcha, an Industrial Trainee. The profile includes a circular profile picture, contact information (GP, IST, 9028591849, machcha@harbingergroup.com), and a 'Connect' button. Below the header, there are sections for 'Skill, Knowledge, Ability', 'Competency', and 'Interest Area'. A red callout box with a double-headed arrow points to a discrepancy in the 'Skill, Knowledge, Ability' section. The callout text states: "User found that Skills, Competency and Group displayed here and on profile page are not matching." The 'Skill, Knowledge, Ability' section on the left shows 'Google Maps Developing' with a progress bar. The 'Competency' section on the right shows 'Empathetic Competent' with a progress bar. The 'Interest Area' section shows 'Cycling, Learning New Things'. The right sidebar shows a 'Skill, Knowledge, Ability' section with 'CSS' and 'ASP .NET' progress bars, a 'Competency' section with 'Empathetic' and 'Team Player' progress bars, and an 'Interest Area' section with 'Cycling, Learning New Things'. The bottom of the page shows a search bar, language settings (English (US)), time zone (IST [GMT+05:30]), and a footer with '© 2014 Positions, Inc. Terms & Privacy'.





User found that Skills, Competency and Group displayed here and on profile page are not matching.

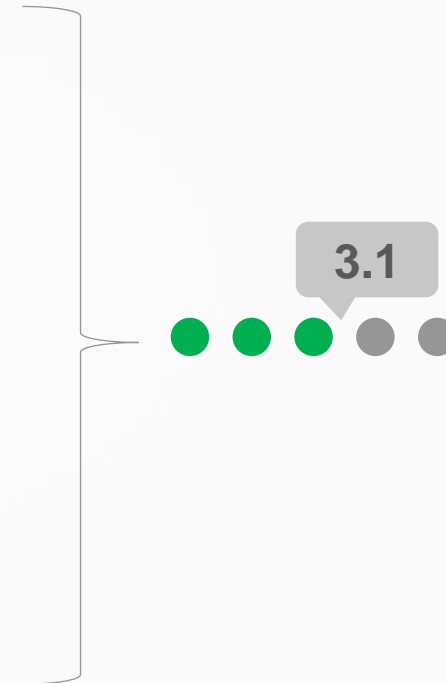
# String Rating



Task Used in Labs	Rating
String and it's elements	<div><div>2.6</div><div><div></div><div></div><div></div><div></div><div></div></div></div> <p><i>(User has rated the String section on overall user experience in terms of content their understanding, their expectations, actual interface behavior, intuitiveness of the elements.)</i></p>

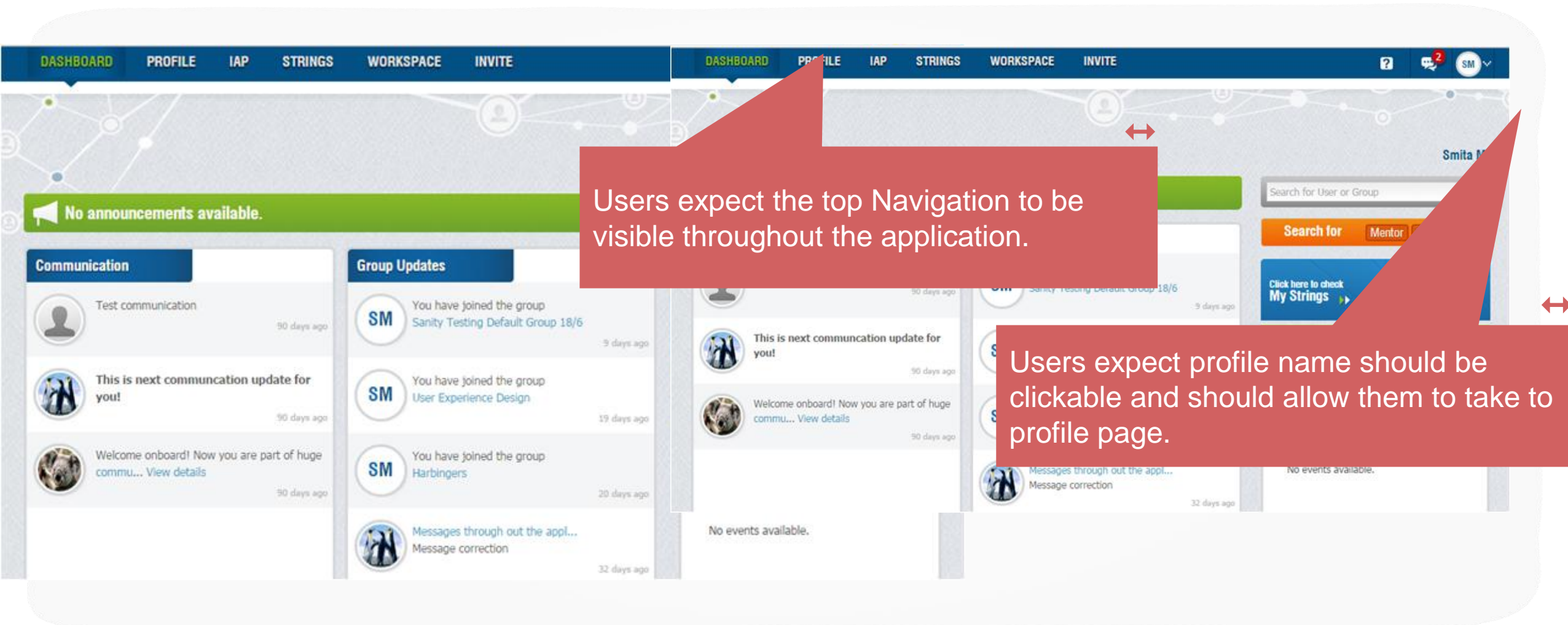
# Task list

Task Used in Labs	Rating
Dashboard and it's elements	 3.4
Adding Skills to Profile	 3.2
Search Mentor/Group of your interest and try connecting	 3.2
String and it's elements	 2.6

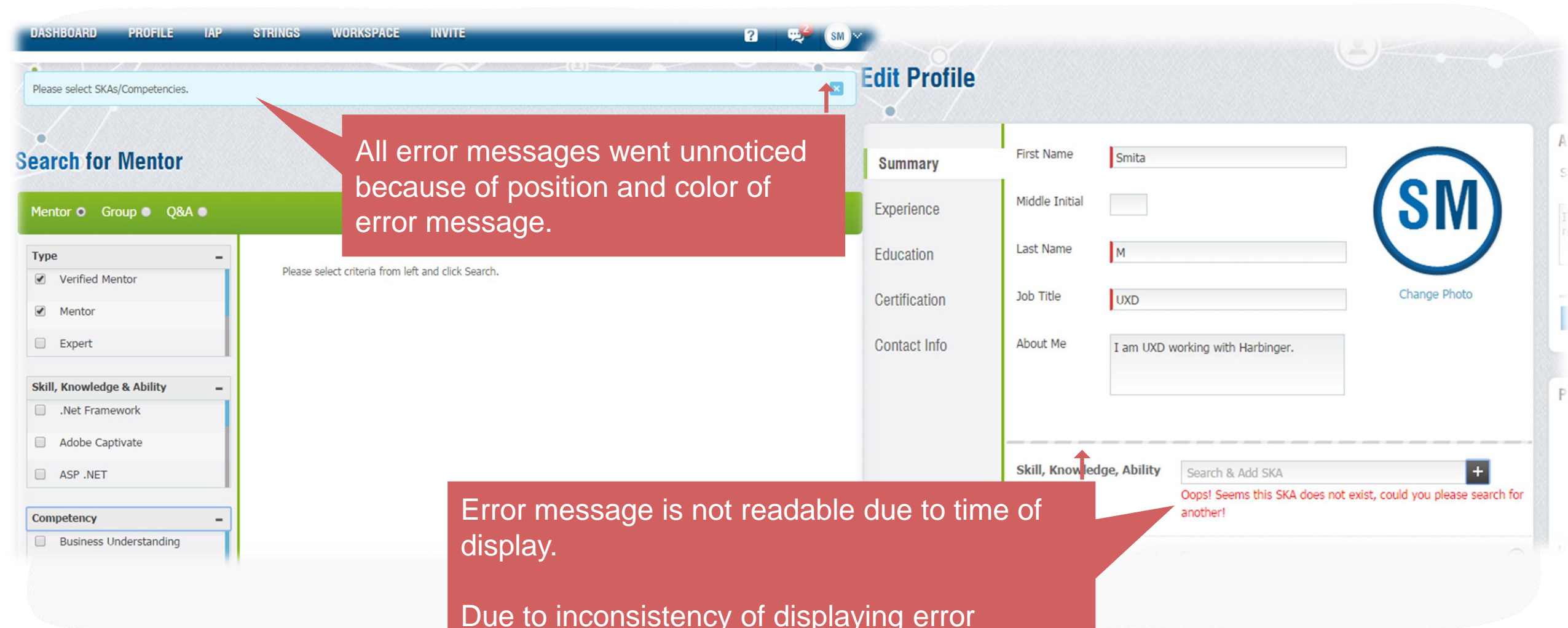


# Other findings

# Dashboard



# Error messages



The screenshot displays the 'Edit Profile' page of the Harbinger Group system. The top navigation bar includes links for DASHBOARD, PROFILE, IAP, STRINGS, WORKSPACE, and INVITE. A user profile icon with the initials 'SM' is visible in the top right. The main content area is divided into two sections: 'Search for Mentor' on the left and 'Edit Profile' on the right.

**Search for Mentor Section:**

- A green header bar contains tabs for 'Mentor', 'Group', and 'Q&A'.
- Below the tabs are three filter sections:
  - Type:** Includes 'Verified Mentor' (checked), 'Mentor' (checked), and 'Expert' (unchecked).
  - Skill, Knowledge & Ability:** Includes '.Net Framework', 'Adobe Captivate', and 'ASP .NET' (all unchecked).
  - Competency:** Includes 'Business Understanding' (unchecked).
- A search button with a magnifying glass icon is located to the right of the filters.
- A light blue error message at the top of the search area reads: 'Please select SKAs/Competencies.'
- A red callout bubble points to this message, stating: 'All error messages went unnoticed because of position and color of error message.'

**Edit Profile Section:**

- The section is titled 'Edit Profile' and features a sidebar with categories: Summary, Experience, Education, Certification, and Contact Info.
- The main form contains fields for:
  - First Name: 'Smita'
  - Middle Initial: (empty)
  - Last Name: 'M'
  - Job Title: 'UXD'
  - About Me: 'I am UXD working with Harbinger.'
- A circular profile picture placeholder with the initials 'SM' and a 'Change Photo' link are on the right.
- At the bottom, there is a 'Skill, Knowledge, Ability' section with a search bar labeled 'Search & Add SKA' and a plus icon.
- A red callout bubble points to the search bar, stating: 'Error message is not readable due to time of display.'
- Below the search bar, a red error message reads: 'Oops! Seems this SKA does not exist, could you please search for another!'

Error message is not readable due to time of display.

Due to inconsistency of displaying error messages the user fails to notice above error message.

**Thank You**