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67-250

User Test Transcript

**Transcript for First User Test**

OK, we're gonna start our first Caesar testing so if we reference the goal of this assignment is to redesign um the website for the Duc Duques Duques incline. um and basically we had to include like all the information, but it was up to us based on how we could format it. so mostly through this user test, I just want to be able to make sure that you're able to find information pretty efficiently and easily on my new website, so I've sent you my most recent one. um though there's still like a few changes I have to make for the final. Um, I'll have five steps for you to go through and then if you could just, you know, feel comfortable to talk during it and let me know if you have any confusing moments, but also be taking notes throughout, um to make sure that I I see any places that you might get confused. Got it. Okay, so once you're on the home page which I think you are, um your first assignment is to see what two things are available at the gift shop, so that you'll be able to plan your purchases when you visit the incline. Okay, I'm gonna scroll down real quick. I'm also here for any questions if you get confused or anything. Got it. Uh, you said, find what in the gift shop? Um, just two items and they descriptions. Okay. So, Irolled down and I found two items that have a subheading about visitor gift shop, so I assume that this handmaid England wouldn't ornament is the part of the gift shop, and so are these shop glasses. Yes, that's correct. I'm gladly you're able to find it. Um, the second thing I would like you to find is links to the social media. I've linked two things specifically yelp and Facebook, um and then just making sure that you can find them and click on them. Okay, I'm gonna scroll back up to the top. Let's see. um, I'm gonna contact us. I just go down a little bit, economy information, mailing with questions. um oh, I've seen the footer. You have social media, you have the Facebook and they yelp. occasing. perfect. I'm glad. But it's important for me to note that you want to about us page, so I'll I'll put that in my brain., the next step is trying to find other tours that you can explore Pittsbur more, um, outside of the incline. Okay, I'm gonna scroll back up so I can see the nav, navigation, and then I'm gonna go plan your visit, I assume there should be more information there. Um, okay, I see group info, affairs, directions. videos, field trip. You said, um tours? Yeah, tours offered by, like, other companies. Okay, okay. You go back up. probably on the homepage. Go down, go down, oh. tour Pittsburgh, um, experien the best of Pittsburgh with a trolley, I assume this is one of the other tours. and oh, this explorer the rivers of steel. so yeah, are you able to get to their website? Oh, yeah, let me click on that. the image hyperlling tell you sounds good. Okay, um the next step is to learn about the history of the inclines that you can better understand and appreciate its history slashc cultural visit. our cultural impact. Oh, it's right here on the. Our beginnings. There's actually more there's a longer longer history. There's okay, wait, let me go up, about us. oh, for sure that's gotta be it. Okay. Okay, our story. I'm seeing all the fun stuff about the incline. Okay, sounds good, I'm glad. And then the last piece is to sign up for the mailing list, so you can receive information about upcoming events. Okay, I think I saw it on the contact us page, so I'm gonna go back there. see how the information. Oh, yeah, here's the mailing list, so. okay, would you mind trying to sign up? Yeah, I got you. I' my oh, that's my phone. Okay. I want to receive text messages. Well, okay, I filled out everything. Oh. It says format, okay, I'm gonna change my phone number. I assume it once dashes. Um. okay. Yay, the four Let's go. Okay, thank you. sounds good. Now we can move on to the question section, sl/reflection question. I just have five really short questions, but all speed run. The first one is, were you able to find what you everything easily that you were looking for? Yes, for the most part, yeah, I don't think I had any trouble. um yeah. That was good. Um, for my second question, uh, were there any elements or features that were difficult to understand? Um, no, I think, okay, maybe the I don't think I was aware that the image in the home page, like the rivers of steel that I could like click on that. Mm. But that was probably just a me thing. I see. um yeah, that makes sense. Thank you. Um, the third one, did the visual design make your experience easier? I thought this website was absolutely stunning, so, it made my process of finding things a lot easier. I'm glad. Um, did you think that the visual design was consistent across pages? Yeah, it wasn't like random designs across different pages. Everything was pretty cohesive. Okay, and then, uh my last question was did you think that the website formatted the most important information at the top of the page? Or in other words, was there a clear visual hierarchy? I mean, like the navigation bar or Our mainly throughout the page, like, was the information you were looking for? or the information that you found most important at the top? Yeah, for the most part, I would feel like, yeah, even with the contact page, it starts with the contact then mailing and then the same thing with the homepage, like I feel like all of your pages were well, like, organized in the terms of hierarchy. Okay, sounds good. and then did you have any of the other further comments? Um besides that, I think your website is super cutie and I like get a lot. No. Okay, thank you so much.

**Transcript for Second User Test**

OK, now we're gonna conduct my second user test. Um, just to explain to the person listening to the audio I already cut through the overview. So you already have a good understanding of the project. so we're gonna go straight into the user stories. Um, the first user story is um as a visitor, I want to see what is available at the gift shop so I can plan my purchases. Um, so can you please find the two gift shop items that are offered and their description? Okay, find a good gift shop items first on the like homepage without scrolling, I can't really see anything about it. and the can of navigation bar is like playing a visit about us and contact us, probably doesn't help too much, so I'm just gonna scroll down. okay, wait, scrolling down, I see and it's like a link two bitar gift shops. I'm just gonna click into that. When I click open, I scroll down because that's natural. you just had to find the gift shop that there was two items. There was two items. Oh, items. Wait. We thank you found. Wait, I think we found the gift shop short. Oh, wait, there's another gift shop in my bad. Okay. We have another gift shop on this same module that has all the different like cards. Yeah, yeah. two vitins. sounds good. okay, thank you. the second user story is as a visitor, I wanna find links to the Duquesne incline social media, so I can find more images and information on the events. So I've included two links one to the Duquesne Facebook and one to the Yelp. Okay, so I' given the other websites, I've used, like the social media things are probably down somewhere, like in the contact, the section as well, that would be nice. So, like in the footer, I see like social media, like Facebook and yell. But I think I can also get to it. Hopefully in contact us were about us. But, yeah, I think I found it through the sounds good. Um, that the third one is as a visitor, I wanna find other tours from other companies that I can explore Pittsburgh Moore. Other tours from other companies, there are some like linked on the page.. Wait, I think I see, like a tour of Pittsburgh directly, like in the gift shop section, like all the different options. So there are two, like options to explore Pittsburgh. If I click into toward Pittsburgh, it goes to the external sites of Molly's trolley's, Pittsburgh. Oh, I I do. Yeah, they both like to different different things. Perfect. Thank you so much. Um, and then I think there's two more. The first one is as a visitor, I wanna learn about the history of the Duques incline, so I can better appreciate the history and cultural impact. I think I'll go to about those for that. Oh, there's a story section, I think that's the, okay. perfect. Um, and then the last one is as a visitor, I wanna sign up for a mailing list so that I can receive information about upcoming events and promotions. similarly, I think there's also a section the footer of the mailleadres. Oh, and then there's like a button for signup for mailing this, so I just clicked over it opened that, and then has a form for me to click in and then to send to join the mailing list. Should I test that? I'm just quotering out, like, filling out the form with fake data right now. Um, do I need to? You don't have to, if you don't to. No, it hasn't matter requested format for the phone number. I didn't enter with dashes, but now I fixed it with ashes. Okay, perfect. Um, and then just some really quick additional questions. The first one, did you were you able to find everything that you were looking for pretty easily? I think so, yeah. Okay, the second one were there any elements or features that were hard to understand? Well, it was a little bit confused about this sectioning for like, the home page. Like, if you scroll down, like like, why are the gift shops not, like placed next to each other, if that makes sense? Like, there are two different items, but if there's first, like, ey glass here, I only saw, like one item, like, I see kind of ignored the other. that makes sense.. Um, the next one is, did the visual design maker experience easier? Definitely. I've seen the original website and the sheels a lot better in terms of a version of hierarchy. Yeah, I think it helped a lot. I see. okay, and then did you find out the visual design was also consistent across every page? Yes, I think it was very consistent. Okay, and then I think you already mentioned the visual hierarchy, so um unless you have any more comments for that we can move on to the loss and final question, which was if you had any other further comments that I didn't get to get through. Wait, I'm sure this is not your problem, but I think the pictures are like really blurry. looking, that's not your problem, but I would like, also if possible, like, when you' home page is not long, but it was like a long section, I would have like go back to top section. like a random floating button. I can help me just, like, view the amazing view of the whatever this is. I yes. Okay, thank you. It was super helpful. Thank you.