Usability testing:

I talked to my client about usability when we started this project and this is the feedback she gave me. The usability testing I did reflects her concerns.

Interview with Peggy Noe:

What does a successful experience with this interface look like to you?
People being able to explore various sections of the site without getting lost. I often find that I cant figure out how I got somewhere or how to get back to a section of a website that I liked.
How long should it take to use this site?
I want people to find how to register for a class at the church quickly and easily. Other than that I would love it if they looked around and spent time browsing the site
How often would you expect users to come back?
I expect my students to return to this site on a weekly basis. I hope that others will come back with some regularity to be encouraged.

*| **_Key Performance Indicators_** |*

High level objective: Register for a Bible study class
Who: Women who are interested in Peggy's class at the church. Various levels of computer skills.
Doing what: Filling out a registration form
Under what circumstances: using the internet at home
Tasks (Effective):
I will ask the users to complete these tasks and see if they are able to find where to go and fill out the form with minimal browsing
1) Find where the form is
2) Fill out the registration form
3) submit the form

Tasks (Efficiency):
These tasks will be timed tasks. I will be looking for efficiency in completing the tasks. I will also be looking at click count.
1) time to get to registration form
2) number of clicks to get to registration form

Measurement technique:
Scale – overall completion score percent for all tasks
Method—test with 5 people

Performance values:
Unacceptable= 1 min or 4 clicks
Minimum= no min. I want this to be VERY EASY
Target= 2 clicks 30 seconds total

| <u>Initial Usability Plan</u> |

When it comes to usability testing I am really into the "quick and dirty". I find that informal feedback is some of the most helpful. This is why I keep a pen and paper close by. I am always talking to people about design so I bounce ideas off people about many design issues on a regular basis. The limiting factor, to me, in the approach is often I am not sure if this system ever can reach a diverse enough   population.

I have run my ideas and little note sketches by a handful of people and they have given me great ideas of things to add or things they don't find as important. I am now ready to do an "official" test of class registration.

Class registration is a key component of the website and the first section that Peggy will be using.

| _**Usability Test Plan**_ |

I did one usability test using the live ammapeg.com website. This test addresses the task of class registration.

This test included an 11 question questionnaire and a short test which utilized the live website.

I used the test first then the questionnaire.

I went to the local coffee shop with my laptop. This is probably a more stressful and noisy environment than most users will be in, but it was the only place I could think of at the time.

| Questionnaire | person 1

This interview consists of 11 questions:

1) What is your age: **23**

2) Do you use the internet daily, weekly, hourly? **daily**

3) Do you primarily use the internet for: school work pleasure **(all)**

4) Have you used the internet to purchase things online? **yes**

5) Have you used the internet to register for a class? **Yes at school**

6) Have you ever filled out a form online before? **yes**

7) Have you ever downloaded a file from the internet before? **yes**

8) In your opinion does ammapeg.com seem simple to use? **Yes, I have found what I am looking for so far**

9) Would you feel confident sending your registration information through ammapeg.com?
yes

Why or why not?

It is only asking for my e-mail address and I give that out a lot. I might not feel as good if it asked for my credit card.

10) What features would you be most likely to use at ammapeg.com?

O Prayer Requests
O Reading Peg's journal
O Class registration
O Download Peggy's Bible studies
X To find Bible verses about a specific topic

11) Do you have any other feedback you would like to give?
Nice site.

| Test | person 1

This is the first screen you will see when you log onto ammapeg.com (Home of ammapeg.com)

1) There is a new class happening at Green Valley Church. They said that you can register online at ammapeg.com. Please do so.

Person reads sidebar clicks on Bible studies, scrolls down reading... goes back to sidebar, clicks current class. Looks satisfied. Fills out form.

Total Clicks: 2
Total Time: 42 sec

| **Questionnaire** | person 2

This interview consists of 11 questions:

1) What is your age: **45**

2) Do you use the internet daily, weekly, hourly? **weekly**

3) Do you primarily use the internet for: school   work   pleasure **pleasure**

4) Have you used the internet to purchase things online? **yes**

5) Have you used the internet to register for a class? **no**

6) Have you ever filled out a form online before? **yes**

7) Have you ever downloaded a file from the internet before? **Yes, does music count?**

8) In your opinion does ammapeg.com seem simple to use? **Yes, it is very nice**

9) Would you feel confident sending your registration information through ammapeg.com?

yes

Why or why not?

It is for a church class right? I feel like if someone I know, or my church, asked me to fill out a form I would be ok with it.

10) What features would you be most likely to use at ammapeg.com?

X Prayer Requests
O Reading Peg's journal
O Class registration
O Download Peggy's Bible studies
O To find Bible verses about a specific topic

12) Do you have any other feedback you would like to give?
It seems really nice. Is this associated with a church? Can people take these classes online? It seems like the class is just in person.

| Test | person 2

This is the first screen you will see when you log onto ammapeg.com (Home of ammapeg.com)

1) There is a new class happening at Green Valley Church. They said that you can register online at ammapeg.com. Please do so.

Person looks at homepage. Hovers mouse all over sidebar seems unsure as to where to click. Clicks on Bible Studies and then reads and click on each study title. Clicks on download free from the shop. Goes back to sidebar, clicks on current study, fills out form.

Total Clicks: 6
Total Time: 2.02 min

| Questionnaire | person 3

This interview consists of 11 questions:

1) What is your age: **47**

2) Do you use the internet daily, weekly, hourly? **hourly**

3) Do you primarily use the internet for: school work pleasure **work and pleasure**

4) Have you used the internet to purchase things online? **yes**

5) Have you used the internet to register for a class? **no**

6) Have you ever filled out a form online before? **yes**

7) Have you ever downloaded a file from the internet before? **Yes**

8) In your opinion does ammapeg.com seem simple to use? **Yes, it seems straight forward.**

I think my wife would like this site.

9) Would you feel confident sending your registration information through ammapeg.com?

yes

Why or why not?

I use forms like this on a regular basis.

10) What features would you be most likely to use at ammapeg.com?

X Prayer Requests
O Reading Peg's journal
O Class registration
O Download Peggy's Bible studies
O To find Bible verses about a specific topic

13) Do you have any other feedback you would like to give?
nope.

| Test | person 3

This is the first screen you will see when you log onto ammapeg.com (Home of ammapeg.com)

1) There is a new class happening at Green Valley Church. They said that you can register online at ammapeg.com. Please do so.

Person looks at homepage. Hovers mouse all over sidebar Clicks on current study, fills out form.

Total Clicks: 1
Total Time: 23 sec

| Questionnaire | person 4

This interview consists of 11 questions:

1) What is your age: **58**

2) Do you use the internet daily, weekly, hourly? **daily**

3) Do you primarily use the internet for: school work pleasure **work**

4) Have you used the internet to purchase things online? **no**

5) Have you used the internet to register for a class? **no**

6) Have you ever filled out a form online before? **yes**

7) Have you ever downloaded a file from the internet before? **no**

8) In your opinion does ammapeg.com seem simple to use? **yes**

9) Would you feel confident sending your registration information through ammapeg.com?

sure

Why or why not?

I dont know seems like a nice site.

10) What features would you be most likely to use at ammapeg.com?

O Prayer Requests
O Reading Peg's journal
O Class registration
O Download Peggy's Bible studies
X To find Bible verses about a specific topic

14) Do you have any other feedback you would like to give?
No.

This is the first screen you will see when you log onto ammapeg.com (Home of ammapeg.com)

1) There is a new class happening at Green Valley Church. They said that you can register online at ammapeg.com. Please do so.

Person starts talking as soon as she looks at the site. "A class? What kind of class?" She then clicks on "current class" and reads the description saying that "I guess this is what you mean" and filled out the form. A successful registration

Total Clicks: 1
Total Time: 1:23 min

| Questionnaire | person 5

This interview consists of 11 questions:

1) What is your age: **53**

2) Do you use the internet daily, weekly, hourly? **daily**

3) Do you primarily use the internet for: school work pleasure **work**

4) Have you used the internet to purchase things online? **yes**

5) Have you used the internet to register for a class? **yes**

6) Have you ever filled out a form online before? **yes**

7) Have you ever downloaded a file from the internet before? **yes**

8) In your opinion does ammapeg.com seem simple to use? **I guess**

9) Would you feel confident sending your registration information through ammapeg.com?

yes

Why or why not?

Pretty straightforward.

10) What features would you be most likely to use at ammapeg.com?

O Prayer Requests
O Reading Peg's journal
O Class registration
O Download Peggy's Bible studies
X To find Bible verses about a specific topic

15) Do you have any other feedback you would like to give?
   No.

| Test | person 5

This is the first screen you will see when you log onto ammapeg.com (Home of ammapeg.com)

1) There is a new class happening at Green Valley Church. They said that you can register online at ammapeg.com. Please do so.

The person scans the sidebar and then the "daily word" goes back to sidebar, with mouse, clicks Bible studies. Scans content, clicks titles, looks all around page, reading, clicks current study in sidebar fills out form

Total Clicks: 5
Total Time: 2:10 min

|Usability Test Report|

My target number of users to test was 5, I met that target. I recorded the info in seconds and number of clicks to choose the correct one. I also took notes on observations of peoples mouse movement and eye movement.

Looking at the results I thought that I need to change the name of the pages on the sidebar. The Bible Studies and Current Class terms seemed too similar. Then I thought a bit more and decided to put a link to the class registration on the Bible study page. That way both avenues are available.

Only 2 of my users were within my target range, but the others went to the Bible Study page and looked around there, so this should address the issue.

In further testing I would try to recruit users in Southern California as their view of and use of technology is very different. This test was very useful and I think overall makes the site a better site!