

Usability Test Results

Useability Goal Calculations

The following scores are calculated in adherence to the "Usability Goals" section details in our usability test plan. We received four responses in our testing, and the scores of each user in testing is listed below:

'SUS' Score Calculations and Discussion

User 1: $(2+2+1+2+3+3+1+2+1+1) * 2.5 = 45$

User 2: $(2+1+1+1+3+3+1+1+1+1) * 2.5 = 37.5$

User 3: $(2+1+1+2+3+1+1+1+1+1) * 2.5 = 35$

User 4: $(2+2+1+2+1+2+2+1+1+1) * 2.5 = 37.5$

Average 'SUS' Score: $(45+37.5+35+37.5)/4 = 38.75$

With our prototype **receiving an average 'SUS' score of 38.75**, there leaves much to be desired. As aforementioned in our "Usability Goals", **the average 'SUS' score according to the research provided is 68**, and the standard that **we aimed to acheive was a score of 75**. For this reason, much of our application must be updated in future iterations to reach our goals in terms of user experience.

All issues classified

Lack of welcome page after signing in:

Description: This issue was raised during testing, as users were confused after signing in and felt going directly into the homepage was too much information to take in without any prior knowledge of the application.

Classification: Minor

Poor feedback when completing actions

Description: This issue was raised by a majority of testers as they were unsure if the action

they were trying to perform had actually gone through. This problem significantly impact the user experience as it introduces more confusion in the whole process.

Classification: Moderate

Leaving flat group was difficult and confusing:

Description: Testers found it impossible to actually leave a flat group once they joined. They were only able to remove others from the group but not themselves. This is a major issue as leaving a flat is a core part of the applications overall functionality.

Classification: Major

Incorrect buttons:

Description: Testers raised concerns about some buttons being difficult to click and some that were even mapped incorrectly to different functions. This issue is a major flaw in our prototype as it has a high impact on the usability of the app, and renders various functions inaccessible.

Classification: Major