Usability Report – Goodtimes Chorus Website

Web Wise Media

Scope:

Users will test the functionality of the login system and how it works in conjunction with the file upload system. Furthermore, the user will test executing administrative actions to manage other users in the system.

Purpose:

- Will the user be able to successfully create an account and login to the website?
- Can the user successfully upload a video or image file onto the database?
- Can the user login as an administrative user and manage other users accounts?

Participants:

The audience analysis highlighted different audience groups that include: experienced and inexperienced singers, barbershop music fans, concert fans, retirees, empty nesters, and church members. With them all being males and females ages 40 and above. Several users will also be chorus members. Considering that this audience is mostly homogenous the test will include 8 participants for user testing.

With this in mind participant recruitment will include each of the audience groups. We will ask members of the chorus to participate in the test. Additionally, we will ask if any of their friends or family within the age range would be willing to participate, this will include any retirees, empty nesters, and music or concert enjoyers. Furthermore, we will ask members of the church if they would be willing to participate. In conclusion, the recruitment participants will include 2 members of the chorus, 4 friends and family of chorus members, and 2 members of the church.

Scenarios:

Scenario 1: Login as an administrator and add an admin user profile.

Username: test1234 Password: password

Scenario 2: Login to the created admin user account and upload a picture to the database.

Scenario 3: Log in as an administrator and deactivate the new user account.

Data Collection:

Within this usability test we will be looking to collect data on any errors that could arise within the login system. Additionally, we will be looking for what kind of user errors might occur in the file upload system. Finally, we will be looking for any errors or confusion that could arise from managing the administrative process.

Notes:

- Radio buttons caused confusion and were difficult for the user to understand.
- Adding a new user function failed and was unable to be used by the user.
- Adding a new video function was broken and was unable to be used by the user.

Analysis:

User Group				
Usability Issues	Severity	user_1	user_2	user_3
Radio buttons were difficult to understand causing user confusion	1	Yes	No	Yes
Add new user function failed	3	Yes	Yes	Yes
Add new video function failed	3	Yes	Yes	Yes