

Roam Moderated Usability Test UT001 Results

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Roam UT001 Results



Agenda

1. Executive Summary
2. Feedback from Testing
3. Feedback from Survey
4. Appendix

EXECUTIVE SUMMARY

Overview

- XYZ Company planned a moderated usability test to validate the current prototype

Goals of Study

- Results, Filters, Explore, Relationships, Events (navigation)
 - Are the areas of the interface intuitive and meet expectations?
 - How would the user expect the interactions to behave?
 - Do they understand the page displays? Is this enough information?
 - Who in the agency would use this feature?

Opening Questions - What are your first impressions of application?

Positive User Comments:

- 46% (11 of 24) Information layout
- 38% (9 of 24) Simple/clean look & feel
- 17% (4 of 24) Easy to understand

Task 1 – How many individuals are associated with Johnny Doe (case # 1234567)?

- 100% success (24 of 24)
- 100% SEQ (24 of 24)

EXECUTIVE SUMMARY - continued

Task 2 - Who is his biological mother? Is their relationship positive, neutral or negative?

- 100% success (24 of 24)
- 100% SEQ (24 of 24)

Task 3 - What happened on Oct 29? Was it positive, negative or neutral?

- 100% success (24 of 24)
- 100% SEQ (24 of 24)

Closing Questions - What did you like about the application?

Positive User Comments:

- 36% (46 of 78) Information layout
- 20% (26 of 78) Simple/clean look & feel
- 20% (26 of 78) Easy to understand

Closing Questions - What did you like about the application?

User Comments on Usability:

- 60% (30 of 50) Information layout
- 20% (10 of 50) Simple/clean look & feel
- 20% (10 of 50) Easy to understand

EXECUTIVE SUMMARY - continued

Satisfaction

- 100% (24 of 24) of respondents rated the application as moderately satisfied or extremely satisfied

Ease of Use

- 100% (24 of 24) of respondents rated the application as moderately easy or extremely easy

Errors

- 100% (24 of 24) of respondents had no error messages

Recommendations

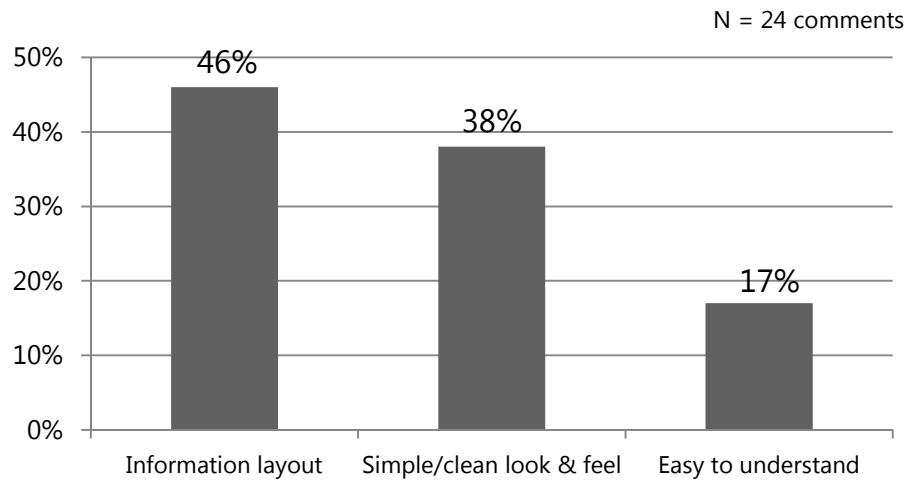
- Conduct regular usability testing of all new prototype features

XYZ Company - Roam

RESULTS FROM TESTING

Opening Questions

What are your first impressions of the application?



Positive User Comments:

"I like the clean look"

"Navigation is simple and easy to find"

"It is simple to understand what to do"

"Looks pretty self explanatory"

"I like the white space"

Task 1

You just received a new case from another worker. How many individuals are associated with Johnny Doe (case # 1234567)?

KPIs	Stats
Task Success	100%
Average Task Time	4.4 minutes
Effectiveness*	100%
Single Ease Question**	93%
Errors	0%

*Effectiveness (= # of tasks completed/# of tasks undertaken x 100%)

**The Single Ease Question (SEQ) is a 7-point rating scale to assess how difficult users find a task. It's administered immediately after a user attempts a task in a usability test.

Task 2

Who is his biological mother? Is their relationship positive, neutral or negative?

KPIs	Stats
Task Success	100%
Average Task Time	1.4 minutes
Effectiveness*	100%
Single Ease Question**	98%
Errors	0%

*Effectiveness (= # of tasks completed/# of tasks undertaken x 100%)

**The Single Ease Question (SEQ) is a 7-point rating scale to assess how difficult users find a task. It's administered immediately after a user attempts a task in a usability test.

Task 3

What happened on Oct 29? Was it positive, negative or neutral?

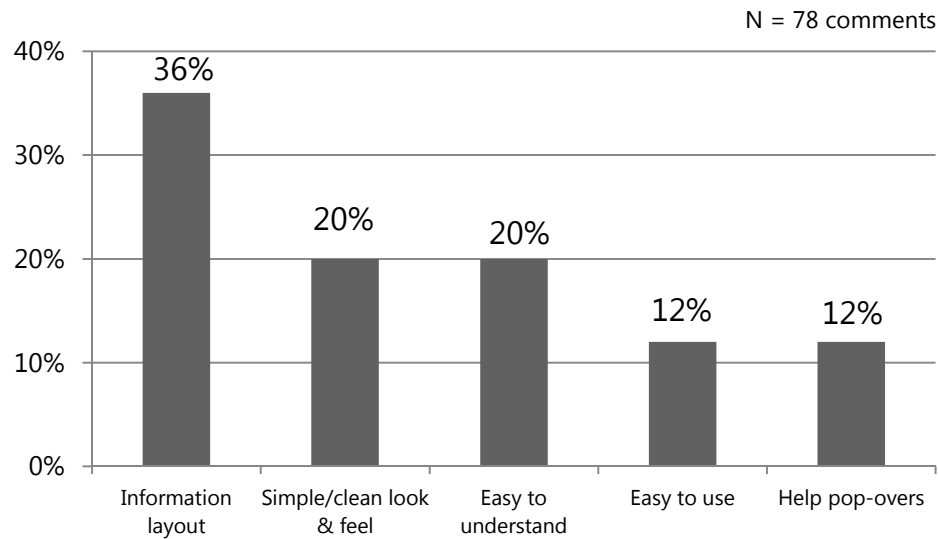
KPIs	Stats
Task Success	100%
Average Task Time	58 seconds
Effectiveness*	100%
Single Ease Question**	99%
Errors	0%

*Effectiveness (= # of tasks completed/# of tasks undertaken x 100%)

**The Single Ease Question (SEQ) is a 7-point rating scale to assess how difficult users find a task. It's administered immediately after a user attempts a task in a usability test.

Closing Questions

What did you like about the application?



Positive User Comments:

"It is really easy to use"

"I like the clean look"

"Navigation is simple and easy to find"

"I liked the help text"

"It is simple to understand what to do"

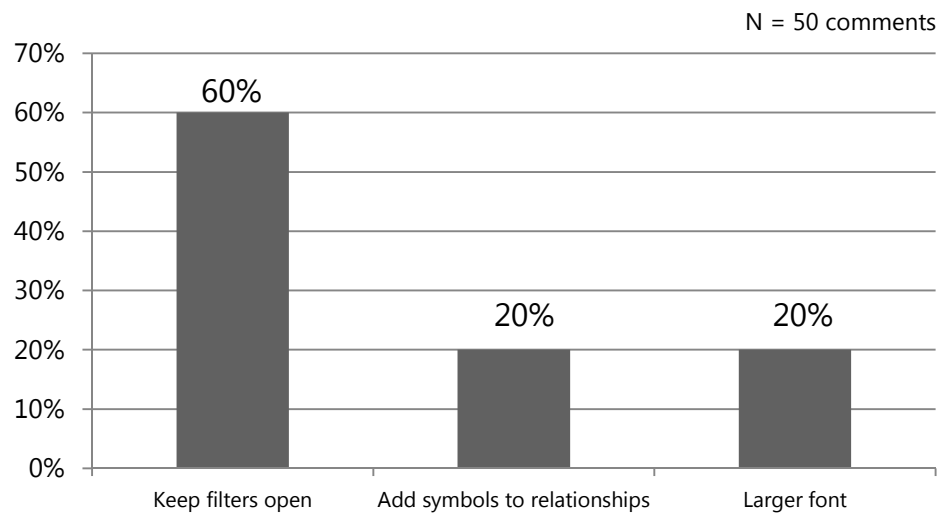
"Looks pretty self explanatory"

"I like the white space"

"I liked rolling over on the term and an explanation displayed. That is cool"

Closing Questions

What didn't you like about the application?



User Comments on Usability:

"I don't like that the filters keep closing"

"Can you add symbols to the Relationships?"

"The filters always closing is really annoying"

"Larger fonts would be really nice"

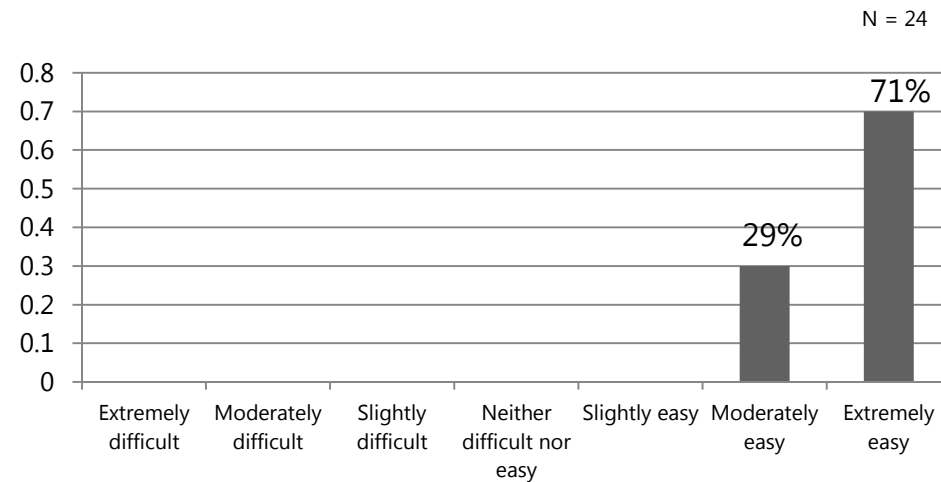
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RESULTS FROM SURVEY

Ease of Use

How would you rate the ease of using this website?

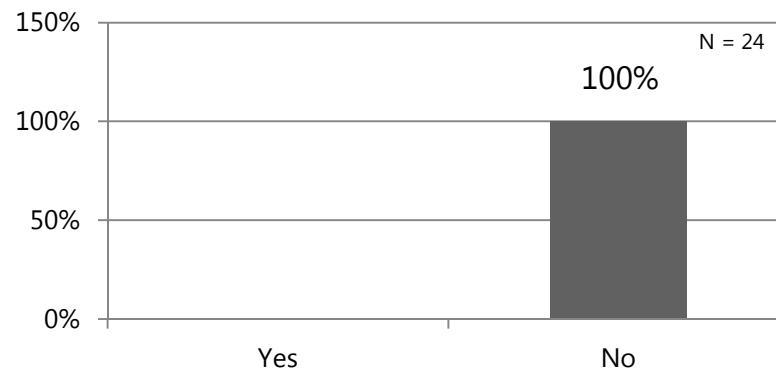
- **100% (24 of 24)** of respondents rated the application as **moderately easy** or **extremely easy**



Error Message

Did you experience any errors while using this application?

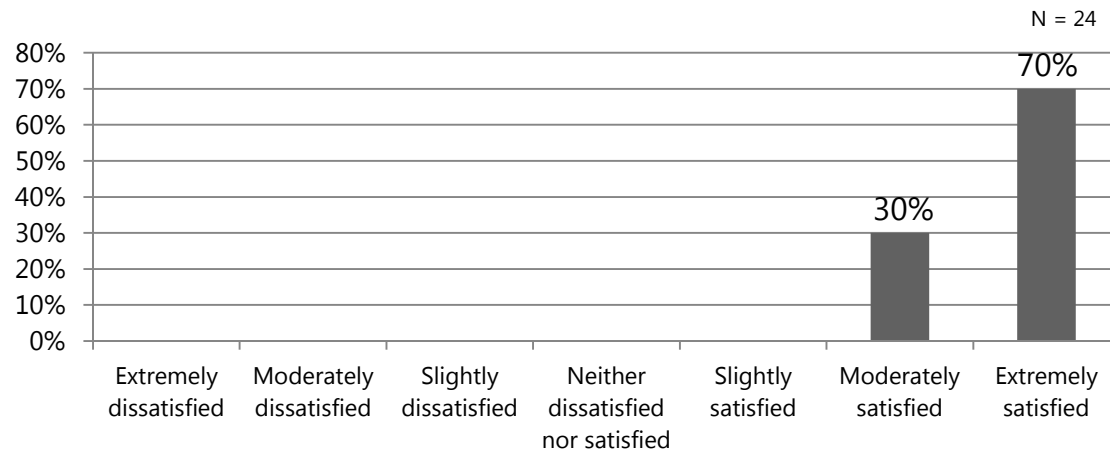
- **100% (24 of 24)** of respondents experienced no error messages



Satisfaction

Overall, how satisfied are you with your Roam experience?

- **100% (24 of 24)** of respondents rated Vrbo as **moderately satisfied** or **extremely satisfied**



Single Ease Question
Survey Questions

APPENDIX

Single Ease Question

Participants filled out this question after each task.

Overall, how difficult or easy do you find this task?

Extremely Difficult	Moderately Difficult	Slightly Difficult	Neither Difficult nor Easy	Slightly Easy	Moderately Easy	Extremely Easy
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Survey Questions

Q 1 – How would you rate the ease of using this website?

Extremely Difficult	Moderately Difficult	Slightly Difficult	Neither Difficult nor Easy	Slightly Easy	Moderately Easy	Extremely Easy
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Q 2 – Did you experience any errors while using the website?

- Yes
- No

Q 3 – If yes, was the error message intuitive for you to understand the problem?

- Yes
- No

Q 4 – If no, please explain in detail

Text box

Survey Questions

Q 5 – Overall, how satisfied are you with your experience?

Extremely Dissatisfied	Moderately Dissatisfied	Slightly Dissatisfied	Neither Dissatisfied nor Satisfied	Slightly Satisfied	Moderately Satisfied	Extremely Satisfied
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