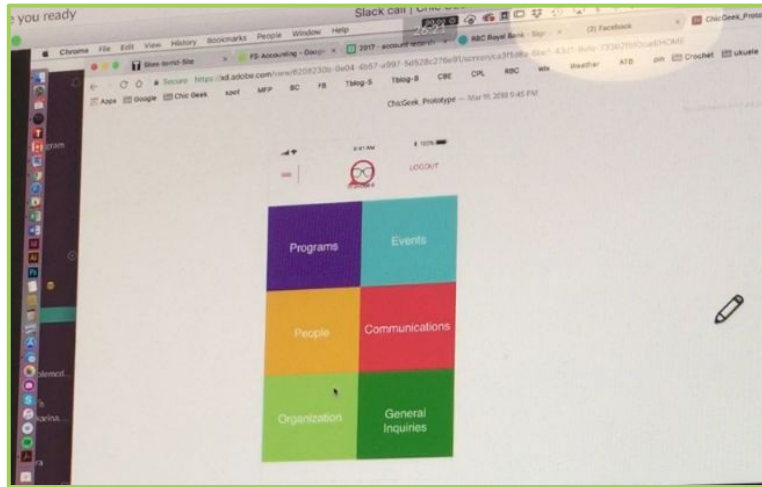




Usability Test Report

Summary

In March 21 of 2018, the usability test for the Chic Geek Board was conducted. The sessions were online, testing 4 participants (Chic Geek volunteers). Two different levels of volunteers were selected as participants. Two in the top roles, Executive Director and VP Communications. And two volunteers with less commitment roles, coordinators in two different areas.



The goals of the usability test were:

- Find out whether the “Chic Geek Board” is the tool Chic Geek needs to improve communication between teams and volunteers.
- Find out whether the “Chic Geek Board” will save searching time to the volunteers when working in their tasks.
- See whether volunteers can upload and download information in an easy way.
- Find out if the current user flow is accurate or not.

General Findings

2 Participants with higher position

- Prefer User Flow as the Organization Chart. It was confusing to find what they were looking as the card sorting groups.
- Prefer Desktop version.
- The icons took longer to understand.
- Menus hard to see.

2 Participants with coordinator role

- The User Flow as the result of the Card Sorting was more intuitive. They used their logic to find what they were looking for.
- Don't mind mobile version.
- Using mobile version was intuitive.

Recommendations

- A “Reverse card sorting” exercise would be helpful to design a user flow that works for everyone.
- A Hi-fidelity prototype and closer to the final design would give better feedback. Some images that were placed as “image holder” confused the participants.
- Menus need to be more clear visually.
- Both version Mobile and Desktop need to be tested.

Tasks Findings



Chic Geek email

name@thechicgeek.ca

Password

.....

[Forgot Password](#)

Log In

Don't have an account? [Register](#)

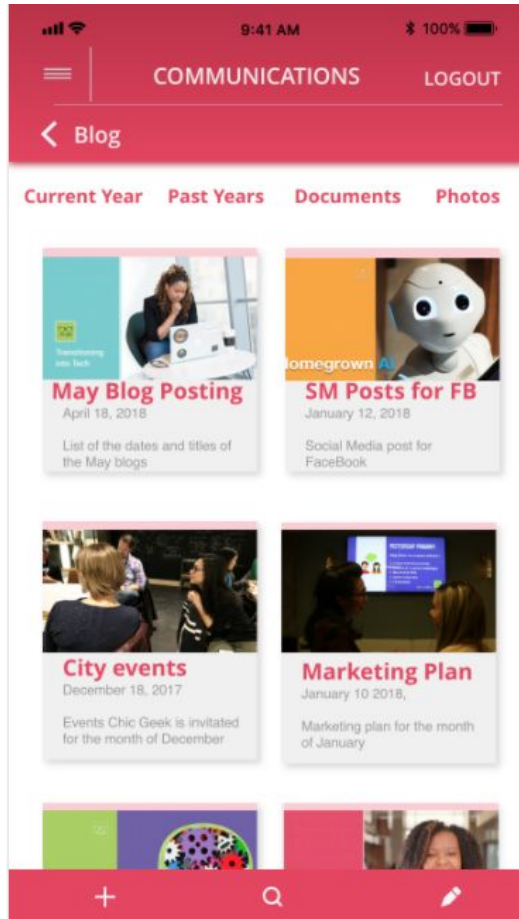
1. Log In

100% easy to log in.

100% would like Chic Geek gmail account linked to these credentials.

100% the site should save the credentials so you don't have to type them all the time.

Tasks Findings



2. Find articles

50% Got a little bit confused not knowing which kind of "Articles"

50% Communication roles looked for newsletter or blog "Articles"

25% Looked for blogs in internal communication.

25% Looked for blogs in external communication.

50% Looked for organization, events, initiative articles or news.

100% Click "News" in their first search.

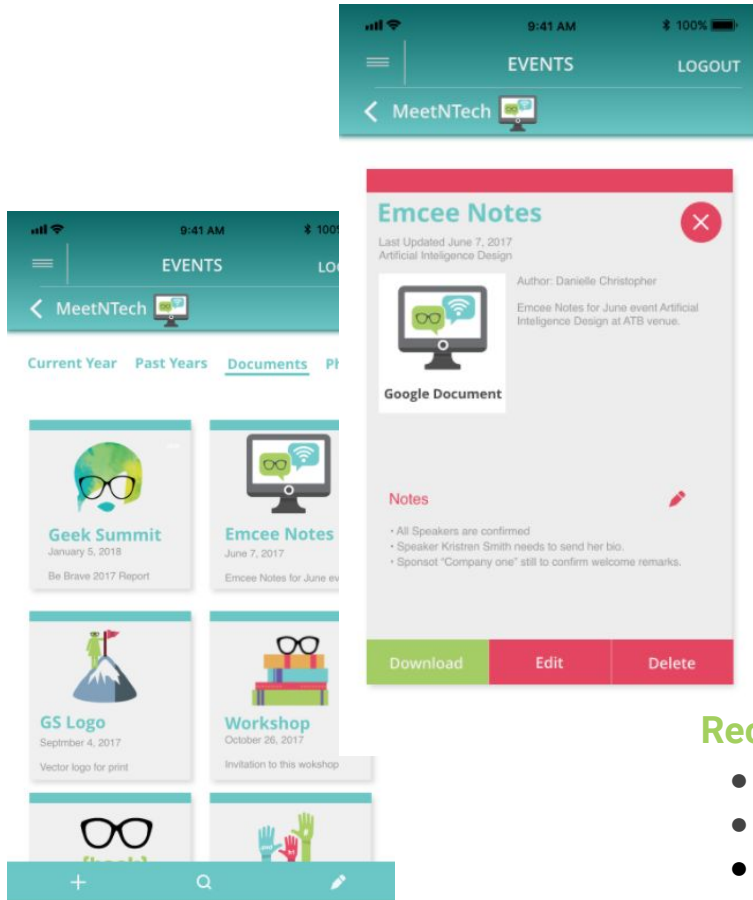
75% Got confused which page they were.

75% Expressed they liked the fresh and clean visuals.

Recommendations

- Make clearer the visuals of menus, submenus and filters.
- The side menus were the first ones participant started to look for information. Add all the menus and submenus there.

Tasks Findings



3. Find Emcee Notes

75% Looked "MeetNTech" in **Programs**

25% Looked "MeetNTech" in **Events** but she has never been in a "MeetNTech" event. She used her logic.

75% Sidn't understand what bottom menus do.

25% Mentioned the delete button was scary.

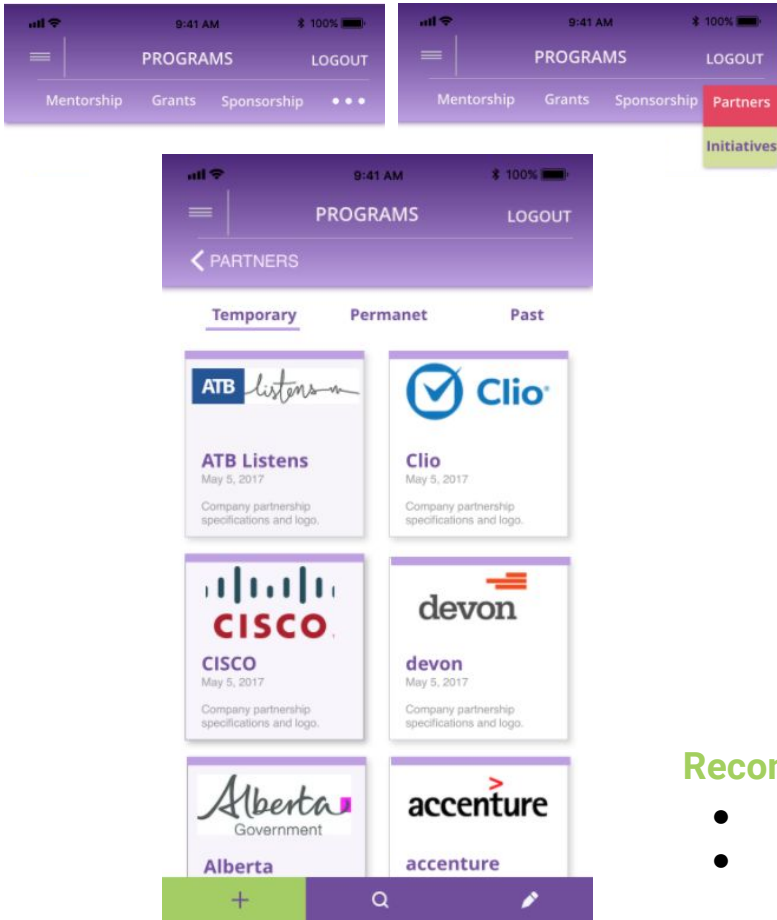
100% Positive feedback. Having a card to scope what is around an item, is a time saver and centralizes the communication. As well, the information each card should have eg. descriptions, images, notes and checklist.

100% The document, instead of download needs to just open in the google drive, to avoid duplicating documents and have all in one.

Recommendations

- Add hierarchy to the card fonts to be easier to read.
- Buttons icons need a text under it, explaining what they do.
- Add to the cards: Checklist , Open link in google drive instead download files, Dates for last updated and when was last used.

Tasks Findings



4. Find Partners

50% Is no familiar with partners. Hard to find the page.

100% Having “Partners” under the extra menus “...” got everyone lost. Nobody knew the meaning of that icon “more menus”.

25% The name should be “Supporters” and the submenus “Financial” “In Kind” and “Past”.

50% Having cards displaying the logo, the time of agreement and conditions of the partnership visible is very helpful.

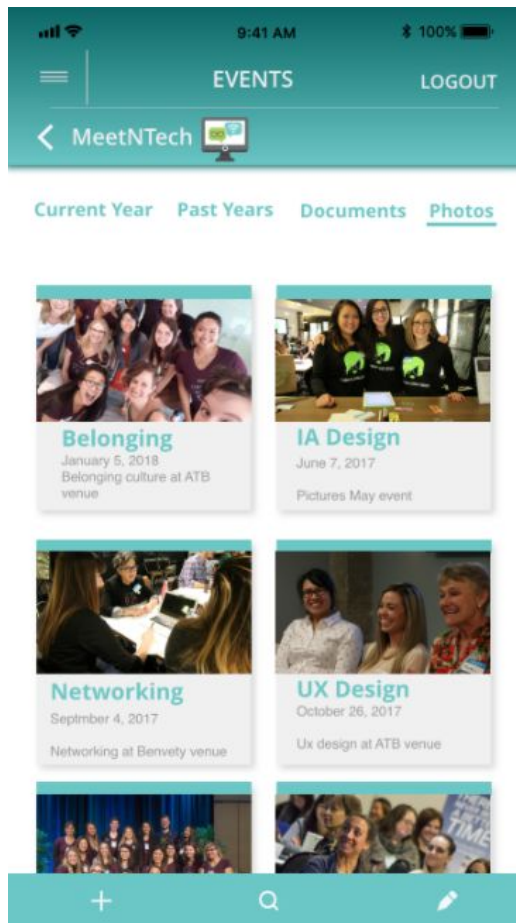
25% Add to the card when and which events or programs has been used to have a history of the supporters.

25% Label supporters as “Ongoing”, “Permanent” or “No active”.

Recommendations

- Eliminate ... and put all menus visible.
- Add a section for partner development and move general inquiries to the general side menu.

Tasks Findings



5. Find Photos for an Events

100% The first reaction was to look for photos in the sidebar menu.

100% Were familiar with the menus already that was easy to go Events and look for photos.

100% Was hard to see “photos” menu. They had to go back twice to find it.

Recommendations

- Add Photos to the side menu.
- Visual design for menus needs to me more clear.