Project Update

Project Summary

Our project aims to create a responsive, user-centered website for the Women in IS program. The goal is for this website to be both a resource for potential members to learn about the program and a central space for program members to find up-to-date information and events. No changes on the project vision were made. We did however add mobile and tablet wireframes to our current wireframe designs, since the last proposal draft. This is the link to the wireframes: https://www.figma.com/file/AuTQtCVcg0EXFcp5RQ29ec/67240-Project?node-id=10%3A65. Currently, all team members are making even contributions and fulfilling project expectations. Additionally, as we are moving forward with the project, we become more familiar with each other and how each member works. This allows us to have a smoother communication and better team environment.

Completed Tasks/In-Progress

- **Revising the Project Proposal**
    - We edited our project proposal according to the feedback received from Professor Moussawi before sending it to our client.
    - Hours:
        - Michelle: 20min
        - Nicole: 20min
- **Making Tablet and Mobile Wireframes**
    - Having the desktop wireframes completed, we implemented the design to mobile and tablet dimensions. We split the tasks evenly with the group and maintained strong communication during this process.
    - Hours:
        - Michelle: 30 min
        - Bon: 30 min
        - Nicole: 30 min
- **Writing the User Testing Script**
    - We used the user testing script outline and each created a task and behavioral question. Then had a team meeting in order to discuss and revise the script.
    - Hours:
        - Michelle: 30 min
        - Bon: 30 min
        - Nicole: 30 min
- **Perform User Testing**
    - We did both task-oriented and general behavior testings on representatives from our 4 main stakeholder groups to uncover flaws of our current design and create a better user-centered website.
    - Hours:
        - Michelle: 1 hr

- - - Bon: 1 hr
    - Nicole: 1 hr
  - **User Testing Summary and Project Update 1**
    - We summarized the user testing experience with each individual and reviewed the findings from our testing to help inform our next steps.
    - Hours:
      - Michelle: 45 min
      - Nicole: 45 min
      - Bon: 45 min

Upcoming Tasks
- **Peer Evaluation**
  - Due: 11/08
  - Responsible Members: all
  - Peer evaluations will be submitted and completed individually, reflecting on team members participation and performance in the project.
  - Expected Time: ~20-30 minutes

- **Draft of User Testing Questions/Set up User tests**
  - Due: 11/10
  - Team lead: Nicole
  - Responsible Members: all
  - We will be drafting up a new user testing script and will schedule four user tests in order to refine our wireframes from the last user test.
  - Expected Time: ~1 hour writing and refining the user testing script

- **Conducting User Testing (Round 2)**
  - Due: 11/11-11/12
  - Team lead: Nicole
  - Responsible Members: all
  - Nicole will be responsible for delegating tasks to ensure the user tests run smoothly and all members will be present at all user tests, with one person reading the script and the other two taking notes from the session.
  - Expected Time: ~2 hours for team meetings and user tests

- **Draft of Project Update 2 and User Testing (Round 2) Summary**
  - Due: 11/13
  - Responsible Members: all
  - The draft for the project update and user testing will be divided evenly between the members. All members will be responsible for submitting their hours, summarizing user testing sessions, and writing parts of the project update.
 - Expected Time: ~1 hour writing and ~30min revising

- **Project Update 2 and User Testing (Round 2)**
  - Due: 11/14
  - Responsible Members: Michelle
  - Michelle will ensure that the project update 2 and user testing (round 2) summaries are submitted on time.
  - Time: ~5 min

User Testing Round 1 Summary

Overview

We performed our first round of user testing with 4 different target users—advisor (client), mentor, mentee, and prospective member. Overall, users were able to complete most of the tasks quickly without much trouble. One common confusion was associated with task 3 and 4, in which we asked the users to find the contact information about the advisors. Three out of four users navigated to the Contact page first, realizing that there is no advisor contact information but only a message form. Additionally, users weren't sure who they were sending the messages to on the Contact page. To account for this, we will keep the contact form and add contact information (email addresses, phone number) to that section to show that users are sending messages to the advisors.

Performance metric graph (based on task completion time)
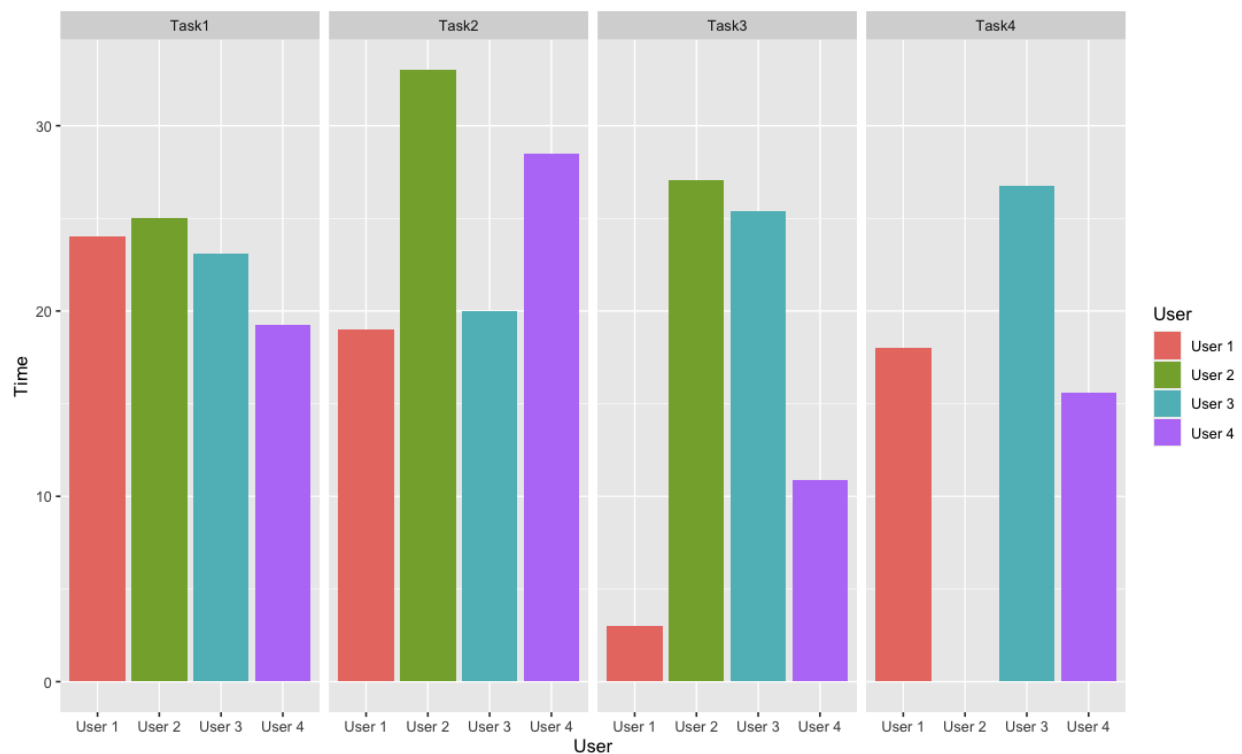
*note that User 2 does not have data for Task 4 because they did not successfully complete the task

User Test #1: Advisor (Client Brandy Wilson)

Summary

From our user testing with the client, Brandy, some of the main outcomes are the following. First, the information hierarchy is straightforward and clear to the user. The user was able to complete

all tasks quickly, without much issue. While exploring the home page, the user was at first a little confused about the Resources section but we think after adding description, it will become clearer. For the Events page, the user thought the big calendar was distracting and perhaps highlighting just the events would be a more efficient use of space. On the Meet Us page, the client thought that if they didn't scroll down all the way to the bottom, they wouldn't have known that there is information about the advisors. To account for this, we will add two buttons on the top of the page that will bring the users to the mentors and advisors sections directly. Overall, the client likes the breakdown of the website (the different pages), and thinks the content layout flows well.

User Test #2: Mentor

Summary

Having the user testing session with a current mentor, we uncovered many great changes that could be implemented to the design of our website to make it better. Scrolling through the Home Page, she pointed out the lack of layout inconsistency for the Resources section. There was also confusion with the wording of certain sections such the ambiguity of where button "learn more" would lead to and concerns about prospective students might not know what "IS" stands for. When asked to find all information on upcoming events, the user was able to navigate to the Events page and completed the task. However, her initial reaction to the layout was not a positive one. According to her, the calendar takes up too much space and is overwhelming as too much data is presented. The user also got confused with our "mentorship events section" and was not sure if the design we created were links or just texts with images. The user has the best experience completing the task of applying for a mentor position as she said it was straightforward and simple. The user had the most trouble contacting advisors from the website. There was confusion between the Meet Us page and the Contact. Ultimately, she did not complete the task since she didn't know that she would have to scroll down the Meet Us page to see the advisors contact information.

User Test #3: Mentee

Summary

For this user testing session, the user, who is not as familiar with the Women in IS program as the advisor or the mentor, had many difficulties navigating the site. Similar to other users, she was confused with what the "learn more" button was for. Initially, she thought it would lead to an about page; however, she realized that on our nav bar, there is no about page, which made her really confused. She also did not understand what the Resources section on the home is for. For more task-specific questions, navigating through the Join US and Meet Events pages went smoothly for her, with tasks being completed. She described navigation as being clear and straightforward. However, for the Join US and Contact pages, she struggled a bit. For the contact page, she had a hard time developing a complete mental model of how the page works. She wasn't sure what actions are available and what feedback she would get from interacting with the page. Besides the interaction, she found the font size to be too big and a bit jarring. The misalignment of the title and mission statement on the home page also bothered her.

User Test #4: Prospective

Summary

For our fourth user test, we tested our website wireframes on a prospective mentee, who is currently a freshman majoring in Information Systems. She overall liked the set up of the wireframes and the information hierarchy on the different pages. For the home page, she liked the flow of the page and found the layout to be reasonable. When performing the first task to find the upcoming events, she correctly navigated to the events page and also referred to the upcoming events section on the home page. Though she was satisfied with the overall layout of the events page, she thought the calendar was too large and distracting and suggested that we move the calendar to the bottom of the page and emphasize upcoming events at the top of the page. We will be taking her feedback as well as the feedback from the other user tests about the calendar and are planning on moving the calendar to the bottom of the page and adding a section with more detailed information about upcoming events. Finally, she found the join us, contact, and meet us pages to be very straightforward and did not comment much on the layout of the pages. There was some confusion when she was looking for a way to contact the program advisors because the Meet Us and Contact page had similar information. Based on this consistent confusion that the users experienced, the team is planning on contacting the clients and inquiring on their opinions about the necessity of a separate contact form/page.

Appendix

User Testing Script:

Introduction

Hello, __User__, our names are Bon, Michelle, and Nicole, and we are going to be walking you through this user testing session today. Before we begin, we have some information for you. We are having this session to test the website, not you. While you are walking through this session, please think out loud.

Feel free to leave any criticism and give your honest feedback on how we can improve this website. If you have any questions, please ask, however, we may not be able to respond immediately in order to ensure an unassisted user experience.

With your permission, we'd like to record this session, is that ok?

Background Questions:

(demographic/background information on the user)

Before we look at the website, we'd like to ask you a few questions.

- Roughly how much time do you spend on the internet weekly? What kind of sites do you frequently browse?
- What is your age?
- If it's not too personal, what ethnicity/gender do you identify with?

Home page tour

[general behavioral testing]

OK, great. We're done with the questions, and we can start looking at things.

Behavioral Question: What are your initial reactions to this website page? First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative. You can scroll if you want to. What did you think about the layout of the content?

Thanks. Now I'm going to ask you to try doing some specific tasks.
And again, as much as possible, it will help us if you can try to think out loud as you go along.

Event Page Tour

Task 1

You would like to preview all upcoming events. Find out where you can view them.

Task 2

Imagine you are an advisor for the program and would like to view past event highlights to plan for better future events. Find out where these past events are.

Behavioral Question: What are your initial reactions to this website page?

Join Us & Meet Us page tour:

[Task-oriented testing]

Task 3

Imagine you are a current mentee, and want to become a mentor next semester. Find out where to apply.

Behavioral Question: How did you find the experience of the website from completing this task?

Task 4

Imagine you are a staff member that would like to get involved with the Women in IS program. Find out the contact information of current advisors so you can email them.

Behavioral Question

What are your initial reactions to this website page?

Contact Page Tour (in usering testing, task5 was combined with task4)

Task 5

Imagine you are a new member and you have some questions about the program. Find out where you can send a message and get your questions answered.
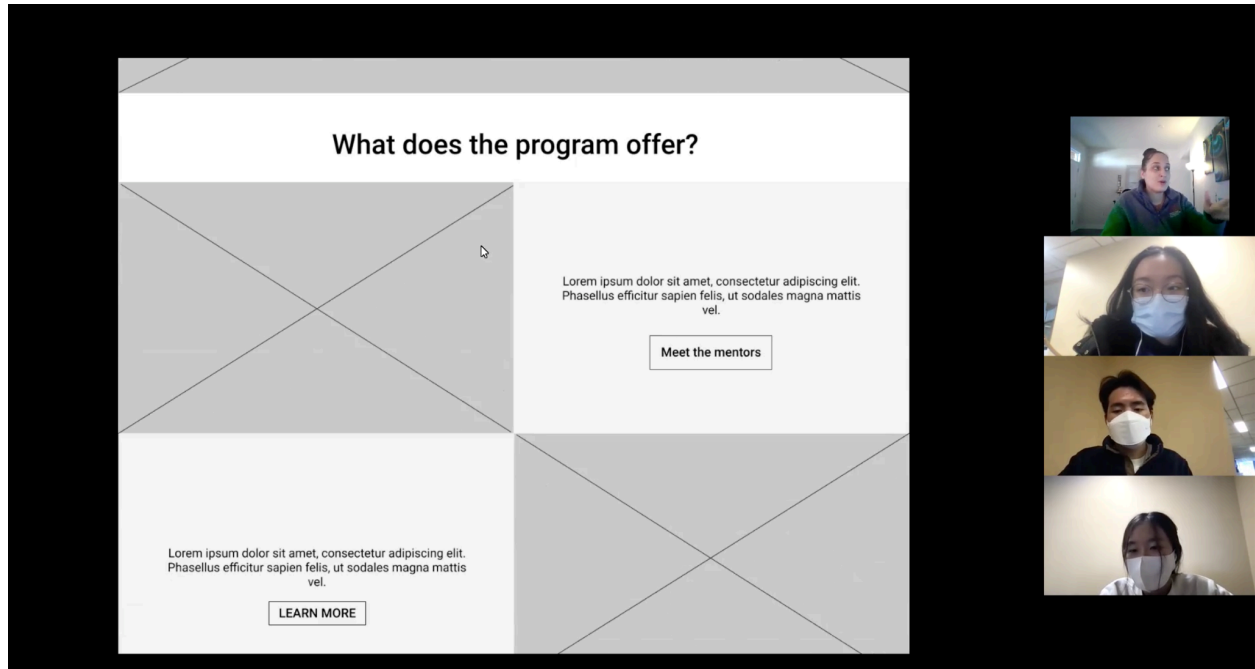
Overall

Behavioral Question

Any final thoughts/feedback on the website as a whole?

User Testing Transcripts:
Session 1:
User testing 1 Transcript/Image

Michelle 0:11
Yeah, okay, we can get this started. Right. So I just before we look at the website, we would like to ask you a couple of questions. So first, roughly how much time do you spend on the internet weekly?

Client 0:37
Just on the internet. Oh, my, like roughly how much time?

Client 0:42
A lot? Ah, I would say probably close to like 30 hours.

Client 0:52
Less. I mean, just because work alone. I'm on here all day. So maybe like 30 or 35 hours, if not more.

Michelle 1:01
Okay, perfect. And what kind of sites do you frequently browse when you are on the internet?

Client 1:08
Mostly, it's like the CMU sites, because I'm mostly on here for work. Occasionally, I'll check like the social media things, but I'm not on there too much. So I would say mostly like CMU CMU websites.

Michelle 1:23
Okay, got it. And then my next question is, What is your age?

Client 1:29
My age? 32.

Michelle 1:33
Okay, and then the last one of our background questions is, if it's not too personal, what ethnicity and gender do you identify with?

Client 1:44
So I'm black and white, biracial, and female. So she heard her.

Michelle 1:50
Thank you so much.

Client 1:54
All right, cool. So I will send you the link that will take you to our wireframes and you can navigate around by clicking like the arrow keys, back, right left arrow keys. And let me know if you can access it.

Client 2:14
It's an Yep. On here now.

Nicole 2:20
All right. Nice. So starting off, you should be on the homepage, I believe. And just, you know, you can explore around but what are some of the initial reaction to the page? So is there anything that that stands out to you? What kind of website do you think it is? What can you do here? Things like that. You can look around and explore a little bit on the homepage.

Client 2:50
It took me straight to the events page.

Nicole 2:53
Oh, you can go back by clicking like left arrow key. Okay, I

Nicole 3:03
Also if you don't mind would you be able to share your screen so we can thank you

Nicole 3:21
yeah, so you can look around, any thoughts? You have you can't say them out loud here

Client 3:30

so what I'm looking at this so home this is the part I'm assuming first thing that pops up would be this right like just seeing woman is and with this be the layout then like just how it is like scrolling down this tower we broken down broken up with this program offer Okay. Um, it might be too early for this first thing I thought it was just color that something like more display aesthetics, that's like later maybe?

Nicole 3:58

Yeah, I think Yeah. I think right now mainly, like the layout and navigation like content. Later on, we'll definitely make colors make it look pretty.

Client 4:11

Okay. So focusing on content, okay. So the mission statement, what does the program offer

Client 4:34

I like all the information that will be on the stage that incorporates everything that we were mainly wanting. Right here like seeing the impact of clothes. We wanted to highlight those. We wanted to highlight specifically like what the upcoming events are, or the event is like just having a space for that. I'm not sure what would look at the resources. Oh, the other resources that we were asking for, like the handbook? Is that what you're looking at for resources? Yes. And what we were talking about, okay. Yeah, that looks good. And then you have a spot for the logo in the corner. Yeah, I think that's nice for the homepage mean, again, that's everything that we were wanting to see that then once you've landed on the page, so that's good. Then having like a calendar of events. Now with this, would there be a way to? I guess, I don't wanna say either click on it or just, like, hover over it for like more details about what the event was? Or is

Nicole 6:03

What did you think about the layout? For the homepage? Like, in terms of, content hierarchy?

Client 6:16

I like it. I like it. Because I mean, it opens up with the mission, which I think is good to have right there. What we do what we offer? So yeah, the mentoring piece, and then a link to being able to see the mentor who the mentors actually are.

Client 6:40

Now for the Learn More is that are you thinking of the rest of the things that are on the homepage? Now? As far as like the other objectives? What what the qualifications are for the mentors?

Nicole 6:54

Yeah, so those are actually the events that will be linked? Because so we offer mainly like mentorship and also different events. So learn more, we'll bring you to the events page.

Client 7:12

Okay. Let me see. I'm wondering is okay, okay. Maybe it'll get ahead of us. I see other tabs up here that I haven't heard that. Okay. Like, join us. Meet us. Maybe it's in there. Is that? Is there other information over there about? Yeah,

Nicole 7:36

um, yes, we'll get to them in a sec. Cool. Yeah. So yeah. So I think we'll now move on to doing some more specific tests. And as you're doing them, just make sure that you're, it will be really helpful if you're thinking out loud as he goes, like, just your thoughts. So you would like to preview, preview all the upcoming events? And find out where you can get them?

Client 8:20

You said, I'm sorry, I missed the beat. What was the What did you say in the beginning?

Client 8:23

Oh, so you want to preview all the upcoming events? And find out where you can give them? Like, what are the upcoming events? You said? What are they? Yeah, or like where you can find the upcoming events?

Client 8:40

Okay, did you all did y'all should have access to the Google sheet that I sent you? Did you see the different events listed on there?

Nicole 8:50

Yeah, so

Client 8:52

Maybe I'm missing your question here. I'm sorry.

Nicole 8:55

Okay. No. Um, so like, we're trying to see where you can find all the events. So let's say you want to look at events in the future that are coming up. Where can you find them

Client 9:15

on this page what are you? I'm sorry. Are you asking me where I would want them? Or you want me to see if I can locate them on what you have here?

Nicole 9:34

Yeah, you can locate them. Yes,

Client 9:37

I can locate them through this calendar right here. Okay, cool. I'm sorry. You were asking with where I wanted them. Oh, yeah, right here. So yeah, I can see them right by looking at the calendar. I can see what the events are that are coming up.

Nicole 9:55
Got it. Cool. Nice. Yeah, all the questions are based on the wireframes. And then. So now imagine that you're an advisor for the program, you would like to look at the past event highlights. And you can find where the past events are.

Client 10:20
Yes, under this, I'm assuming it's under these mentorship events.

Nicole 10:27
And we want past event highlights. So where would they be on the page? Or if you could find them?

Client 10:35
I would assume or I would think that they're in this part where I'm on now under the mentorship events under Social professional development networking, I would assume that these include maybe past and upcoming events.

Nicole 10:49
Thanks. Um, and then just one behavioral questions, I guess, what are some of your initial reactions to this page? In terms of information, hierarchy, layout? Thing content? Yeah.

Client 11:10
I like the calendar. I like having the calendar, but I wonder if it will be better if the calendar. Like I feel like having a full calendar is also a little bit distracting to like it almost. I would rather it be like highlighting a particular event versus being like, distracted by the whole calendar. Like maybe instead of having a calendar right at the top, maybe just kind of highlight what this event is, like just something talking about this is the this is the upcoming event, some details about the event. And then or events if there's more than one, and then maybe at the bottom, or just somewhere else have the full calendar, so they can kind of just see all the upcoming events, like spread out in the actual calendar. Okay.

Nicole 12:03
Anything else?

Client 12:08
If not, we could also, I really liked the recent event highlights. Because I know, I had mentioned that we had all mentioned that we wanted to see just different impacts of the program, like getting quotes from the students. But I like the idea of just specific, like maybe quotes or pictures or things

from actual events that we're holding. So I actually really like that you're corporated that point in there. Thank you. I think that's a great spot for it, too.

Nicole 12:38
Okay, cool. Thank you. So you can, I think yep. So let's say you are a mentee who wants to become a mentor next semester, please find out where to apply.

Client 13:01
Right here. Fine. Now, under the mentor side?

Nicole 13:04
Yes. How did you find the experience if the one site, like this page, from completing the task, like, is it confusing, clear, or any thoughts on the layout of this page?

Client 13:27
No, not at all. I think it's very straightforward view from the homepage. I mean, if you look at the top, the tab is right there to join, that as soon as you land on this page, very clear. You want to be a mentee over here, mentor over here. Apply for each i think that's good.

Nicole 13:45
Okay, cool. Nice. So imagine you're a staff member, and you would like to get involved with the program, find out the contact information of the current advisors, so you can email them.

Client 14:15
Is our would the advisors be up in this top corner? This right, upper right hand side?

Client 14:21
Um, that would just be in Oh, sorry,

Client 14:25
I didn't scroll the rest of the way down. Okay, so you meet us all the mentors and advisors are down here?

Nicole 14:34
Yes, yeah. So that's where you would find the contact information. Yeah, what are some initial reactions to this page?

Client 14:50
I guess it's this piece over here. This piece on the right hand side like I guess what are we? So I'm not sure what that area would be for.

Nicole 14:59

yeah, so I think I think we're thinking of putting a, like a group picture or like just a picture of the program. So it's like a cover picture, and then we have the mentor fixtures that he after that.

Client 15:18
Okay, awesome. Okay. So that would be like an improved picture. Alright, mentors and advisors or program? Yeah, I think that's good.

Nicole 15:34
Okay. Is there any other information that you would like to have posted on?

Client 15:43
I mean, I don't know if it was this group, we had talked about the idea of, like, should we have the mentee and from like, who the current mentees are as well, on this page, or like on a on a meet us somewhere? Like, should we just incorporate who the mentees are somewhere? Again, I don't know if we talked about it with your group.

Nicole 16:15
Yeah, I think from the people I talked to, the mentors, they thought this page would be more for like, like new members trying to look at the website. It will be really nice to have mentee pictures on there, too. But I guess one concern would be like this page getting a little bit too much like too big. Yeah, so that's why we only included the mentors. But maybe we could make do like a group picture of also the mentees. So that

Client 17:00
That's fair, that's fair. Because you're right. We have a lot of mentees and even mentors, we have around what 37. So yeah, adding 40 Something mentees this page would be extremely low, a lot of information. So yeah, maybe a group picture just showing like these are the current mentee, the group of the mentees like the 2021 22. i A woman is mentees I think that would be just as good. Okay. Yeah, we can leave that as is just highlighted who the mentors are, and then the advisors. That would be good.

Nicole 17:41
It's alright, cool. And now let's move on to the last task. So imagine you're a new member, and you have some questions about a program, find out where you can send a message and get your question answered.

Client 17:56
This will be I will go straight to the contact page. Yeah, this is clear. enter my information. Enter my question. It's a bit.

Nicole 18:06

Thanks. Yeah. Yeah, I believe that is all for the specific test. And just overall, now that you've explored the website a little bit, whether some, like, thoughts, or things I think we're missing or just general feedback, I guess.

Client 18:33
Like you. I like that you all tab that out, instead of having everything just on one blank page, all this information. So I like being able to just click on the different tabs, and depending on what you're looking for, I'm the only thing I think all the new things are incorporated that we were looking for the only thing that I didn't see, it's just like more info kind of about unless I missed it, like the one and then it's not done yet. Like you just have the like, sort of wireframes but just more where will the mentor like qualifications or expectations be? Like the stuff that's on our current page after the mission, it talks a little bit about what you know, the mentors to what the requirements are like, are they going to be a part of one of these pages under the join us? Um, if you click on mentor, will it take you to something that has that information? mean that's something to think about later, but I think having that somewhere, so if you do want to join they know like what the expectations are for.

Nicole 19:41
Yeah, we'll think about that and see where we can put it on the website. Thank you for coming today. I think that's all.

Transcribed by https://otter.ai
User testing 2 Transcript/Image
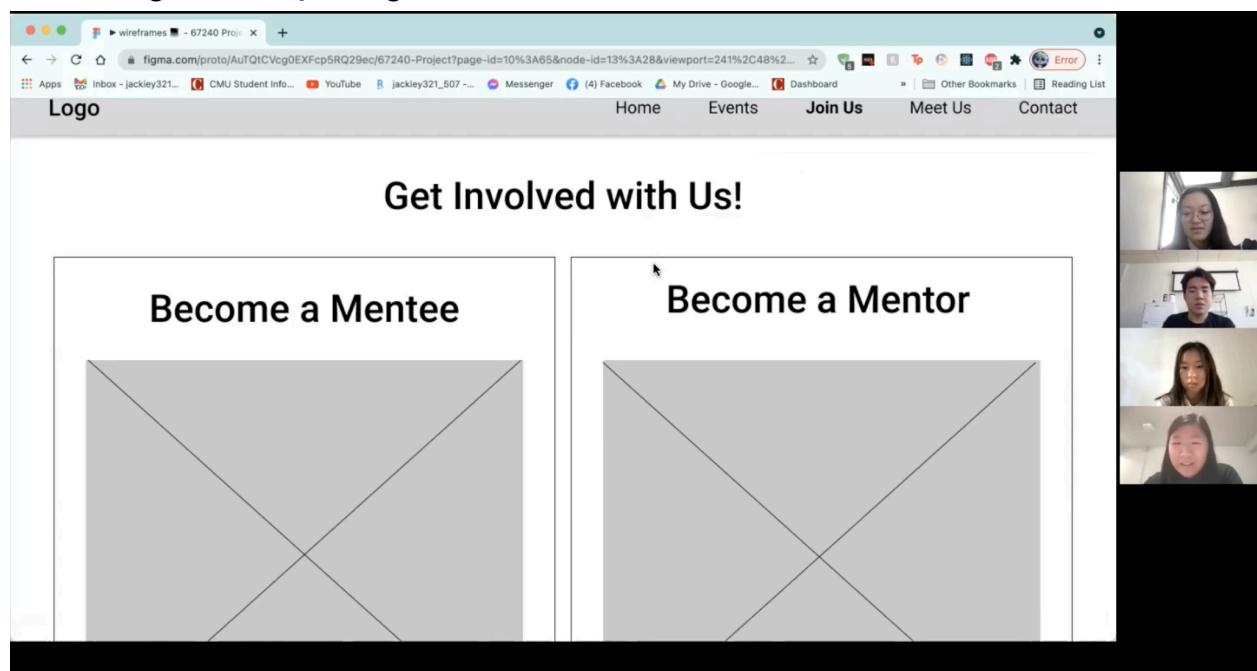
Bon
Okay, yep. And so, before we get to the questions, I would like to ask you for some basic info.

Roughly how much time do you spend on the internet weekly? And like what websites? Do you frequently browse?

User
Yeah, I think I probably spend most of my time on the online online, so probably, like 40 ish hours a week. And I mainly use like, like, the things for schools like canvas. Seo, like a lot of the Google Drive things and, like, social media is like messenger.

Bon
Okay. And what's your age?

User
20.

Bon
Okay. And if it's not too personal, what a necessity and gender do you identify with?
I identify as a female Asian.

User
Okay, thank you. Yeah. Okay, great. So, now we can start looking at the wireframe. I'll send you the link. And let me know if it works. Sorry. Okay. Okay. Yeah, I just put it in chat. Let me know if you can access this. And also, if you don't mind. Could you please also share your screen so we can see.

Bon
Okay. That's great. Okay, so, um, so, um, okay, first, I'm going to ask you to look at this page. And can you tell me what you think of it? Like, what strikes you about it? Whose site do you think it is? What can you do here and what says for you can look around and also do like, a little like, narration, so just talk through as you like, scroll through the page. Okay.

User
Sure. Okay, so it says like, pretty big on the page here woman is so I'm assuming this is supposed to be for something regarding women in is, but, um, I know what is is right now. But maybe someone else might not know what it necessarily stands for? If they're not used to the majors at CMU yet. Um, I like that their mission statement is like kind of upfront, so you almost know immediately what this woman in IS about. Okay, so what does the program offer? You can see mentors. Okay, I'm assuming this is probably going to be some more information regarding what the program offers.
 I really like section for the upcoming events. And since like, it gives, like, a better idea of like, the kind of things that the organization kind of does, like with concrete examples.
And this resources is also really useful. Because I feel like like, gives people an easy like place to start with regarding like, I guess their professional development in this case.

Bon

And what do you think about the layout of the content? What was your initial reaction when you first open the page? And is there anything about the design that you find confusing, or like that you like about or Yeah, anything?

User

I guess there's just maybe like a slight inconsistency in that, like, the headers are mainly centered on the screen. And then for resources, it's like to the side all of a sudden. So like, I didn't necessarily recognize this as like a funny section immediately that I think it's pretty fine. Yeah.

Bon

Okay. Um, I also forgot to tell you that to switch between pages, you can use your left and right arrow keys on your keyboard, just to switch between pages on the website. So yeah, like, I just want to let you know that because we're going to ask you to do some tasks next. And you might need just to scroll through the pages, or like, switch between pages. So yeah, so next, we're gonna move on to more specific tasks. And as much as possible, it will help us if you can think out loud as you go along, which you've been. So that's great. Okay, so the first task is to preview our upcoming events and find out where you can be with them.

User

So upcoming events, I think I saw earlier here. So we have, I guess, the three most upcoming ones. So the three events that will be coming up the soonest are some descriptions about them. Maybe if I were to click on these images or event names, I could see more information about each event if there is regarding like registration or things like that. Though there is also I see in your navigation and other events page. Ooh, there. And so I guess assuming Wednesday, the fourth is like today, or depending on like when someone views it, and then these are the events marked on the calendar.

Bon

Okay. Yeah,and next. If you would like to view past events, highlights and plan for future events, where would you find the past events?

User

Okay, so past events. Okay, so recent events, highlights, I guess this carousel would kind of go into some cool things that happened in the recent events and maybe there's more description about like, past events if I were to go into these little things of their links.

Bon

Okay. What do you think of those?

User

They seem to just be normal text.

Bon

So do you have like any reactions when you first landed on this page?

User
I think it's pretty clear sentences, like just a big calendar kind of thing. First thing when you enter, though, it does take up quite a bit of space. So you'd have to scroll a bit to see the other things so maybe the calendar wasn't so big because it's a little bit like in your face.

Bon
Okay, yeah. And next, you would like to become a mentor next semester. Find out where to apply.

User
For to apply as a mentor. Maybe in the join us pag? Okay, so get involved with us okay, so become a mentor. Okay, so I would apply now and click this button Yeah.

Bon
Okay, and when you click the button like, what do you anticipate?

User
Okay, anticipate something like an application for the asked me for some like basic information like name and year and maybe like what I'm looking for in a mentee and what kinds of mentees I would be I would feel like it'd be the most compatible with and any other reasoning of why she become a mentor.

Bon
Okay. Like, overall, how would you like kind of like describe the experience of like completing this task?

User
I think it seems pretty straightforward. It wasn't too difficult to find.

Bon
Okay, so um, so next you want to get involved with women in is program, find out the contact information of current advisors, so you can email them.

User
Okay, so if I need to contact people, then I'll just go to the contact page. Okay. And I'll fill out my name, email and message. But doesn't really specify that I'm sending this to like, the advisors over the woman in eyes program or if it's like, student leaders were like, who am I actually reaching out to one I thought the contact form that Yeah.

Bon
Okay. Yeah. So that's mainly what you find confusing, right? So like, who?

User

Yeah,it's not super big, I guess.

Bon

I guess like, is there like another way you think you can, like, find out more about, like, the advisors.

User

More about the advisors. I guess it would be maybe meeting us. So I see mentors. Okay, you're the advisors.

Bon

Yeah, so I guess same with the other pages. What was your like, reaction there, like, initial thought when you were completing this task?

User

Yeah, so it seems like all the mentors are listed out here and one page and it seems like there might be a lot of mentors at some point. So it could be possible that I wouldn't really know that the advisors would also be on this page if I'm scrolling through a bunch of mentors and might like give up Yeah, so maybe switching the order a little bit putting like the shorter item in front maybe would be a little bit more obvious as to what's on this page.

Bon

Okay, so um, so if you were like a new member and you have some questions about the program so like, in what way would you like how would you reach out to get your questions answered

User

I think I'm my more directly try emailing the advisors themselves I just taking their email addresses from this page. I feel like I wouldn't really use the contact form as much because just kind of like a little stigma against like contact forms on like, most like company websites or like any website I feel like these are typically a little bit harder to get like fast replies from so I would more rather like email each. Anyone I want to contact like directly, and I'd say

Bon

okay, yeah, that's all the tasks We have so do you have any, like, questions or last comments? Anything you'd like to bring up?
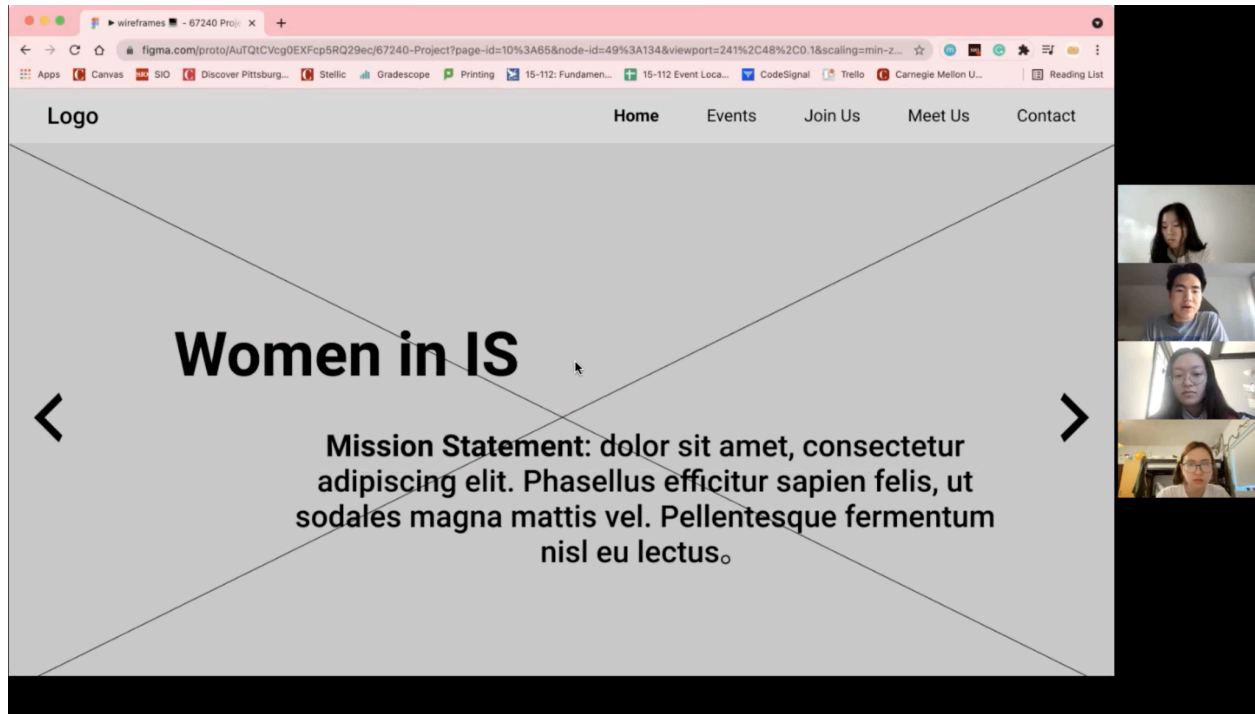
User

No, I think otherwise it looks pretty good. Nothing like two glaringly bad about this website.

Bon

Okay. All right. I'm gonna stop the recording then.

Transcribed by Otter.ai

User Testing 3 Transcript/Image

Bon
Okay, so, um, we will, before we look at the, or wireframes, we would like to ask you some questions before that. So roughly how much time do you spend on the internet weekly? And what kind of sites do frequently browse

User
per day, like, three hours, then a week would be like 25 hours.
And what like, what do you use the internet for? Or like what websites do
cool stuff and maybe YouTube sometimes.

Bon
Okay, I see. Alright. So, um, what is your age?

User
Oh, 19 this year.

Bon
19. Okay. And there's not too personal. What ethnicity in gender? Do you identify with?

User
Asian female.

Bon

Okay. All right. Um, okay, great. We're done with general questions. So now we can start looking at the wireframes. Before we started, do you have the link to the wireframes? And I think, okay. I'll send a link in chat. And if you don't mind, can you also please share your screen so we can see kind of like how you're navigating it, but one second, I'll send it to you right now. I put it in chat. So please let me know if it doesn't work.

User

I'll share my screen now.

Bon

Okay, um. Okay, yeah. So, to navigate between the different pages, you can use the left or right arrow key. Just so you know, on your keyboard. So we'll begin with this first page. So, um, so, um, yeah. What, what are your initial reactions to this website page? So, first, I'm gonna ask you to look at the page and tell me what do you make of it? So like, what strikes you about it? Whose side do you think it is? Or like, what can you do? Where and what is it for? So like, maybe you just like, look around from the top and then scroll down to the bottom and do like a little narrative of like, what do you think is each section is? Yeah, so like, maybe we can start from the top and then you can scroll down and just, you know, like, think out loud.

User

But it's pretty obvious that it's feminine is website. And then the mission statement here, this kind of explains what the program is about. And then when I scroll down, just gives me more information about like, what you get out of the program can meet the mentors here and then just, I'm assuming this will go to the About page if there is one. Oh, never mind. Just learn more about the program. And then when I scroll down this is like some testimonials, I think, because I see the student name here and then the picture. And then below we also have like the schedule of upcoming programs. and resource, I'm not really sure what the resources is about, but maybe when the content is up there and be clear. Yeah. And I'm assuming this is just contact information at the bottom.

Bon

Okay, um, so um, so overall, like, what do you think about the layout? Besides like, resources? Did you find anything confusing? Or what? Like, what's your initial reaction to it? Like, to your to our wireframes? Did you like it? Did you feel? Yeah, just describe some like reactions?
Can I talk about a design? Or is it more like the place,
you can talk about the placement? This is like a low fidelity wireframe. So most of it is placement of like, information. So the X would be an image and things like that. So yeah, but you can you can talk about anything you want.

User

And yeah, yeah, I think for me, it's like, I feel like the words are really too big. That's like something that I can talk about right now. But yeah, like, it's just. Yeah, it's just really big. I feel

like, especially at this part. I don't know. I feel like it's just very in your face. It's just like, Yeah, not too sure. And like, for this portion here. Maybe it's just me, but like, I'm not a big fan of like, the left and right thing. I feel like it's a bit like unsymmetrical. Center. Like, we get a bit like, confused when I look at it, like, is it supposed to like, is it like an animation that's supposed to come together or something? So like, that's what I was thinking.

Bon
Yeah. Yeah. Yeah. Yeah, those were really insightful feedback. Yeah. Thank you so much. So next, we'll gonna ask you to do some more specific tasks. And, again, as much as possible, they will help us if you can just try to think out loud as you go, which you've been doing. So that's good. Yeah, so. So um, so our task number one is to preview all the upcoming events and find out where you can view them.

User
So just go to the events page. And I can see the calendar of upcoming events. And then when I scroll down, I can see I think these are like, they give you the explanations of the upcoming events, and the different types of events like social events, professional development, and networking. Recent event highlights will probably be pictures of past events, then, yeah, so for me, I think not really sure for these like social events, professional development ones, are they like a category of events, I can click on and then like, see a more detailed view of like, specific events under that category? Or are they like a specific event by themselves?

Bon
Okay, I see Do you have any comments on like, the layout of the page in general, there anything you like or dislike anything you'd like or find jarring or confusing?
User
I think it's pretty good. You see maybe when I first open this page, it's like because I can see the calendar. So I might not know that there's all these other things below. So maybe if there is something up here that can be that says like, oh, scroll down for more information, simply op a bit better.

Bon
Okay. Okay, um, We'll move on to the next task. So you want to become a mentor next semester, find out where to apply

User
go to the Join Us page.
Um, I think the order, I think the author of the page might be sorry,
yeah. So I think you will have gone to the Join Us page and then choose one of these options. Okay, I'll probably click this one, right and apply now for a mentor to be.

Bon
Yeah, and again, do you have any reactions to the page? Layout content, or? Yeah, both.
I think it's pretty straightforward. For this. It's pretty clear. Yeah. Okay. Okay, so

I guess yeah. Um, so like, so like, so the extra, like, how do you find the experience of like, completing the task? That's, like, can you repeat what you said earlier? Sorry.

User
Well, I just said, it's pretty clear. Pretty straightforward. For this one, you just have to click on this button. Yeah. Okay. Like, do you have any speculation on like, what happens when you click on the button or some, like, go to a Google form?

Bon
Okay. Um, and so, yeah, we have a couple more tasks. So like, the next one is, um, if if you would like to get involved with women in is, like, find out the contact information of the current advisors. So you can email them.

User
So I'll probably go to the contact page, and then fill up my details, your name, email and the message. Yeah, or just under meetups? Or I could go up here and like, find the name and email the advertisers? Yeah. That's just not very clear to me where I would go. So. Okay. I'm not very clear.
Because there's like these two, so I'll have to decide between the two like, or like, try both of them. If you want to contact them. For the Contact page, it's like I'm not sure.
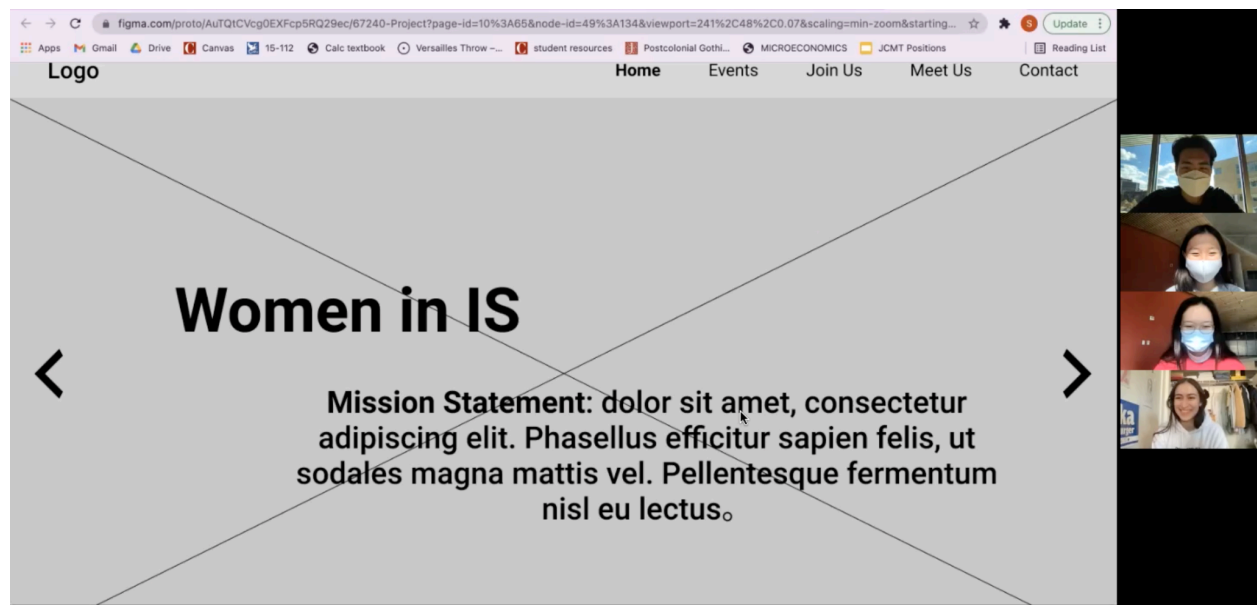
Bon
No worries.

User
I'm not really sure who I'll be contacting here because it doesn't really say who I'm sending the message to. Okay.

Bon
Okay, yeah, that makes sense. Um, yeah. And I think I think that's about it. Again, thanks so much for making the time just to help us out and we really appreciate your help. So, thank you.

Transcribed by Otter.ai

User testing 4 Transcript/Image

Michelle
Okay. Um, yeah, so I'm going to start with some background questions to just like get some more information from you. Okay, so roughly how much time do you spend on the internet weekly?

User
Um, I would say, like the internet or like, yeah, Maybe like 15 to 20 hours. Okay,

Michelle
What kind of sites? Are you frequently browsing then?

User
Most recently, like school stuff for school like email. I've seen emails, Canvas, different course. Web pages.

Michelle
Okay. Yeah, perfect. What is your age?

User
19. Okay.

Michelle
And if it's not too personal, what ethnicity and gender? Do you identify with?

User
Japanese and white. And then feminine female?

Michelle

Yeah. Okay, great. So I'm going to share like a link that has our wireframes. So you can like, look at them. And if you don't mind if you could share your screen, so we can like observe while you're scrolling through the different pages?

User

Sure. Yeah. Hold on one second. link it in the chat. Also, like, if you want to go between pages, you just click the arrows on your keypad?

Michelle

He, okay, great. So we're done with the questions, and we can start looking at things on the website. So what are your initial reactions to this website page? So the homepage, and I'm going to ask you to look at this page and tell me what you make of it. So like, what strikes you about it? Whose site do you think it is? What do you think you could do here on the site? Just give me your opinions or any feedback?

User

Um, well, the most tricky thing is like the woman and is and then the cross in the background. And it's very, like sleek. And then mission statements in Latin, which I think are texto. Yeah. And then it seems like there's a few pages that I could like shuffle through and like events joy, nice. Contact.

Michelle

Yeah. Yeah. Like, if you scroll, there's like more content to the page.

User

Okay. mentors. Impact. Cool. Yeah. Okay, Nike,

Michelle

What do you think about the layout? Like, does anything bother you? Or do you like anything about it?

User

Um, I kind of like, the like, the it's like, it's a prominent question, like, what is program offer? And then it's very easy to like, scroll down, and it kind of like flows. Well, like the impact and the upcoming events at the very bottom. Yeah. Okay. Thanks.

Michelle

Now, I'm going to ask you to try during some specific tasks. And again, as much as possible, it will help us if you can try to think out loud as you go along. Okay. So first, these are just going to be scenarios. So if like, you were like this person who wanted to complete this task, like, what would you do? And like, how would you figure out like, the information like from the website, like, that's

basically what we're asking for? Okay, so say that you would like to preview all upcoming events, find out where you can view them.

User
Okay, um, wherever, when I scrolled down, there were some upcoming options for upcoming events. So I would guess the there would be down here, I don't know if there would only be three, or if I were like, click on upcoming events, if there would be if that would like direct me to another page that like had all of them. Or if I wanted to, like look at more specifics, if I could, like click on certain events to like sign up for them or something. I'd probably look here. And then if there wasn't like a direct way to click from here, I'd probably like scroll back up to the top and click on this corner where

Michelle
it says, Yeah, you can actually navigate to that page if you click an arrow. Just like your keyboard arrow, like the right arrow.

User
Oh, yeah. All right. Cool. Yeah.

Michelle
So do have What are your, like initial reactions to this page?

User
Mmm hmm I like it. I like the calendar. Um, so you can like really clearly see where everything is. I think like, if there were, obviously like imagining like that there's like pictures and everything. And then the highlights. It's cool. I feel like maybe the calendar being like more on the bottom and like the actual events, like more descriptions of them being hired because I feel like as important as the time is, if it was like a picture with the time and then like a description, I feel like that'd be more excited than like, just the like, very brief overview.

Michelle
Yeah, thank you. Alright, so we'll move on to the next task. So imagine you are an advisor for the program and would like to view past event highlights to plan for better future events. Find out where these past events are.

User
Okay. Let's go down. Recent event highlights, I'm guessing. Yeah.

Michelle
You got it. Okay. So we already asked about the page. Now we're going to move on to another task. So imagine you are a current mentee and want to become a mentor next semester. Find out where to apply.

User
Please join us. So

Michelle
you might take a one more Yeah. Okay. Yeah. Okay, nice. Oh, yeah. Yeah, no, you got it. So how did you find the experience of the website from completing this task?

User
Um, it was good. It was a little confusing how it went from events to meet us then to join us just because of like, the way the like friends laid out. But I feel like this is really straightforward. And

Michelle
thank you. All right. And we just have two more tasks. Okay. Okay. So imagine you're a staff member that would like to get involved with the woman and IS program, find out the contact information of the current advisors, so you can email them.

User
Okay, so I see that there's like this tab right there. I'm gonna try to navigate Oh, yeah. Totally, uh, here. And then. So the message?

Michelle
Yeah. If you like, wanted to directly email them and you wanted to, like find their email address, like the advisors email address

User
down here in the corner, like the email, phone, Instagram, or maybe them meet us? Yeah, yeah. Advisors.

Michelle
Yeah. Okay, cool. So what are your initial reactions to this website page, the meters page?

User
Um, I like it. I feel like it's a nice display. I always like it. There's like pictures of people too. So like, if you can't match the name to the face, like, pick it up.

Michelle
Alright, so that's basically it. Do you have any like Final thoughts that you would like to share? It's okay, if you don't have any

User

I'm not really the only thing is like clicking like moving with the arrows rather than like pressing on the pages. But I don't know if that's like a temporary.

Michelle
Yeah. Okay, I'm gonna stop recording really quick.