

Usability Test Notes : CRA

Victoria, Ishita, Anita, Sydneigh

Test 1: Sofia

Successful: Yes

Usability blocks: button clickability not big enough

Notes: Received the link

Mentioned that the like the homepage layout

Was told the task

Did not know if they had to fill out the buttons of the form

Then clicked and figured it out

Clicked continue

Finished task

Feedback: glad that it was quick and minimal clicks to get to the goal.

Test 2: Anna

Successful: Yes

Usability blocks: none

Notes: received te link to the prototype

Mentioned task

Started carrying out task

Mentioned the menu button was not centered and as a designer she noticed it right away

Finished the task

Mentioned it was easy to understand the objective and easy to understand

Feedback: Noticed the Menu nav was uncentered

Test 3: Emily

Successful: Yes

Usability blocks: clicked on the wrong item by mistake but still got to the same page.

Notes: sent link

Opened it in person

Mentioned the task

Clicked the wrong menu button but it still went to the same page

Clicked all necessary radio buttons okay

Finished task, confused there was no actual form that showed up - mentioned it's just a test/prototype

Feedback: Confused that all clicks ended at the same second page (ie sign in / other menu items). However, still got to goal quickly

Test 4: Brandon

Successful: Yes

Usability blocks: built for iphone, user had android

Notes: received the link

Understood the task

Went through the task very quickly as he found it very easy and understandable

Feedback: Noticed the 'Continue' was uncentered

Test 5: Ashlee

Successful: Yes

Usability blocks: radio button selection area too small

Notes: opened link

Went through task

Finished task

Happy that it was easy and wish she had it for herself

Feedback: Loved how easy it is

Test 6: Sil

Successful: Yes

Usability blocks: back button/breadcrumb - didn't know to use it

Notes: received link

Understood the task

Chose the correct radio buttons

Finished task after continue

Wanted to go back to the homepage and didn't understand how

Feedback: Didn't know how to get back to the main page. Thought process was easier and much better than the current CRA site.

Test 7: Patrick

Successful: Yes

Usability blocks: none

Notes: got the link

Opened the prototype

The font was slightly small for the user

Went through the task easily

Feedback: shocked at how quick to get to tax documents