

# User Quality report

Imsdal campaign site invision prototype

## Summary

This user test was done on the 29th of March 2017 at various locations with random users. The test was done on 4 users in the age 23 to 47 with different IT-knowledge. The test was completed using clickable sketches in Invision. We recorded the screen (mobile) of the user, so this could be analysed further.

The main findings of the test is that there should be dedicated links to “Mine trenerer”, “Logg trening” and “Hjem” in the menu, and move “Vilkår” and “Om konkurransen/om #teamimsdal” to the footer. Other comments suggest that the web page is simple to use, especially main functionality.

## Why do a user test

The general flow of the service - where are things going wrong? Where are the users falling off? Can the users find relevant information?

## Participants

Gender	Age	Experience with similar services	Technical competence level
Female	26	Yes	Medium
Female	47	Yes	Low
Male	23	No	High
Female	28	No	Medium

## Method

Before starting the test, Sigurd and the user talked a bit to set the tone and explain how the test was going to be executed. We asked the participants to say their thoughts out loud, as they went through the test. First part was asking them about age, gender, technical proficiency and experience with similar experiences.

During the test the user got 10 different tasks to be solved and comment on their thoughts all the way.

## Findings

Observation	Why?	What to do
Two of the users are sceptical of facebook login	Bad experiences earlier	All the users found the email login and used. No change needed
App part of the page works really well - users comment on its simpleness		No change needed
A lot of users used the footer for navigation	Might be because menu isn't fixed on the prototype	Fixed menu on live site
Some users struggled with finding their previous trainings	"My profile" might not be the best wording to show that page	Change name from "Min profil" to "Mine treneringer"
Some users struggled to find their way back to log a new training	Same as above	Add "Logg trening" to menu
Some users noted that only the most important pages should be in the menu	Only very few needs to go to the pages Vilkår and Om #teamimsdal	Move these so that they're only in the footer to remove clutter from the main menu
All the users like the concept of adding a note to their session		No change needed
All the users like that the page isn't so "long" on mobile		No change needed