

User Experience Report

Document Contents

1. Test Details

An overview of the test profile and test script.

~~**2. Synopsis**~~

~~Giving you an overview of the key events highlighted by our UX consultants during the expert annotation.~~

~~**3. Tag Analysis**~~

~~Graphical representation of events highlighted by severity – high, medium and low priority issues.~~

4. Detailed Report (By User & Severity)

A user by user list of all events identified, including the user profile, issue priorities and links to online video clips.

5. User Tasks

The tasks that users completed.

Test Details

Order Title	Basics of website		
Order ID	21691		
Results For	N/A		
Research Started	07-Dec-2016, 21:04	Research Ended	08-Dec-2016, 01:18

User Profile

Country	Device	Number	Gender	Age	Socioeconomic
United States	Desktop/laptop	3	Any	18+	St

Exit Question

None

Tag Analysis

No results to display

Tag Legend

High — Likely to cause a user to leave the website or abandon the task. Fixing these issues is likely to improve conversion rates.

Medium — Many users may figure out how to overcome these issues, but they still need attention especially in highly competitive markets.

Low — A niggle that may need addressing, but is unlikely to hamper the overall user experience.

Positive Feedback — The user commented on a positive aspect of their experience.

Detailed Report (By User)

Video	User
Play full video	Female, 37 years old, United States (User 131962) OS: MacOSX 10.10 - Browser: Chrome 54 - Screen Resolution: 1440x900
Play full video	Female, 58 years old, United States (User 172423) OS: Win7 6.1 - Browser: Chrome 55 - Screen Resolution: 1440x900
Play full video	Male, 34 years old, United States (User 174182) OS: MacOSX 10 - Browser: Firefox 50 - Screen Resolution: 1440x900

Detailed Report (By Severity)

User Tasks

Special Requirements

WindowsOS 7, 8.1, 10 with IE 10+, Firefox 45+, and Chrome 43+ or MacOS X 10.9+ with Safari 8.0, Firefox 45+, Chrome 43+

Set a Scenario

We are looking for your feedback on performing some basic functions on our university library website prototype.

Link to visit

<https://uvalib.github.io/prototype/>

Verbal response

What are your first impressions of this website?

Task

Find a quiet study space in Alderman Library. Return to <https://uvalib.github.io/prototype/>

Task

Find operating hours for the Music Library on December 28, 2016. Return to <https://uvalib.github.io/prototype/>

Task

Find out what library has the book, The Elephants In My Backyard. Return to <https://uvalib.github.io/prototype/>

Task

Find the first name of a librarian who can help you do computer science research. Return to <https://uvalib.github.io/prototype/>

Task

Find out if the journal, Fourth Genre, is available online. Return to <https://uvalib.github.io/prototype/>

Task

Find a lab in a library that has space that can be reserved. Return to <https://uvalib.github.io/prototype/>

Verbal response

What do you think about the way this website is organized?

Verbal response

What three adjectives would you use to describe this website?

Verbal response

What changes would you recommend to improve our new design?
