Usability Testing Report for Team Octopus Website

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Capstone: Software Application Development and Human Computer Interaction.

1. Introduction

   The purpose of this report was to evaluate the functionality and overall experience of the Team Octopus MMA Gym website. The site and its functions included:

   a. Viewing gym information, coaches, and classes
   b. Creating a member account
   c. Logging in as a returning member
   d. Enrolling in available classes
   e. Submitting feedback via the member suggestion system.

   The test was focused on ensuring the new and returning members could complete essential tasks without errors or confusion.

2. Test Objectives
   The usability test aimed to find out:
   a. Could users navigate the site easily and locate key functions
   b. Whether the signup and login processes were functional
   c. Whether logged in members could enroll in class successfully
   d. Whether users could submit suggestions using he feedback box
   e. Whether any design or interaction hindered the user's experience.

3. Participant profile
   a. Intermediate computer skills with no martial arts experience
   b. Experienced BJJ athlete who is familiar with gym designs
   c. Minimum technical experience

4. Test Environment
   a. Testing was conducted on the Team Octopus website hosted on the Mercer Server

b. Participants were provided with a machine to conduct the test
c. No assistance was given unless requested.

5. Tasks Tested
   a. Task 1 Navigate the website:
      - Locate the coaches page, locate the membership page, and return to the home page.
   b. Task 2 Create a new account:
      - Open member login, click new account, fill out the signup form, and submit the form.
   c. Task 3 Login as a returning user:
      - Enter email and password and access the member dashboard.
   d. Task 4 Enroll in a class:
      - Navigate to view available classes, select a class, successfully enroll, and view enrollment confirmation.
   e. Task 5 Submit a suggestion:
      - Navigate to Suggestions, fill out the suggestion Form, submit suggestion and see confirmation.

6. Results and observations
   a. Task 1 Navigation:
      - All participants were able to compel the task without difficulty. The navigation bar assisted the participants as it was clear and straightforward.

   b. Task 2 Create an Account
      - Participants completed the signup form easily. The account created confirmation page was clear. One participant attempts to use a weak password. The system allowed this to continue. It may be recommended to implement a provision to require users to have complex passwords.

   c. Task 3 Login
      - Participants logged in successfully using their newly created accounts. The system correctly directed them to the

members_home.php. One participant incorrectly input their password and received a error message.

d. Task 4 Class Enrollment
- Participants found the classes page and enrolled in a class. The "enrollment successful" page confirmed their actions. The My classes page accurately displayed enrolled sessions. No participants reported any difficulties.

e. Task 5 Submitted a suggestion:
- Participants completed and submitted suggestions without issues. Confirmation page of their suggestions displayed without issues.

7. Success Metrics

Task	Success Rate	Completion Time	Notes
Navigate Site	100%	Fast	Navbar was consistent
Create an account	100%	Medium	No errors
Login	100%	Fast	No errors
Enroll in Class	100%	Medium	No errors
Submit suggestion	100%	Fast	No errors

8. Issues and recommendations
a. Issue 1: No password strength validation.
- Users could enter weak passwords and have their account and payment information compromised. It is recommended to have a minimum and maximum number of alphanumeric combinations and special characters.
b. Issue 2: Member ID require for suggestion may confuse some people.
- New members may not know what their MemberID is. It is recommend to auto populate the member ID when the user is creating an account.
c. Issue 3: No confirmation email or follow up for enrollment

- Add email confirmation for members who enroll which could be used for password reset or send information.

9. Overall assessment
- All major functions of the website performed correctly without any system failures and 100% task completion. The site demonstrates a clear and consiste navigation bar. Fully functional login and secure password hashing, database backed class enrollment system and working suggestions submission using MYSQL storage.

10. Conclusion
- The usability testing shows that the Team Octopus website delivers smooth user experience. All required user tasks were completed successfully.