Source-X Experience I Design Prototype

UT Remote Recording Sessions

Carlos Leon l August 2018

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Overview

- Main Goals
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- Participants

Main Goals

- User perception on the Source X Website Experience.

- Understand users overall expectations when engaging with Source X functionalities.

- Identify top pain points and key delighters.

Methodology: Research Design

- Participants performed individual UT session 60-75 minutes

- Participants were screened according to Core Personas - Group A & B

- Research was conducted via Zoom and recorded for analysis.

- Behavioral and Think Aloud protocol

Methodology: Test Artifacts

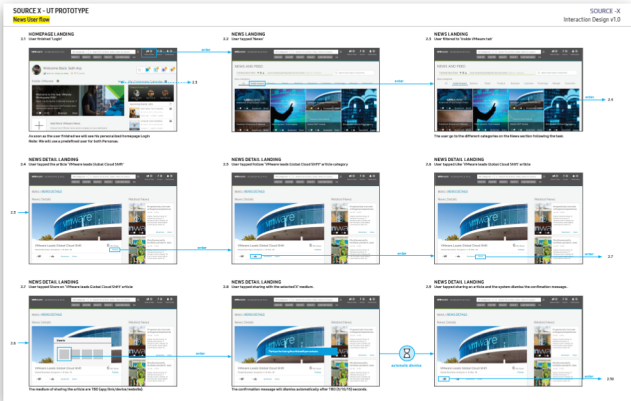Screener

Moderator script

Pre-test questionnaire

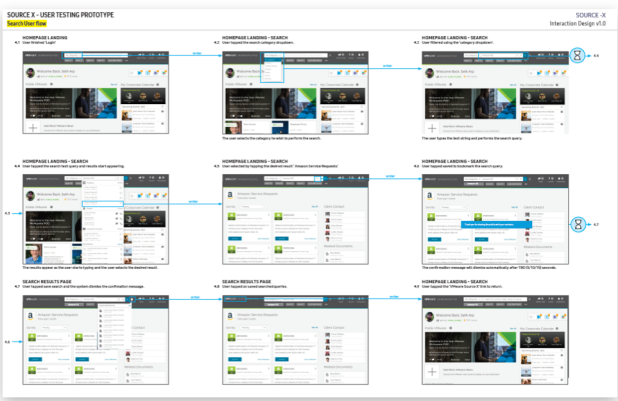Post-task questionnaire

Post-test questionnaire

Product reaction card comments

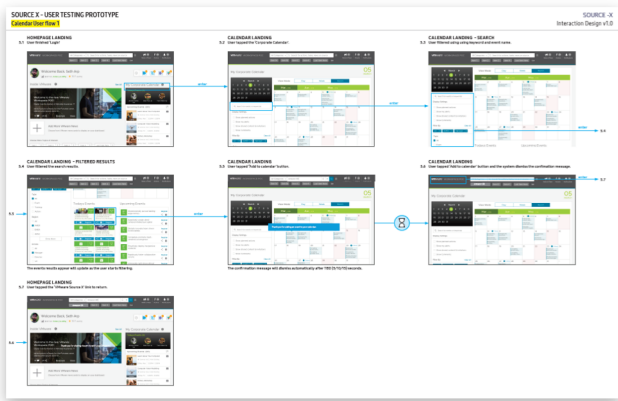# Methodology: Test Artifacts

News

Search

Calendar
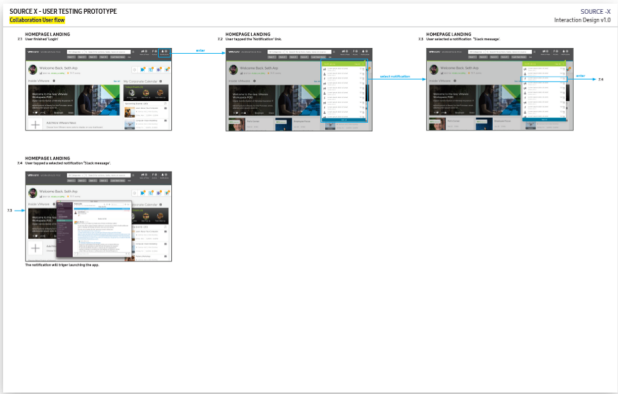
Collaboration
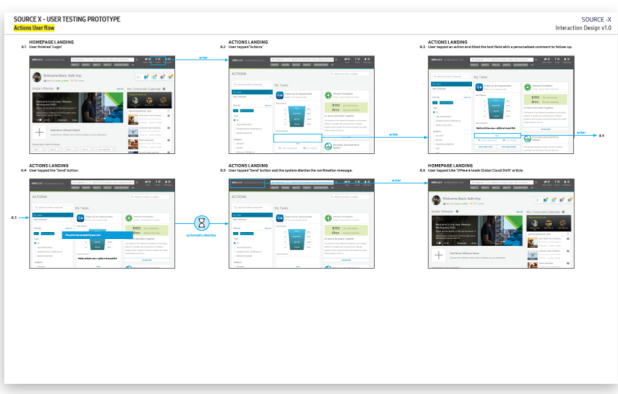
Action

Participants:

Locations

Participants:
Demographics Age group / Gender

47%

9 participants

53%

10 participants

■ < 35
■ > 35

37%

7 participants

63%

12 participants

■ Female
■ Male
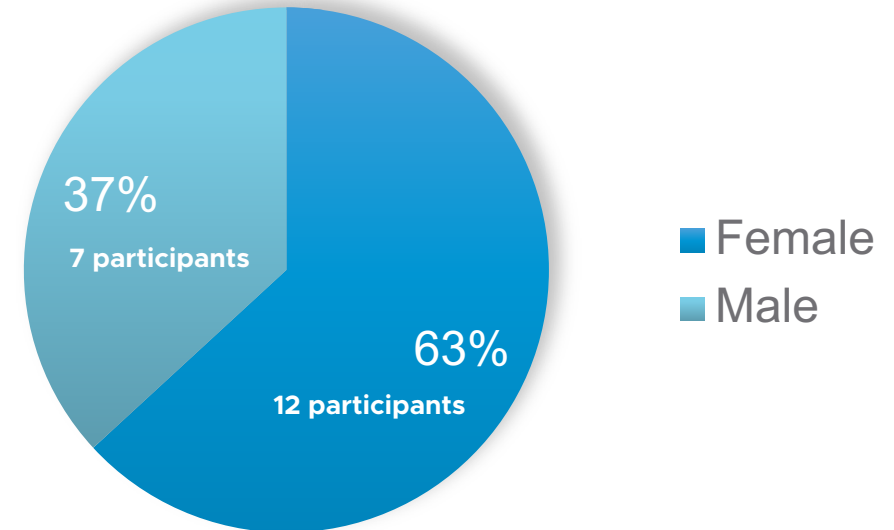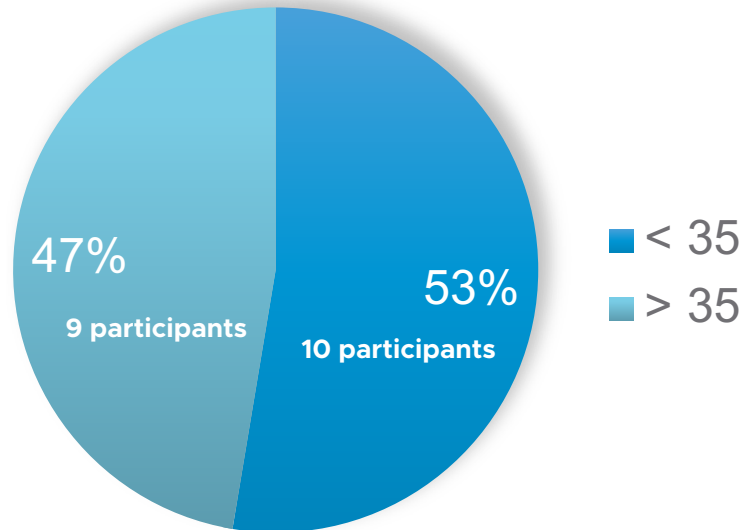
Participants:
Geography

Costa Rica
1 participant

Australia
1 participant

China
1 participant

Japan
1 participant

India
5 participant

USA
6 participants

37%

5%

5%

5%

5%

27%

11%

Bulgaria
1 participant

UK / Ireland
3 participants

Legend:
- USA
- Bulgaria
- UK/Ireland
- India
- Japan
- China
- Australia
- Costa Rica
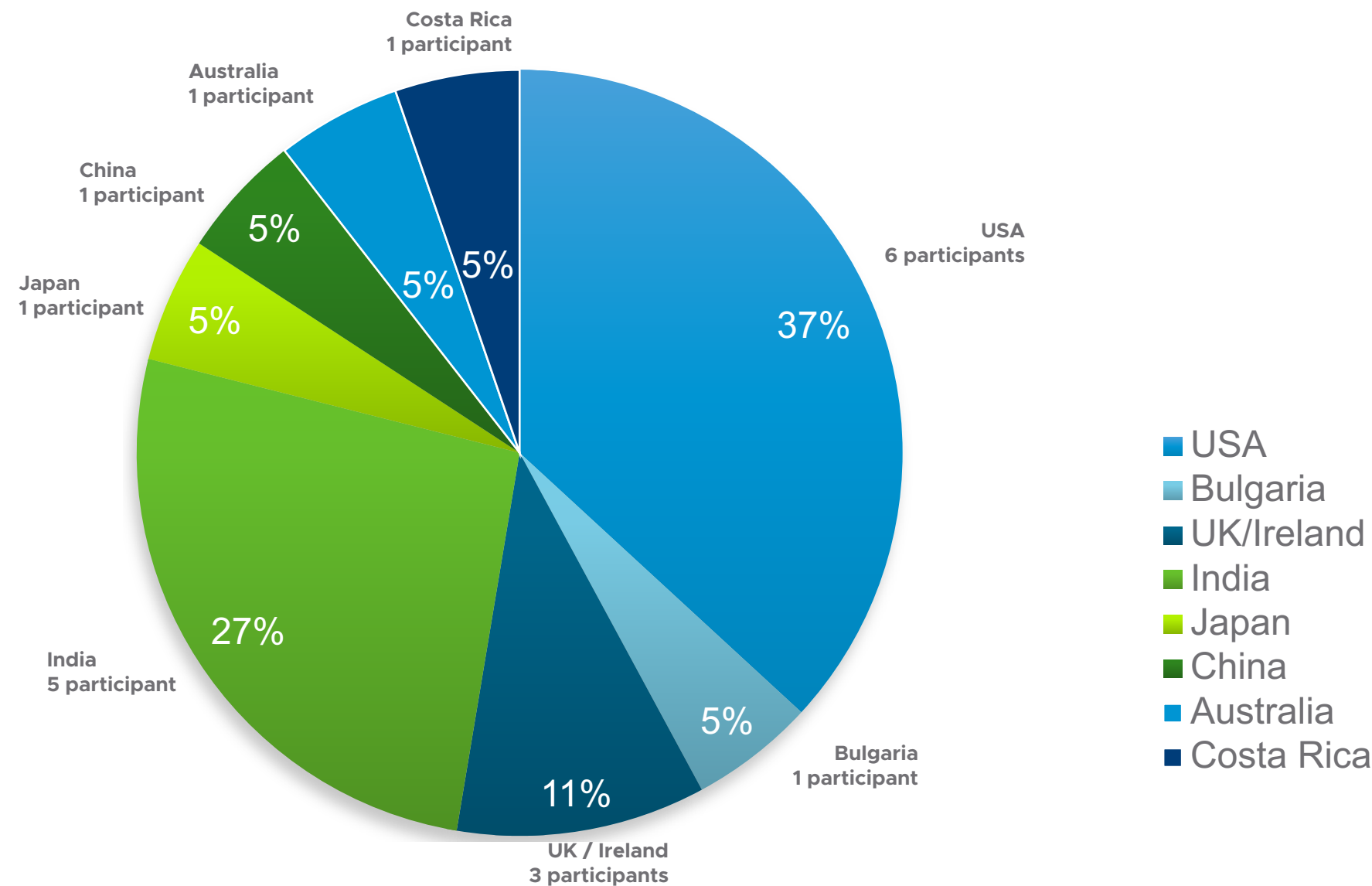
Participants:
Department breakdown

Pie chart — Department breakdown:

- Executive VP — 3 participants — 16%
- Sales — 1 participant — 5%
- GSS — 2 participants — 11%
- HR — 2 participants — 11%
- Marketing — 3 participants — 16%
- PSO — 1 participant — 5%
- Partner Ops — 3 participants — 16%
- REW — 1 participant — 5%
- BTA — 1 participant — 5%
- Finance — 1 participant — 5%
- Legal — 1 participant — 5%

Legend:
- Executive (VP)
- Sales
- GSS (Support)
- HR
- Marketing
- PSO
- Partner Ops
- REW
- BTA
- Finance
- Legal

High Level User Insights

– Executive Summary

– Post-task Questionnaire

– System Usability Score

– Quick Findings & Recommendations

– Product Reaction Cards

Executive Summary:

All **19** UT sessions had **positive statements** in regards to the Source X design proposal.

3 Key Findings were:

- Layout is **cleaner**, **friendly**, **intuitive** and **modern**.

- Comments mentioned that current functions are well integrated with new design sections, participants think it **" will make their job easier "** .

- Participants expressed **desire for flexibility** to customize their Source layout to **role**, **language** and **preference** for a crafted design experience.

Executive Summary:

Personalization

25% liked that the design has a personalized layout.

75% expected a personalized experience based on their location & role.

18 out of **19** participants identify all sections easily.

15 out of **19** users preferred scrolling the site for content than having a 2nd / 3rd screens.

Executive Summary:

System Usability Scale

84.47 score on System Usability Scale (SUS), the standard average is **68**.

Post-task Questionnaire Overall Results

4.54 out of **5** Average Sum of all task activities.
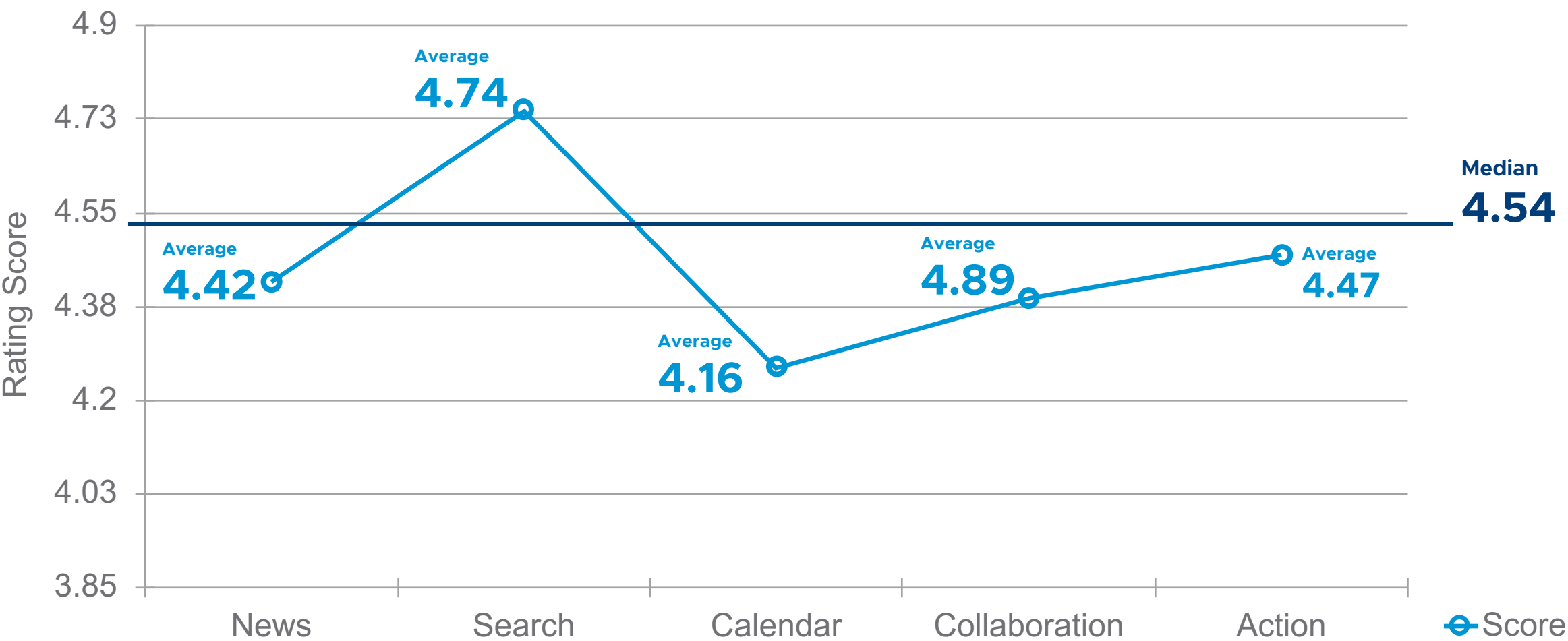
Successful Rate Overall Results

18 out of **19** participants finished all task activities successfully.

Next Steps

Participants mentioned that need a way to contact VMware Source in case of questions

They mentioned that it would be nice to have Help, Support and Tooltips sections

Post-task Questionnaire: Overall Results

Average **4.42** (News)

Average **4.74** (Search)

Average **4.16** (Calendar)

Average **4.89** (Collaboration)

Average **4.47** (Action)

Median **4.54**

Rating Score

4.9
4.73
4.55
4.38
4.2
4.03
3.85

News   Search   Calendar   Collaboration   Action   ○ Score

Post-task Questionnaire: Overall Results

Successful Completion Rate																						
Tasks given to the users																						
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	Total	Percentage of Users who Successfully Completed Each Task	Average rating
News	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	1	84		4.42
Search	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	3	90		4.74
Calendar	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	3	3	3	3	79		4.16
Collaboration	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	93		4.89
Actions	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	85		4.47
																				431		
																				86.2		4.54

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Post- test Questionnaire - SUS

Median
84.47
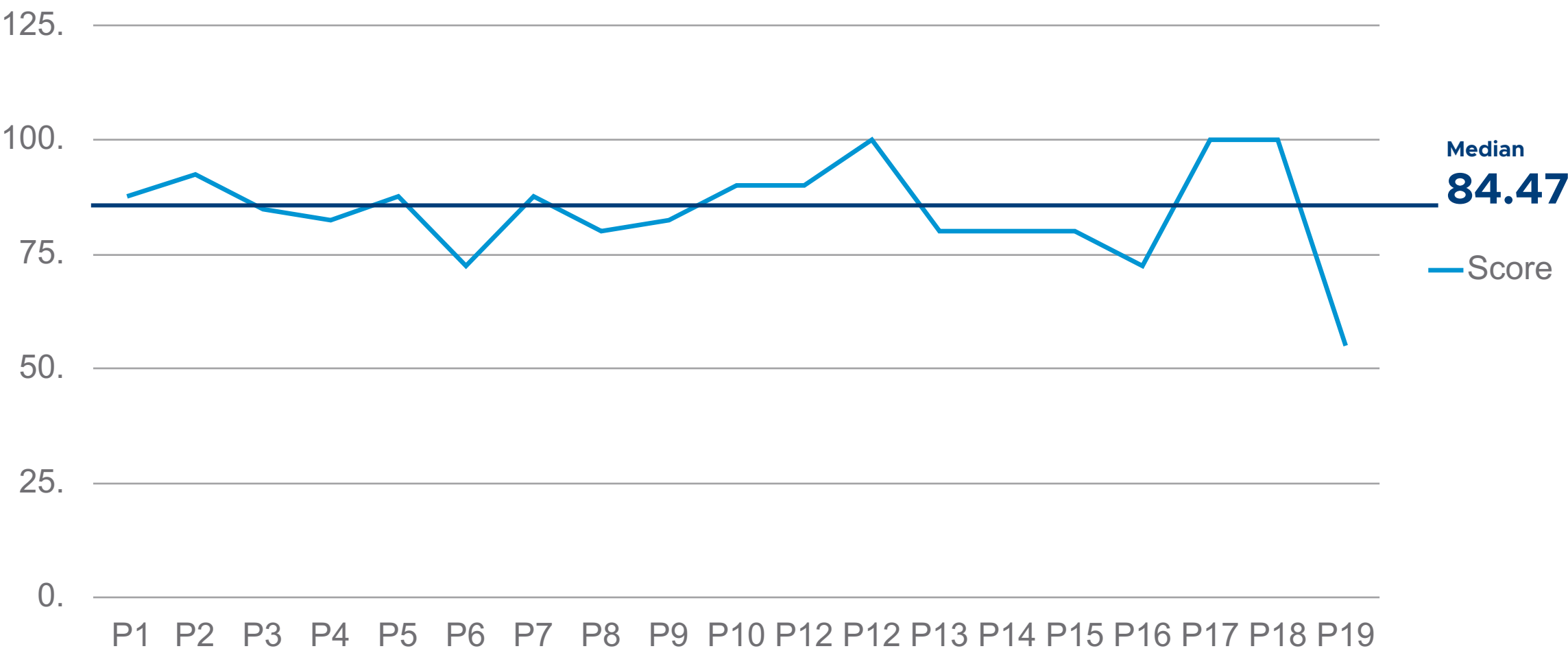
— Score

Measuring Usability - SUS

|	Participant	q1	q2	q3	q4	q5	q6	q7	q8	q9	q10	SUS Score
Gil Litvin (Sales: EMEA)	p1	3	1	5	1	4	1	4	1	5	2	87.5
Kanchan Lodh Roy (Partner Ops: Bangalore)	p2	5	1	5	1	5	2	5	2	5	2	92.5
Ravi Peela (Partner Ops: Bangalore)	p3	5	2	5	2	4	2	5	2	5	2	85.0
Manle Rao (R&D: China)	p4	5	2	5	1	5	1	5	2	1	2	82.5
Shruthi Padmanabhaia (Partner Ops: Bangalore)	p6	4	1	4	2	4	1	4	1	5	1	87.5
Hristina Haralampieva (Mktg: Sofia)	p7	5	2	4	1	3	3	4	2	3	2	72.5
Karthik Venkatraman (BTA: Bangalore)	p8	5	1	5	4	5	1	5	1	4	2	87.5
Joette Broer (GSS: Palo Alto)	p9	4	1	1	1	4	2	5	1	4	1	80.0
Kelly Xiao (Legal: Sydney, AUS)	p10	4	2	5	2	4	2	5	1	5	3	82.5
Pravin Goyal (R&D: Bangalore)	p11	4	1	4	1	4	1	5	1	4	1	90.0
Kingsley Turner (PSO: Mass) - Forms due	p12	5	2	4	1	4	1	5	1	4	1	90.0
Karin Tanaka (Mktg: Palo Alto) - Forms Due	p13	5	1	5	1	5	1	5	1	5	1	100.0
Laura Douglas (REW)	p14	4	4	5	1	5	1	4	2	4	2	80.0
Alex Nahas (GSS: Palo Alto)	p15	5	2	4	1	5	3	4	2	3	1	80.0
Duncan Greenwood -> VP EUC EMEA	p16	4	2	4	1	4	2	3	1	4	1	80.0
Jennifer O'Sullivan (HR: EMEA)	p16	4	2	4	1	3	4	4	2	4	1	72.5
Diana Segura (Finance: LATAM)	p17	5	1	5	1	5	1	5	1	5	1	100.0
Rebecca McCathern (HR: Palo Alto)	p18	5	1	5	1	5	1	5	1	5	1	100.0
Yukiko Takeda (Field Mktg - Japan)	p19	5	4	3	4	5	1	2	2	2	4	55.0
											SumTotal	1605.0
	check findings	5									Average	**84.5**

Findings & Recommendations

- Post–Task Questionnaire

- Finding

- Participant Quotes
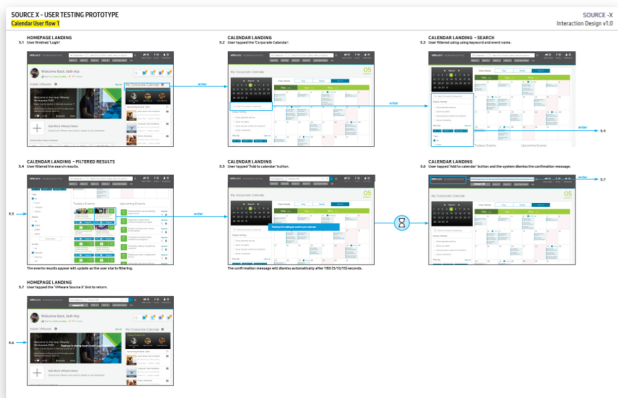
- Recommendation

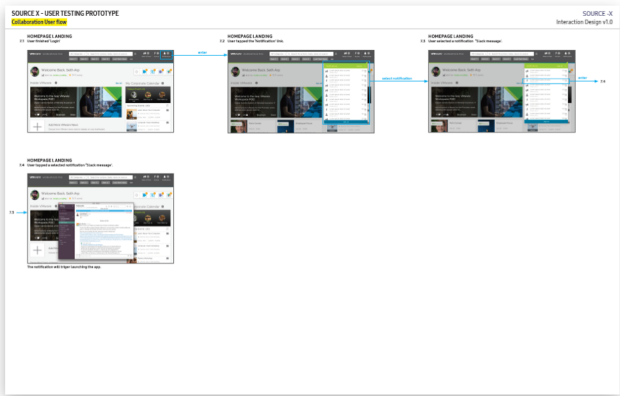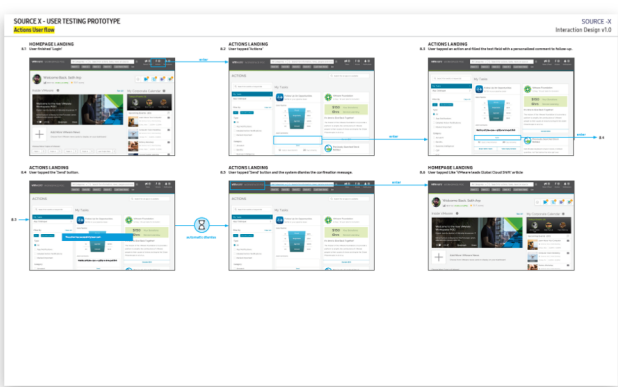# Methodology: Test Artifacts
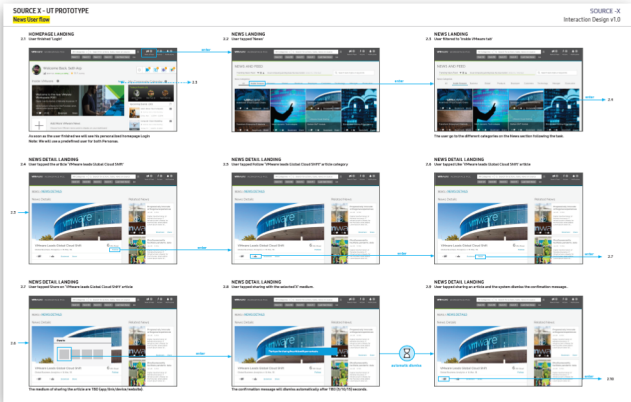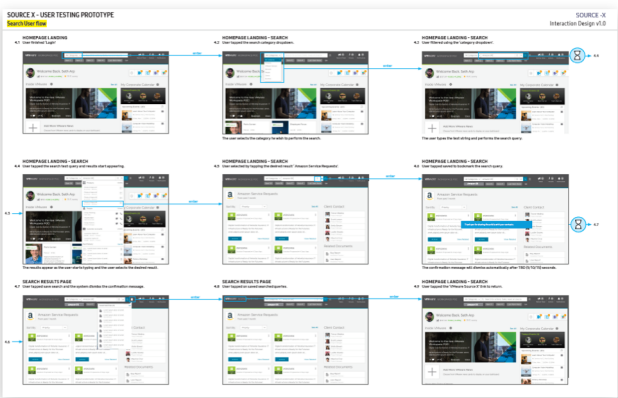
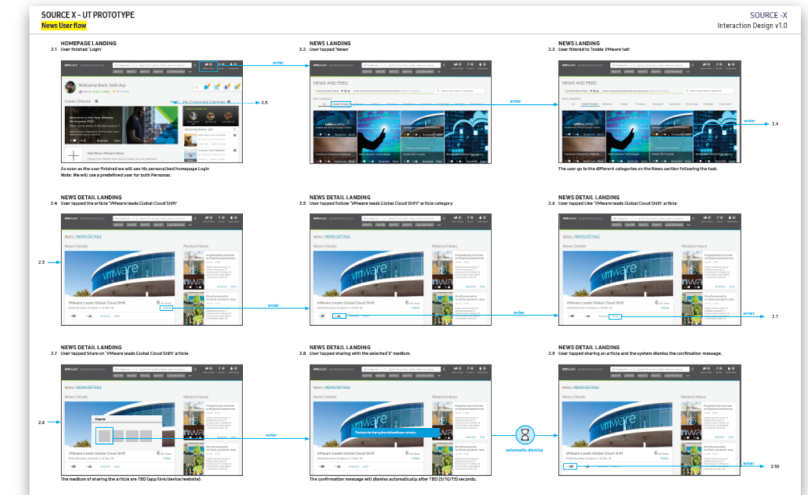News

Search

Calendar

Collaboration

Action

Findings: Scenario News

"You are an Engineer in the NSX business unit. You have been on PTO for the last two weeks. Upon returning to work, your co-worker reached out to you and shared that the innovative NSX project you have been working on was briefly mentioned at the keynote session at VMworld 2018 by Pat Gelsinger when Pat was talking about his tech predictions."
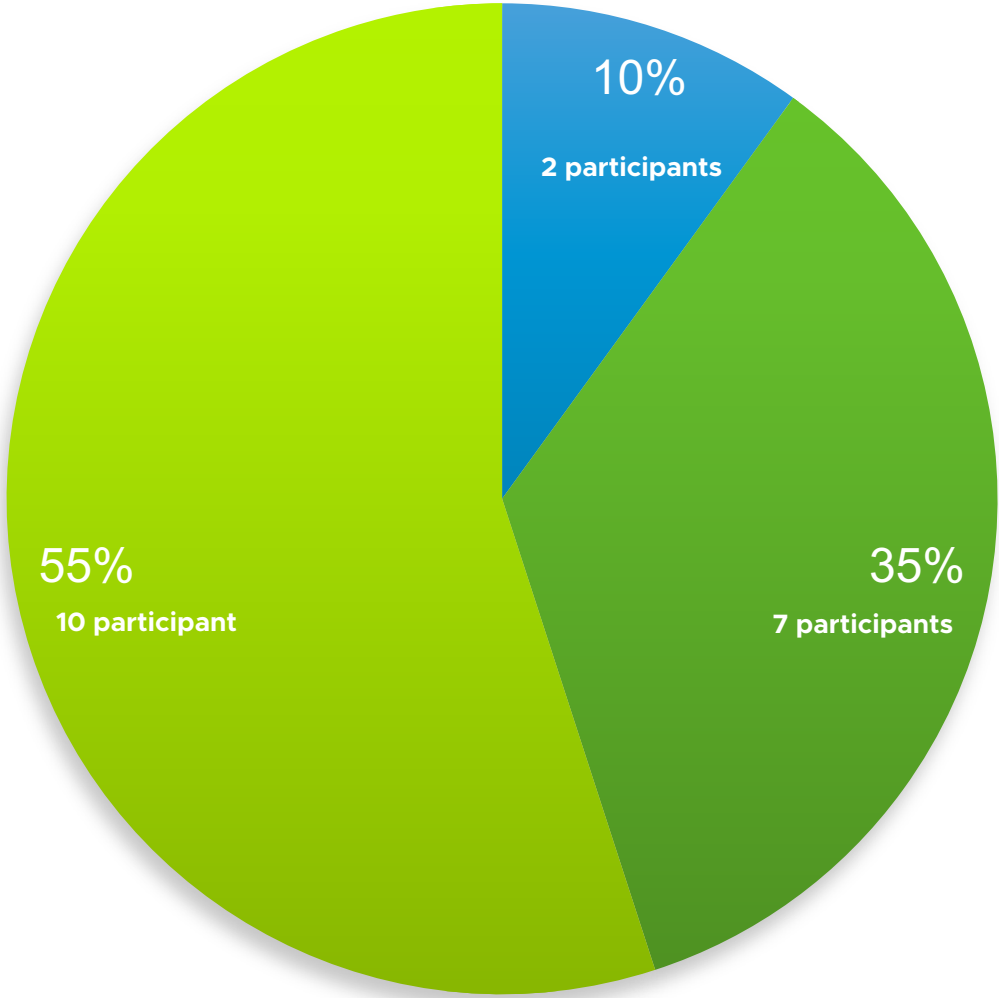
Post-task Questionnaire: News

4.42 / 5
average

Acceptance Ratio

Legend:
- 1 Very difficult
- 2 Somewhat difficult
- 3 Neither difficult nor easy
- 4 Somewhat easy
- 5 Very easy
- Direct Success
- Indirect Success
- Failure

Large pie chart:
- 10% — 2 participants
- 35% — 7 participants
- 55% — 10 participant

Small pie chart:
- 1 participant
- 5%
- 16%
- 79%
- 15 participants
- 3 participants
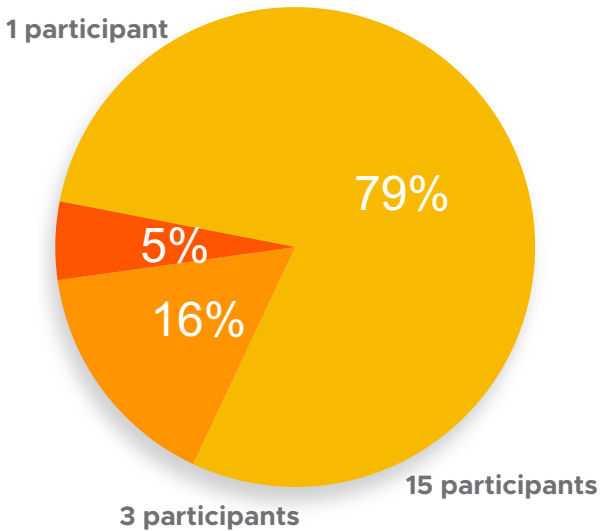
Findings 1: News Bookmark Article

All participants feel enthusiastic by selecting which News content they could saved.

Search bookmark is confused with the bookmarked article section.

Participant quote:

"*…I think I should have a section for bookmark… where I could access all the saved articles…*"

VMware Leads Cloud Manageme

Global Business Analytics • July 15, 2018

11 11 BOOKMARK SHARE

Save

Recommendation

Change on the text string from "Bookmark" to "Save" article and explore an icon to perform the action.

Findings 2: News Follow Article

Follow an article is a useful feature to consume relevant content faster and easier.

- However 12/19 participants prefer to follow the author instead of the article.

Participants expected to be notified article changes and new content from the author.

Participant quote:

*"I think follow is a good idea, …as there is so much news around….
….So I feel its very important to manage only that is really relevant to me"*

VMware Leads Cloud Management Solutions
Global Business Analytics • July 15, 2018

Recommendation

Change on the text string from "Bookmark" to "Save" article.
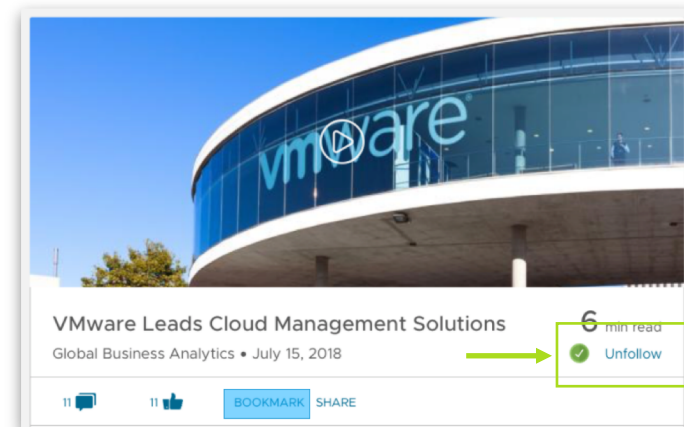
Findings 3: News Article Video

20% participants have difficulty to notice the integrated video within the article

80% users found the integrated video within the article as intuitive.

Participant quote:

"...I just ... didn't notice the video being present there..."

Recommendation

Review icon contrast and hover behavior.
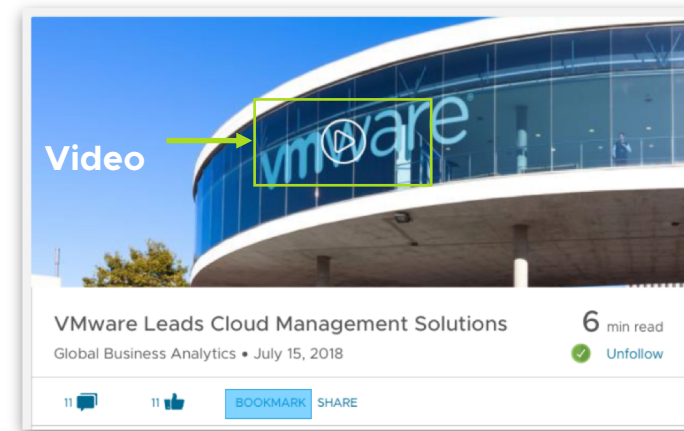
Findings 4: News Dashboard Scrolling

**30%** of the participants found that the News section was heavy on content.

After the participants leaned to scroll the dashboard homepage they will find all the content and then they will continue doing it, but they prefer that the content is reduce and placed centrally.

Participant quote:

" *...When I look at a dashboard then I am usually looking in the center...* *...and far corners rarely catch my eye...* "

Recommendation

Review content on screen to reduce dashboard height.
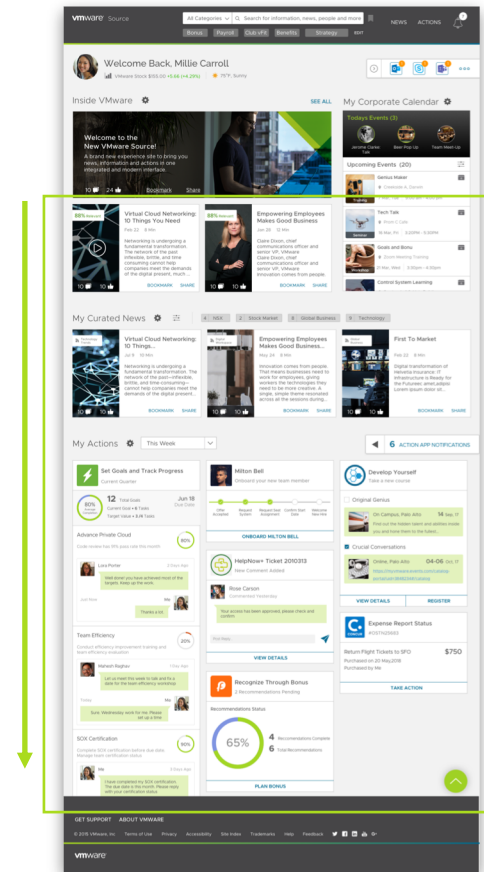
Findings 5: News Sharing

19% users prefer sharing the article through apps

27% users prefer sharing the article through contacts

**54%** users prefer sharing the article through copy link

Participant quote:

" *…If I see external sharing apps then I would share it through apps…* "

" *…I would mostly be sharing article internally through contacts…* "

" *…I would probably use copy link to share the article…* "

Recommendation

Even though every user need flexibility selecting the way of sharing we need to test with a fully flesh prototype preferred method of contacting.
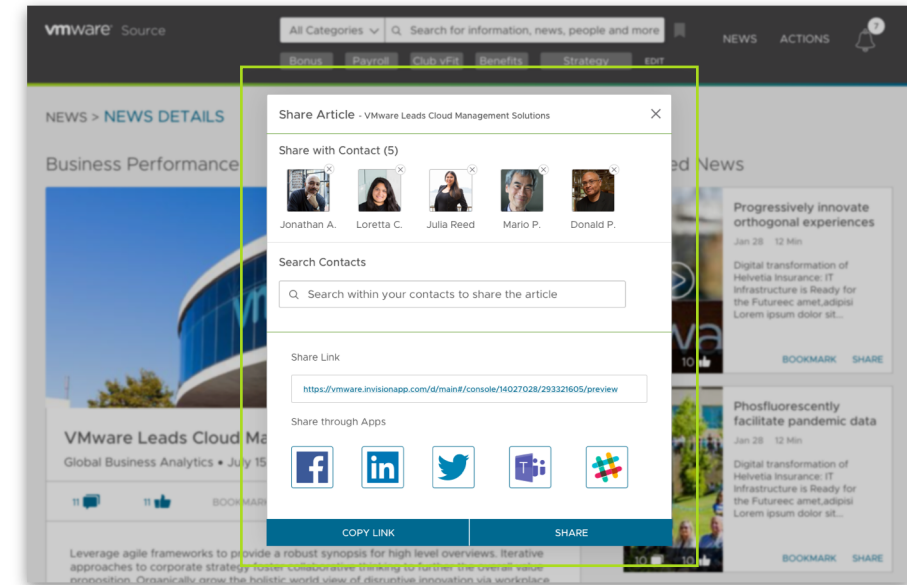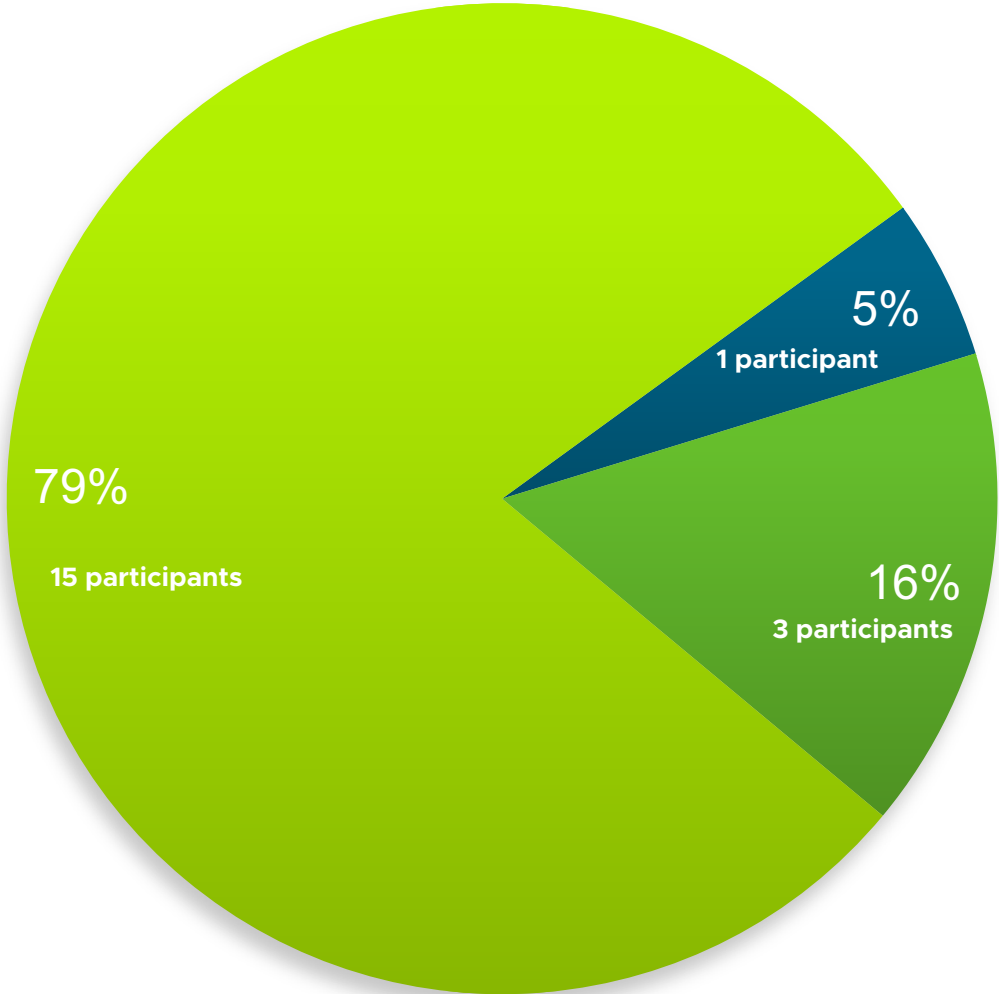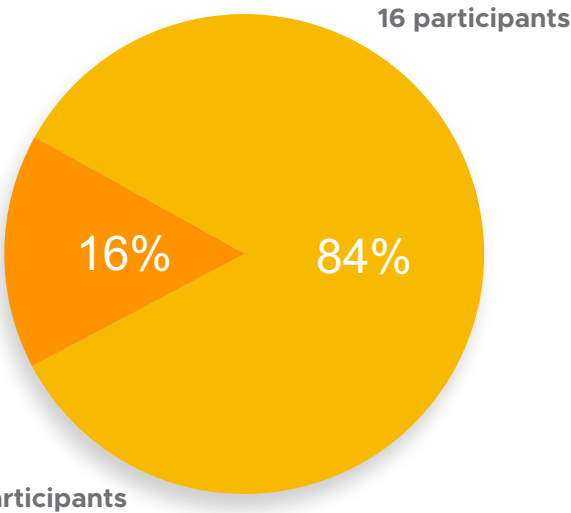
Findings: Scenario Search

"I heard VMware announced our intention to acquire a company that specializes in delivering enhanced analytics in Digital Workspace. As a sales person for EUC products, I am curious what this acquisition entails and what it means for me."
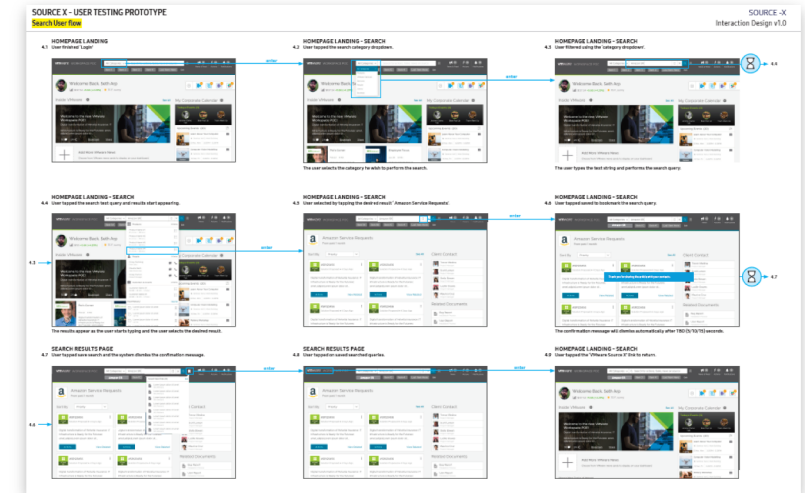
Post-task Questionnaire: Search

4.74 / 5
average

Acceptance Ratio

- ■ 1 Very difficult
- ■ 2 Somewhat difficult
- ■ 3 Neither difficult nor easy
- ■ 4 Somewhat easy
- ■ 5 Very easy

- ■ Direct Success
- ■ Indirect Success
- ■ Failure

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Findings 6: Search

17/19 users consider search as their primary option to look for content on source.

12/19 users identified search categories, and found that it would be a easier and faster way to search for content.
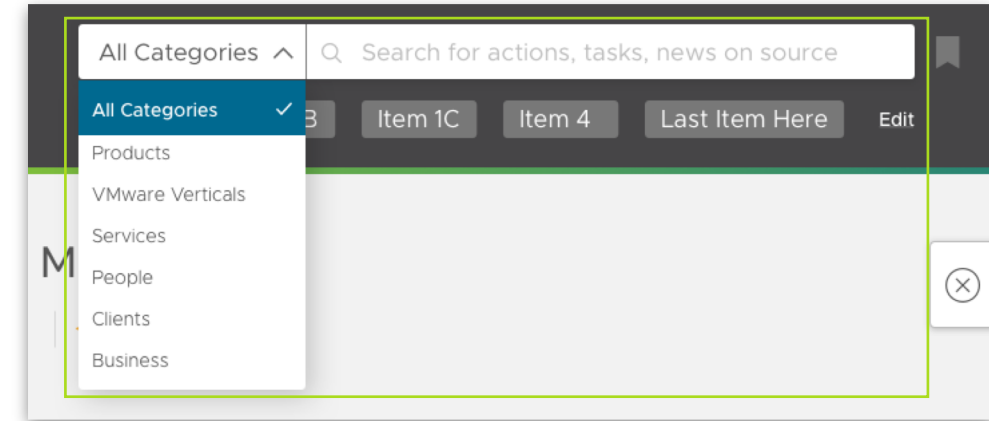

Participant quote:

"*…Search is my first resort …to everything I want to look for on source…*"

"*…Search categories makes sense… when I know what I'm looking for…*"

Recommendation

Build a robust search engine, which is easy and accurate. Retain search categories, but detail out categories that are relevant and customizable to user.

Findings 7: Search Results Page

Overall participants liked the information presented and the structure of the information.

42% users thought org chart is very important, but it should cover all levels above and bellow the searched contact

Users thought additional information is very useful but expressed concern with privacy

Participant quote:

"*…A lot of information is presented in systematic manner….. also a lot of useful information…*"

"*…Org chart should be above and bellow the contact as well…*"

"*…I like the conversation piece… but would like to know if its visible to everyone…*"

Recommendation

Maintain org structure format relative to other apps which gives complete holistic picture.
If there is sensitive data in additional information then don't show it in public domain
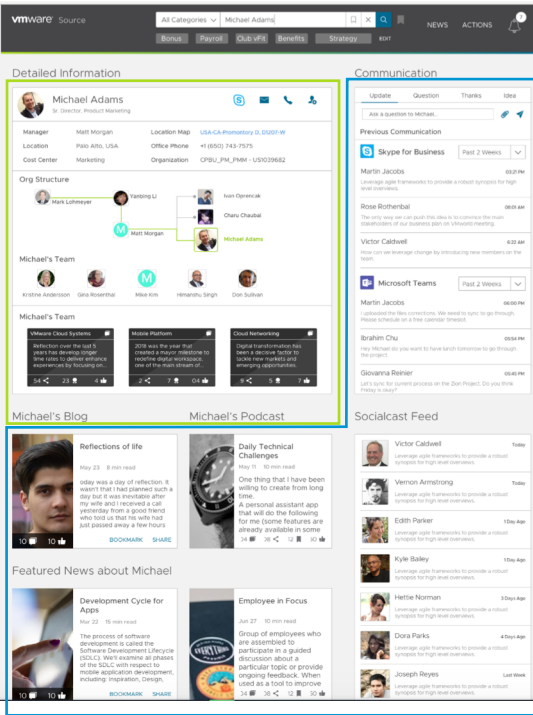
Findings 8: Search Contact

Michael Adams
Sr. Director, Product Marketing

68% users prefer mail as primary option to contact a person based on relation with the person, nature of request and time difference

People prefer different means of contact based on different parameter with search being primary means

Participant quote:

"*...My first touch point with a person will be mail... as its less intrusive...*"

"*...having various options to contact is good....it gives me flexibility to connect in various cases...*"

Recommendation

Establish hierarchy in contacting options with an ability to choose from various ways which are most common and relevant.

Findings 9: Search Saved

37% Users thought that bookmarking search results makes more sense than bookmarking search query

Users have different preferences on the number os saved search results ranging from **4** to **20,** along with a way to arrange and access them
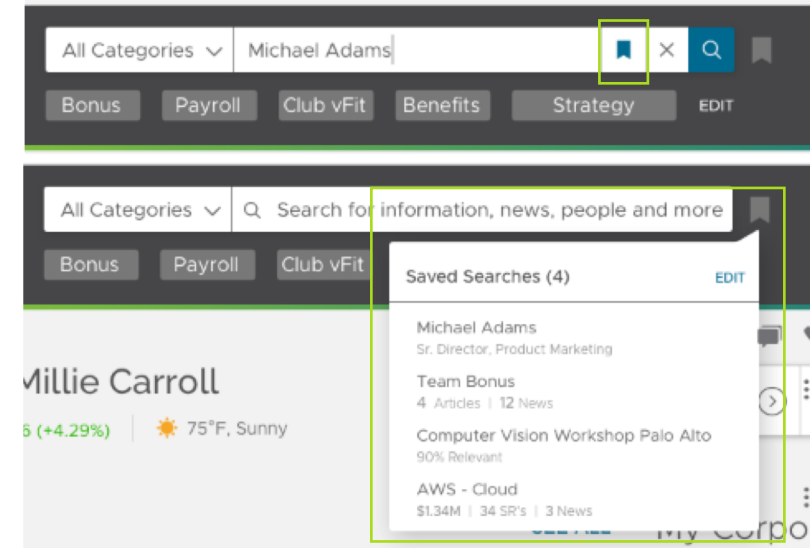
Participant quote:

" *…I'd rather bookmark search on the page…rather than in the search box itself* "

" *…I would like to define how many saved searches I can store…. in settings…* "

Recommendation

Bookmarking should encompass search query and result with filter and customization capabilities.

Findings: Scenario Calendar

"You want to connect more with the people you work with, so you decide to look for events that you can attend. You look for events where you work. The next bash is when you're out of town, so you decide to look further out. You find an event Genius Maker on Tuesday and you add it to your calendar and decide you don't want your friends to miss out. So, you share the calendar invite with your team."
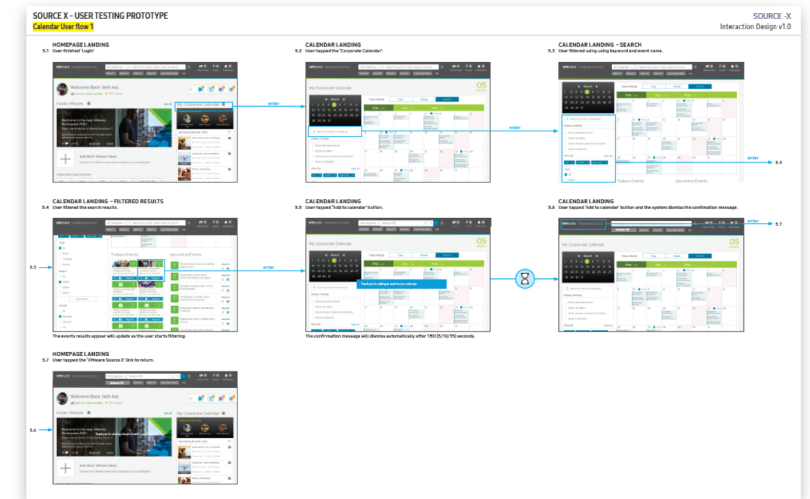
Post-task Questionnaire: Calendar
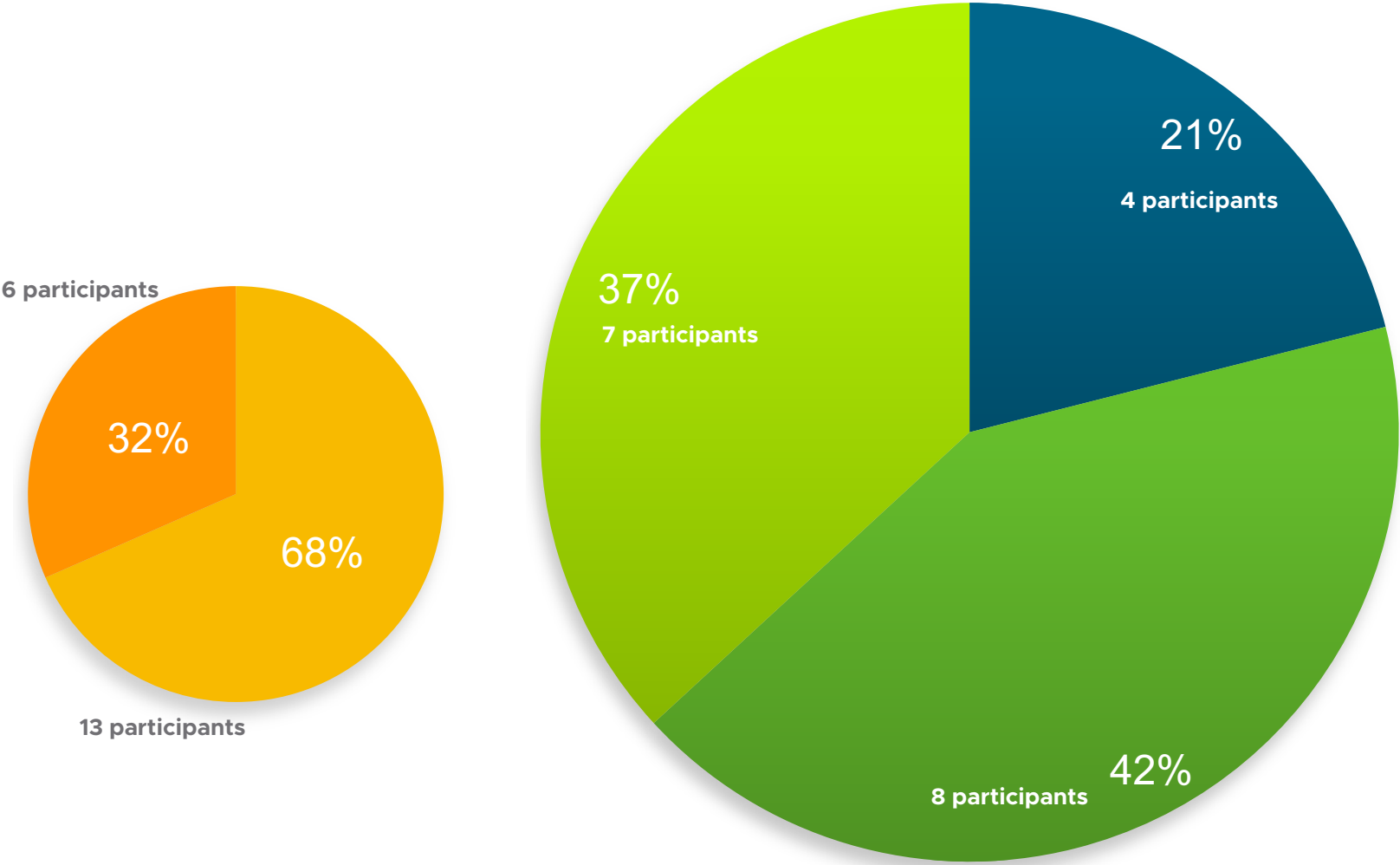
4.16 / 5
average

Acceptance Ratio

- 1 Very difficult
- 2 Somewhat difficult
- 3 Neither difficult nor easy
- 4 Somewhat easy
- 5 Very easy

- Direct Success
- Indirect Success
- Failure

Findings 10: Calendar Page

47% Users were not clear with elements like event details and calendar type.

4 Users expressed that the layout of this page is not very clear and hierarchy needs to be established

Many users found navigation to calendar page difficult, because its a new feature and they were doing this first time
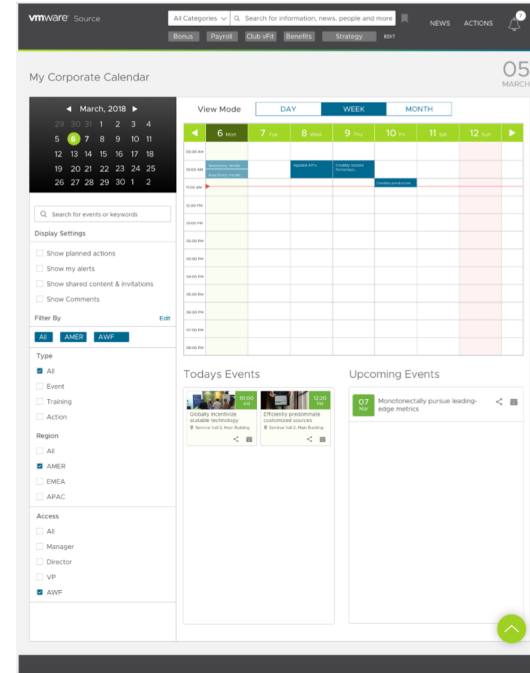
Participant quote:

"…I already am familiar with my calendar….the events list is more important for me"

"…I need to see additional details…. before I add an event to my calendar…"

"…I would like to see help section as calendar is a new activity in source…"

Recommendation

Calendar section needs to have a coach mark section to explain for the first time. The elements should be rearranged to establish clear hierarchy.

Findings 11: Calendar Filter

Users wanted to **specify detailed filters** which are localized to them

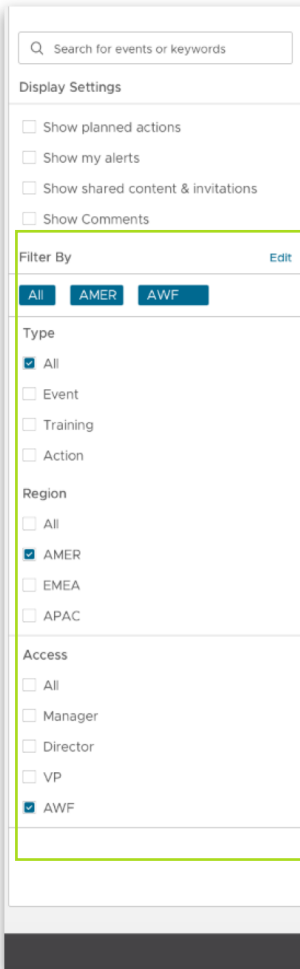**Filter placement** creates confusion what these filters actually targeted at

Participant quote:

"…I would like to filter events further in a large GEO like AMER….by site…."

"…I don't understand if filters apply to events, my calendar or corporate calendar….its not clear…"

Recommendation

There should be **preferred settings** section while on-boarding and the filters should be more personalized and detailed to role and location.

Findings 12: Calendar Add Event

8 of 19 Users expressed that adding an event and registering it is different and should be clearly defined

Users said event registration is a complex process which involves permissions as well and it is not currently included in the flow

4 Users said that they would want to see more details before adding event to their calendar

Participant quote:

"*...I need to register and not just add event to my calendar....*"

"*...Registering for an event is a complex process....so how would it be integrated?...*"

"*...I use mails for events as I can cc my manager....then permissions are also easy...*"

Recommendation

The flow should include event details, event registration and then it should add event to calendar. Along with share event there should be a separate action for approvals in relevant cases
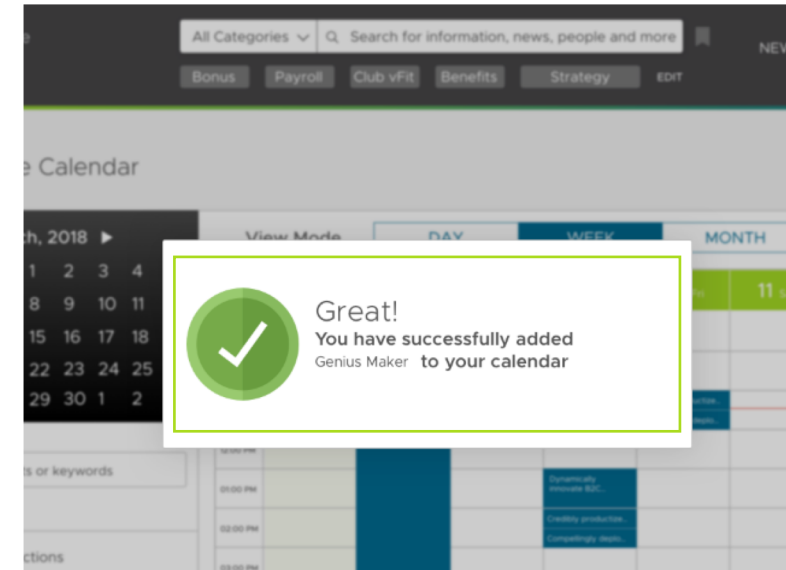
Findings 13: Calendar Share

63% users prefer sharing the events through mail, as they can add personal comments for additional context and language preference

26% users prefer sharing the events through contacts, as it mostly these are internal events

11% users prefer sharing the events through other apps

Participant quote:

"...I would share a link....as I could add my comments in Japanese...."

"...I would share events in my contacts as it's very targeted....since this is internal..."

"...I would share it through Outlook if it's one person...otherwise through Teams if there are more people..."

Recommendation

There should be flexibility for users to select their preferred way of sharing, but there should be an ability to add comments and personalize this sharing.
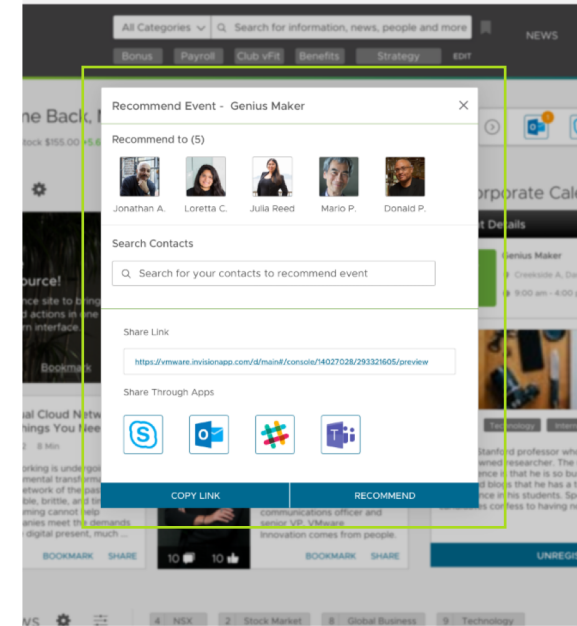
Findings: Scenario Collaboration

"You are working on a excel document and using Source at the same time on your browser. You know that you are expecting a notification from your colleague Garret because he wanted to share a file with you and you want to access the notification through Source Homepage whenever it arrives."
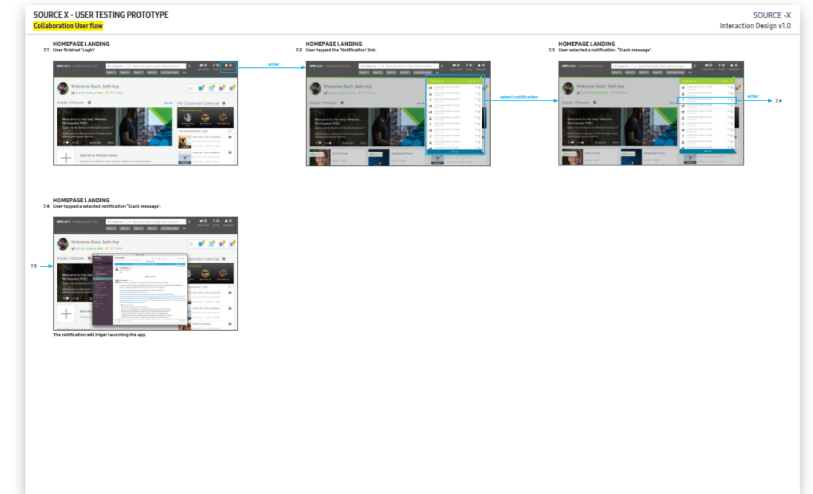
Post-task Questionnaire: Collaboration

11%

2 participants

89% 17 participant

100%

19 participants
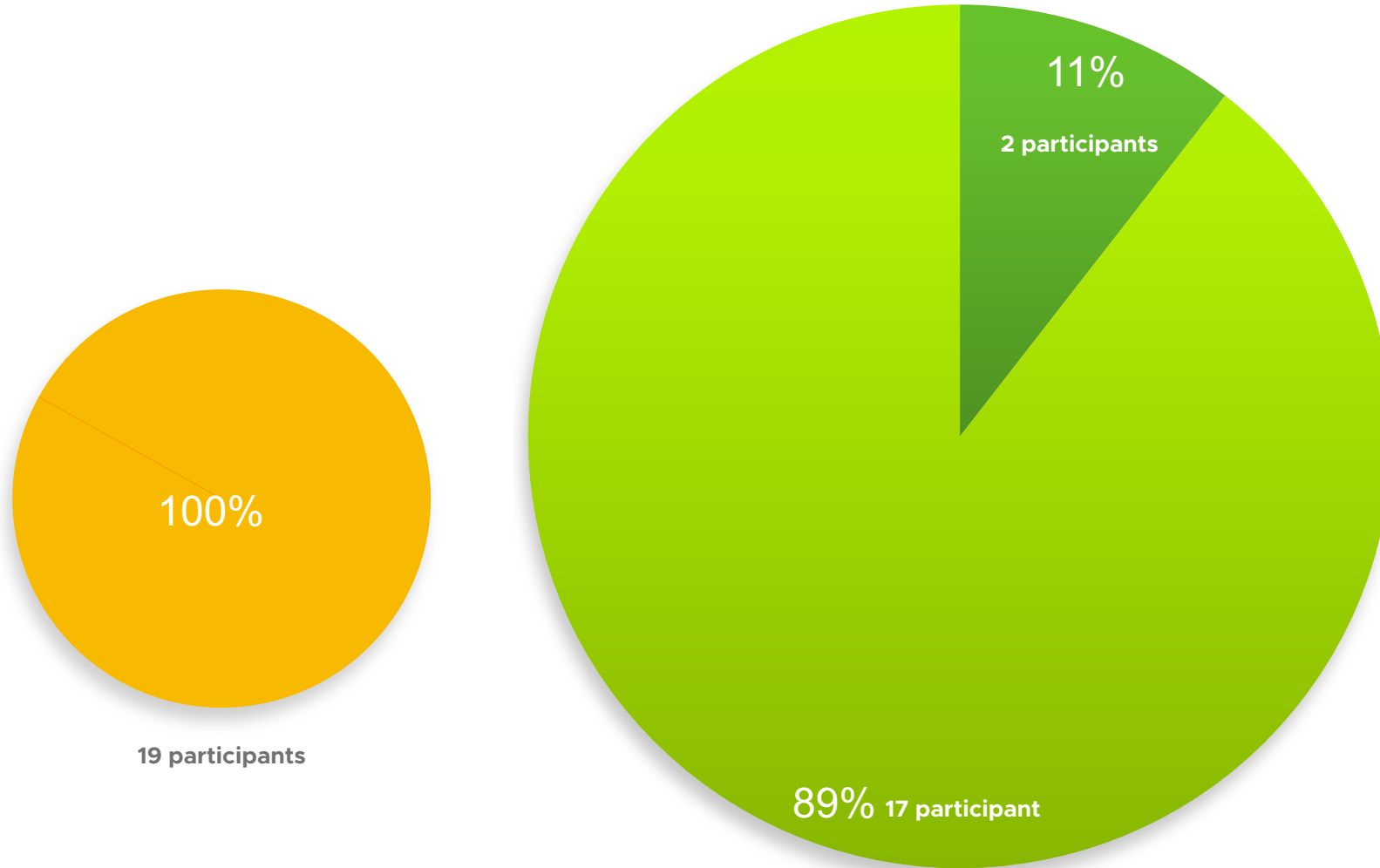
4.89 / 5

average

Acceptance Ratio

■ 1 Very difficult
■ 2 Somewhat difficult
■ 3 Neither difficult nor easy
■ 4 Somewhat easy
■ 5 Very easy

■ Direct Success
■ Indirect Success
■ Failure

Findings 14: Collaboration Notification

15% users would prefer accessing the communication notifications through notification section in header

**85%** users would prefer accessing communication notifications through communication drawer

Participant quote:

"*…I would prefer to use notification icon to check communication messages….*"
"*…I would like to access my communication notifications with communication bar…*"
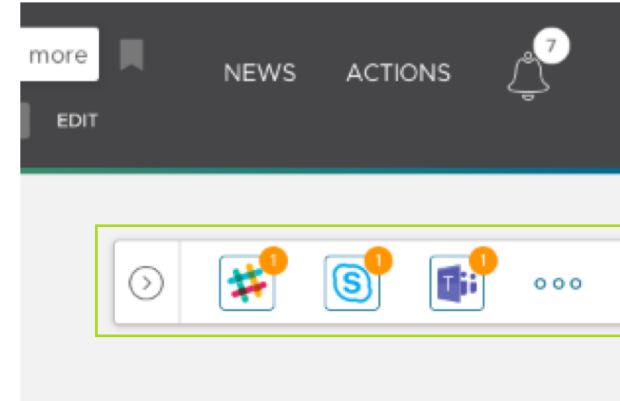
Recommendation

There should be flexibility to choose way to access notifications, as both these entry points offer different abilities and functions.
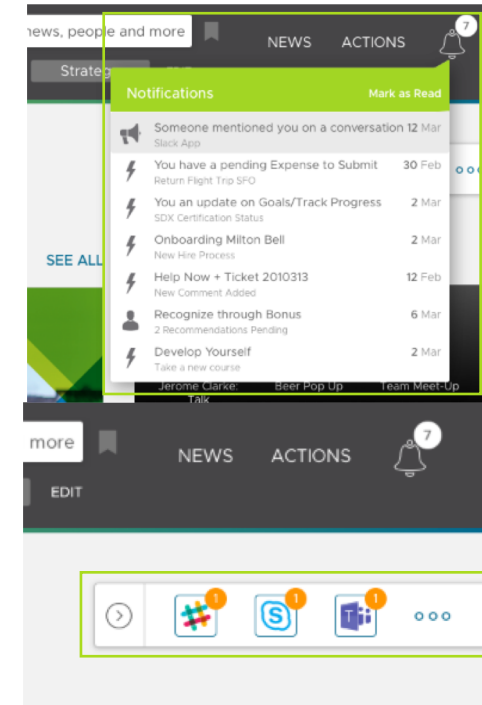
Findings 15: Collaboration App Drawer

Users felt that they should be able customize communication drawer to define apps that they prefer or their teams are using .

3 out of **19** users said that with apps like Skype and slack they would simply use the desktop shortcuts

Participant quote:

"...I need to control the apps that appear in my communication drawer...."

"...For apps like Skype....source notification doesn't make sense I would use desktop shortcut instead..."

Recommendation

The communication drawer should be customizable to show apps that user thinks are important and make sense to be shown on source.

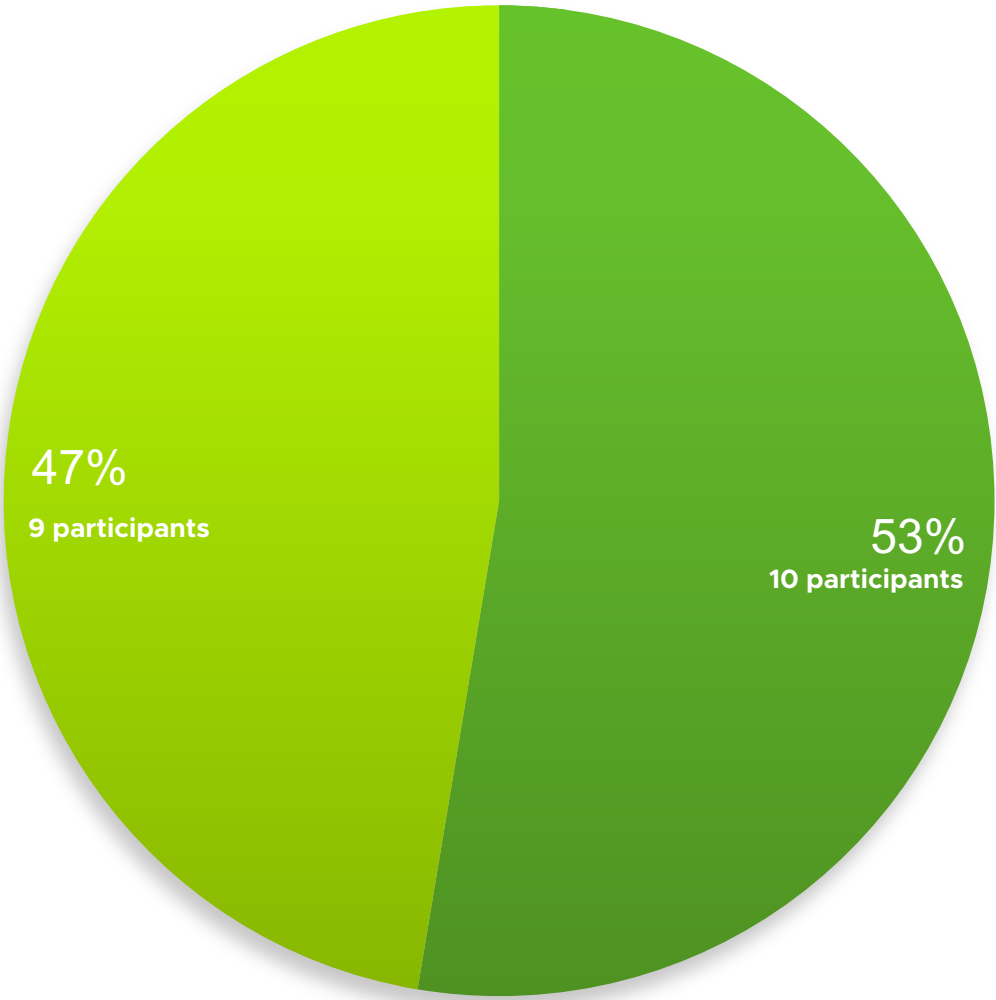# Post-task Questionnaire: Action

4.47 / 5
average

Acceptance Ratio

- ■ 1 Very difficult
- ■ 2 Somewhat difficult
- ■ 3 Neither difficult nor easy
- ■ 4 Somewhat easy
- ■ 5 Very easy

- ■ Direct Success
- ■ Indirect Success
- ■ Failure
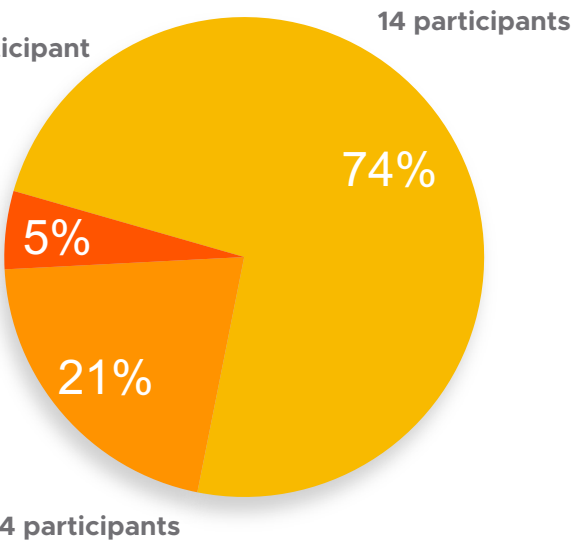
Findings: Scenario Action

"You recently went on a short business trip and you feel the dreaded expense report looming. On your regular, daily trip to the fabulous digital workspace, you notice that you have 1 pending expense from your corporate credit card that you need to submit for an expense report.

Since you are busy you decide to submit these expenses now, so you don't forget...."
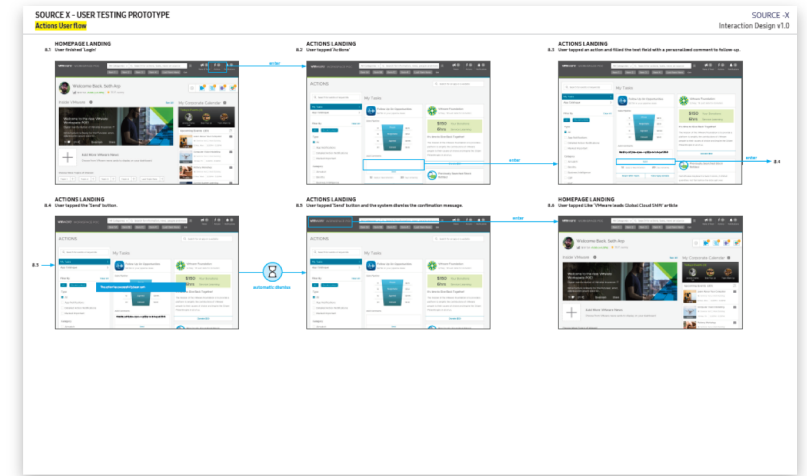
Findings 16: Actions

12% users would prefer accessing actions through notifications.

33% users would prefer accessing actions though my actions, section on dashboard.

55% users would prefer accessing actions through header actions section.

Participant quote:

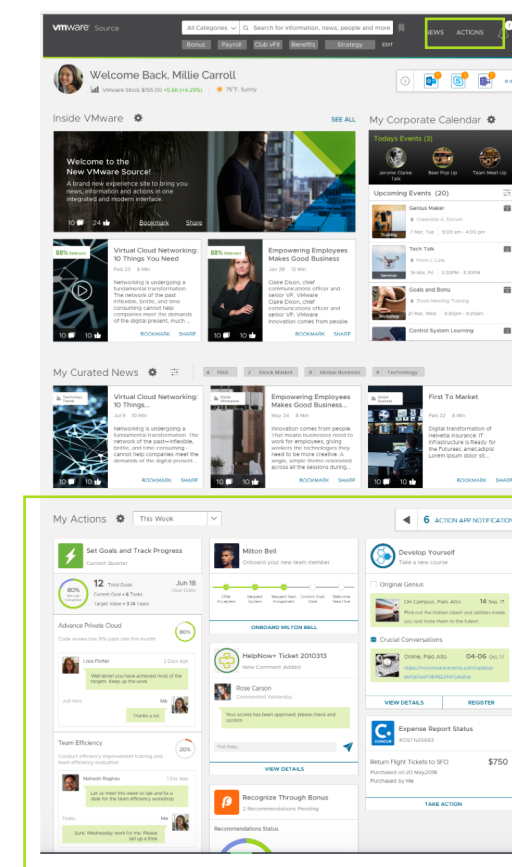"*…I would see actions from notifications first ….*"

"*…I would prefer scrolling …than go to a different place to find actions…*"

"*…I would like to access action up on the page rather than scrolling down…*"

Recommendation

There should be **enough flexibility** to access actions depending if user wants to have a quick glance at actions or deep dive into them.

Findings 17: Action Dashboard Scrolling

45% of the users thought that there is a long scroll on dashboard to reach actions, though they value the layout and they consider it important.

After the participants leaned to scroll the dashboard homepage they will find all the content and then they will continue doing it, but they prefer that the content is reduce and placed centrally.

Participant quote:

" *...I would like to see actions on top cause at bottom people will hardly see it...* "

Recommendation

There could be a quick link at the top to go to the my actions dashboard section.
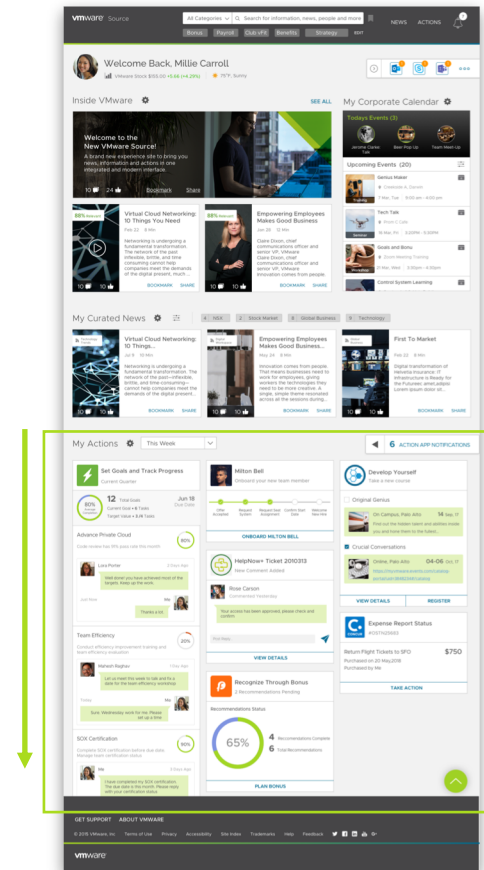
Findings 18: Action Details

4 of **19** users said that the additional data should be relevant to my experience or there should be an ability to dismiss or load more advance data

Participants found content presented on action details page very good and well structured, along with the additional data

Participant quote:

"…The additional content for an action is a good idea as sometimes you don't always know the details of an action…."

"…I wont read the related sections for expense cause I've been working for a long time and I mostly know the things…"

Recommendation

The additional content for an action **should be personalized** to users expectation and experience with an ability to customize or dismiss it.

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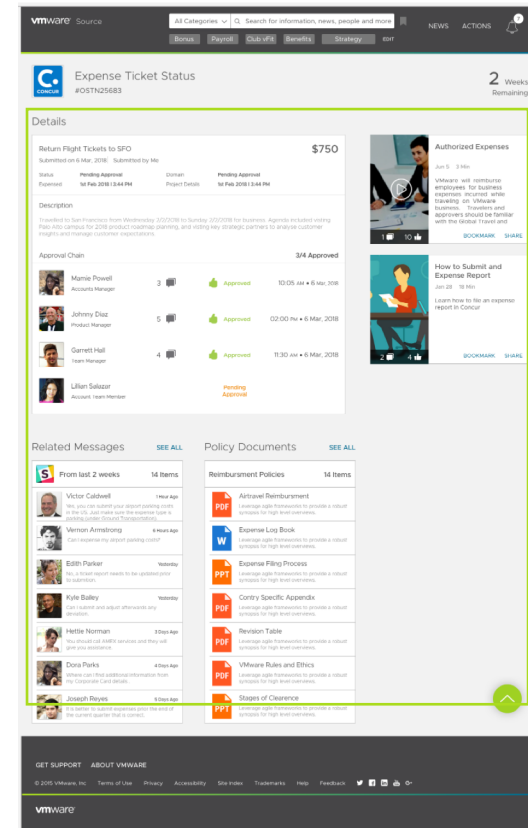
Findings 19: Action Title

7 of **19** users found 'Actions' title misleading or confusing
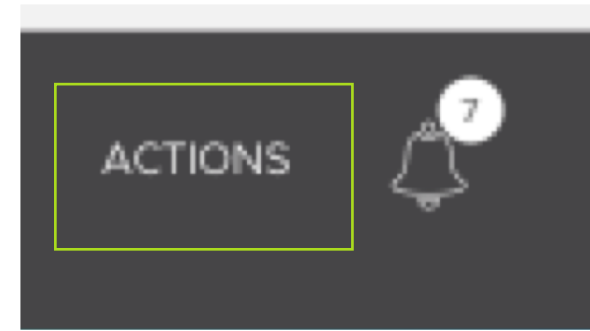
Henceforth participants thought that it would be good to view help on actions section

Participant quote:

"*...I don't understand the term actions very well....*"

"*...I thought of actions as just placing the expense in the use case that was described...*"

Recommendation

The actions section should have a more comprehensive title which makes user understand what that section is, like tasks, or pending tasks

Findings 20: Action Blocks

3 of **19** users said that submitting an expense is easier on mobile than on desktop.

Participants felt that action blocks should be personalized to their preferences, role and location.

Participant quote:

"…if I had to upload something like an electronic expense I would do it from mobile concur…….cause its easy that way"

"…I would like to see personalized action blocks to my role…"
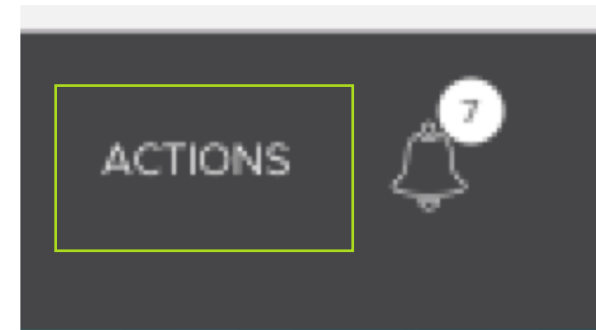
Recommendation

Action blocks should have setting to customize them to user's preference and also have all the functionalities that the relative app offers.

Product Reaction Cards

Product Reaction Cards

Product Reaction Cards

Next steps

Next Steps

- Use all of the detail earning experiences from the UT sessions to apply them

to Track 2. Schedule.

- Improve design proposal with users expectations when engaging with new

Source X functionalities.

- Since we identify the main pain problems as well as key findings to enhance the

experience they will need to be address once the project starts again.

Modify information architecture as well as design proposal with participant data.

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Appendix

– Methodology: Core Personas

– Methodology: Task Scenarios

– Methodology: Research Design

– Methodology: Process

– Successful Rate

– System Usability Scale

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Methodology: Core Personas / Group A & B

Methodology: Core Personas / Group A & B

Nettie Greene
Biz. Dev. EUC

"I would like a system that knows who I am, what I do and deliver content that is relevant to me."

Provide me a streamlined and decluttered intranet experience

FLEXIBILITY

SOCIAL USE

TECH PROFICIENCY

LOW   MID   HIGH

WANTS

- Want the existing source to function with full potential
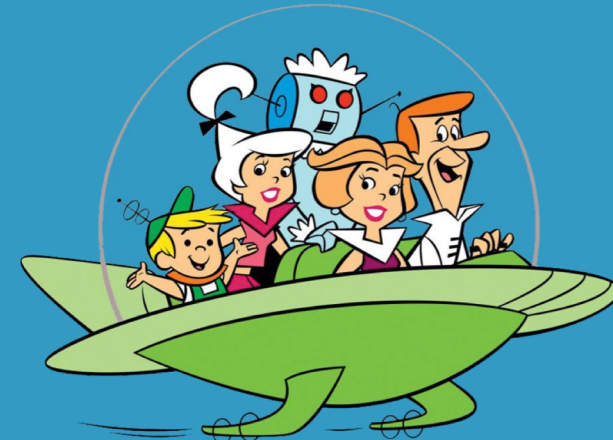- Want to use source to do what they do efficiently
- Favour Personalisation more to suite the role they have in org
- Want better integration of the current tools, and relevant information that works
- Have concerns against moving the source experience to mobile for privacy of personal data, and boundaries
- Want simple and functional interface with minimalistic touch points
- Want comprehensive and integrated experience
- Want share functionality to share personal work with other people
- Communicate through one channel
- Want the UI to be non-pushy, and not nagging
- Dashboard should just notify me of the actions and tasks pending not the details
- What function is source bringing to the table, we already have fully functional tools working, don't want this to be another tool in the list
- In favour of personalised push and efficient pull operation
- Want to function better in team
- Want strong sort mechanism on content

PAINS

- Most of the data is outdated and doesnt work
- Back-end is very clunky
- The dashboard UI is not organised. Have to look for data in multiple places
- The workspace experience is very disconnected and have to jump to multiple places
- There are concerns regarding privacy of my personal data
- Lot of touch points for communication and this is just another app in the list

FEELS

- Is very good at the regular work tasks and comfortable
- Has a comfort level and usually maintains it
- Is agitated easily, and has less patience level
- Focuses on personal performance and proficiency at work
- Welcoming to streamline efficiency
- Usually does not communicate feelings
- Is sceptical about sharing information and ideas
- Wants most simplistic and repeatable routine everyday

32 Age	3 Years At VMware

📍 Palo Alto, CA

- Uses Source regularly for internal content (has Source page)
- Uses WS1 Regularly
- WS1 and Pulse on Mobile

Jeffrey Barber
Manager Legal

"I want a customizable experience, which allows me to pick and choose what I like, and what matters to me. That way, you can build it for you."

Provide me a smart and proactive intranet experience

FLEXIBILITY

SOCIAL USE

TECH PROFICIENCY

LOW   MID   HIGH

WANTS

- Source to perform more than what it is right now
- Want to learn more and upgrade personal knowledge using source
- Favour Customisation more to define the role they want
- More features and tools integrated to cover their needs
- The source experience to work across devices and in a seamless manner
- Pleasing and interesting interface maintaining simplicity and features
- Diverse and integrated experience
- Better collaboration functionality to understand what peers are looking at and be part of complex organisation
- Search entire org through one channel, pick tags and get info based on it
- The UI to be more encouraging and informative
- I should be able to pick sources to send me notifications on dashboard
- This to become the single companion to integrate my experience in VMware to me, by replacing some of the other touch points
- In favour of customised pull and smart push operation
- To understand more about their team
- Strong filter mechanism on content

PAINS

- Search is bad, cant look for the data I want
- I dont know what my peers are doing
- I dont feel like a part of this big organisation
- The experience is not integrated and does not extend into my work style
- The experience is not interesting at all
- I see a lot of information from multiple sources that I dont want to

FEELS

- Motivated and optimistic about work
- Adaptive to new ways and learner at heart
- Has higher level of patience
- Is very social and has more empathy towards peers
- Eager to aquire new skills and upgrade
- Communicates readily with peers and is more understanding

46 Age	6 Years At VMware

📍 Palo Alto, CA

- Uses Source occasionally
- WS1 for People Finder, Org. Structure
- Deleted mobile version

Methodology: Task Scenarios

User

Channels

SourceX System

Dashboard

Search
- Smart suggestions
- Recent search
- Saved search

Search Input
- Text
- Voice

Search Results
- Filter search results
- Sort search results
- Quick view

View Details
- Take actions
- Bookmark for later
- Save search

Consume Content

News

Notification / Display
- Configurable suggestions
- Filter News
- Sort News
- Quick view
- Indications

View Details
- Take actions
- Bookmark for later

Consume Content
- Watch
- Listen
- Read

React to News
- Like
- Share
- Comment

Calendar

Notification / Display
- Daily activities
- Marked events
- Suggested activities
- Quick view

View Details

Take Action
- Schedule events
- Take relevant action
- Set targets
- Take notes

Follow Up
- Share events
- Track progress
- Mark complete
- Share Status

Content
- Configure Settings
- Choose topics of interest

Notification / Display
- Configurable suggestions
- Customise content
- Quick view
- Indications

View Details
- Schedule actions
- Bookmark to favourites

Take Action
- Take action
- Share
- Comment
- View related info

Follow Up
- Get notifications
- Track progress
- Mark complete
- Share Status

Notofications
- Configure Settings
- Select apps, activities

Notification
- Quick view
- Sort Notifications
- See Priorities

View Details

Take Action
- Take action
- Share
- Comment
- View related info

Methodology: Research Design

Usability testing is a qualitative method that helps designers identify problems and iterate the design solutions.

- With 'Think Aloud' method, it is possible to gain insights into participants' thoughts and attention.

Think Aloud' method asks participants to speak out their thoughts while they perform the tasks, not to analyze or co-design.

Results hint at why problems occurred, not just what mistakes were made.

- Quick and efficient usability tests and usability walkthroughs can be conducted with 8–10 participants.

Quick tests are cost-effective when used for their intended purpose: finding problems and understanding participants.

By testing with 8–10 participants, it is possible to reveal 85% of usability problems.

Methodology: Research Design

- In addition, during the usability test sessions plenty of data is also gained about participants' personal opinions

and preferences.

    With a sample size of 10 participants, this data is very subjective and cannot be generalized to a larger sample. It can be

    taken only as a weak signal.
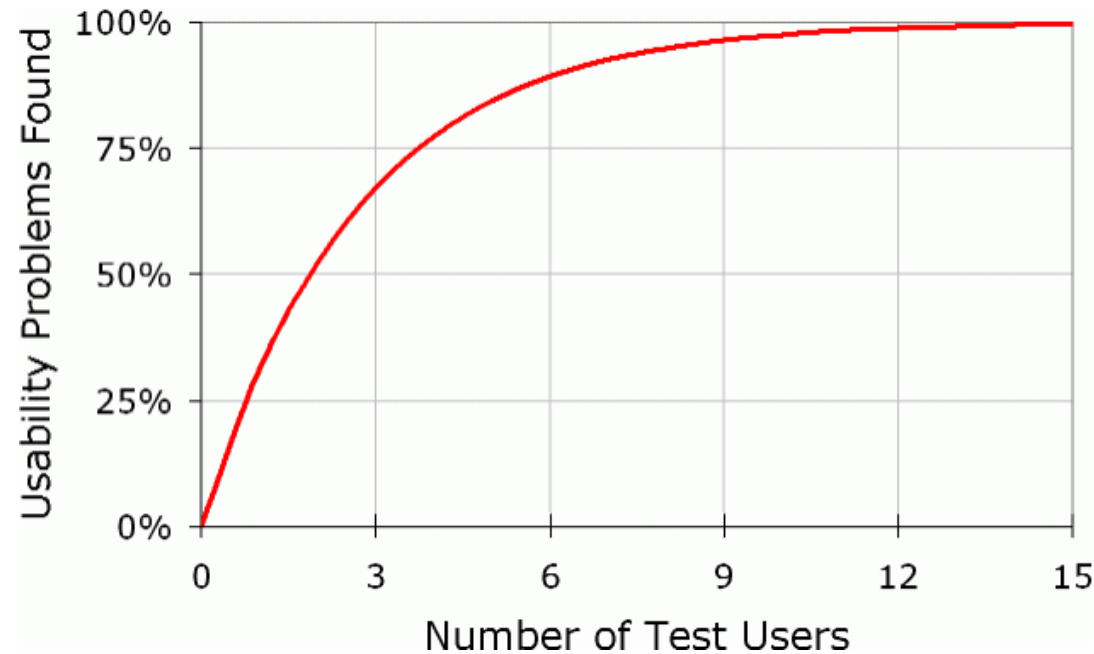
Methodology: Process
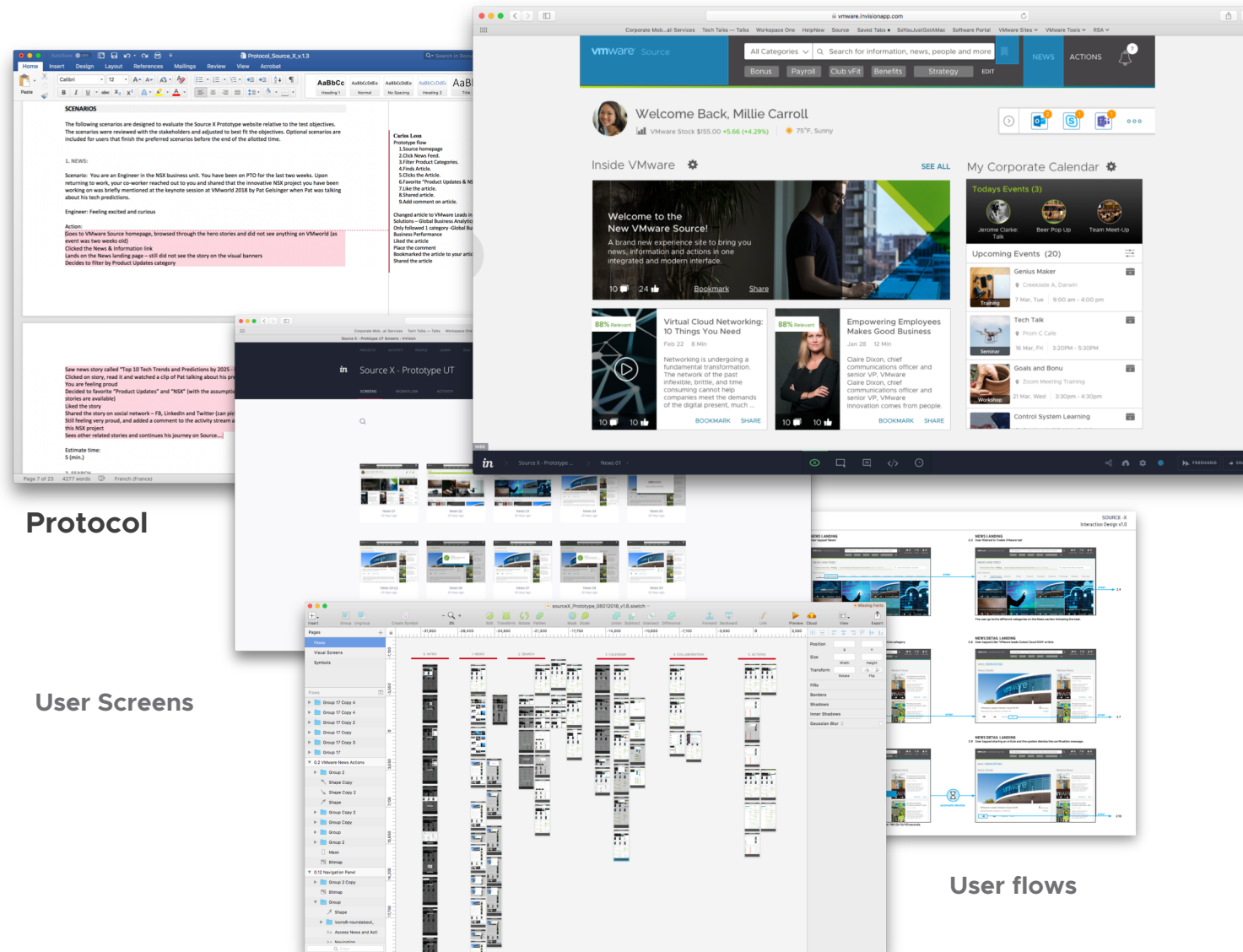
Protocol

User Screens

Prototype

User flows

Measuring Usability - Successful Rate
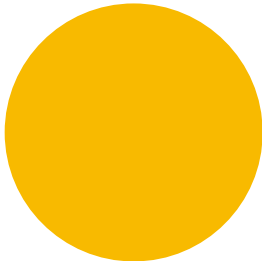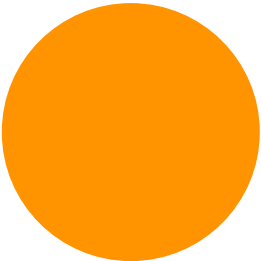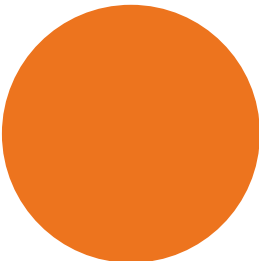
Direct Success   **Indirect Success**   **Failure**

	Direct Success	The activity is completed on time with all task and navigation originally specified.
	Indirect success	The task is completed and operational, challenged, late, and/or with fewer understanding and difficult navigation than initially specified.
	Failure	The activity was cancelled before completion, or never completed.

Successful Rate: Overall Results

Successful Completion Rate	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	Total	Percentage of Users who Successfully Completed Each Task	Average rating
Tasks given to the users																						
News	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	1	84		4.42
Search	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	3		90		4.74
Calendar	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	3	3	3	3	79		4.16
Collaboration	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4		93		4.89
Actions	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4		85		4.47
																				431		
																				86.2		4.54

Measuring Usability - SUS

84.47 score on System Usability Scale (SUS),

the standard average is **68**.

84.47

Scale 1 - 100

Not acceptable | Marginal | Acceptable
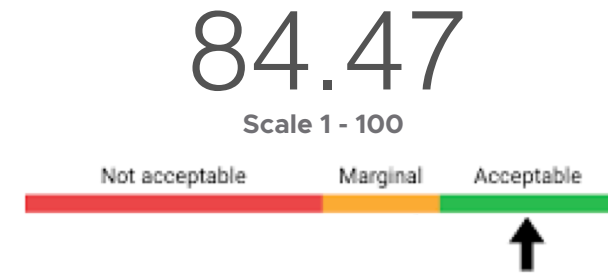
Here's an overview of how your scores should measure:

- 80.3 or higher is an A.

- 68 or thereabouts gets you a C.

- 51 or under gets you a big fat F.

Measuring Usability - SUS

Thank You