**Usability analysis**

- Episode analysis
- Task-action analysis
- Summary analysis

**Usability Testing Worksheet: Episode Analysis CS 5390 Human-Computer Interaction**

Interface: IAppetit

Users: Camilo Castillo, Cesar Silva-Santisteban

Analyst(s): Ashwin, Cesar, Isaac, Leo, Lourdes, Mohamed

Date: 12/05/09

**Interpreting meanings and functions:**

1. At minute 00:38 when trying to add ingredients to the grocery list from the recipe page, user asks “is it the same ‘to list’ [than to grocery list]?”

2. At minute 01:00 when asked to go back to home user interprets it as iPhone’s home and not IAppetit’s home.

**Formulating tasks (matching actions to goals)**

**Executing tasks:**

1. At minute 00:22 user wants to click on Football cookies to reveal the recipe and asks “here or here?” Pointing to the words and then to the arrow on the right.

**Misunderstanding feedback**

2. At minute 03:56 when user is asked to go from grocery list to IAppetit’s home he says that he would use the back arrow but that he would need reassurance that that doesn’t erase or cancel the actions that took him there.

**Usability Testing Worksheet: Task/Action Analysis CS 5390 Human-Computer Interaction**

Interface: BoniAppetit

Users: Dheeraz, Harish

Analyst(s): Harish, Dheeraz, Pradeep M., Norma, Edevaldo, Pradeep V.

Date: 11/9/09

**User’s task:** Go back to main menu from grocery list to get a dessert recipe

**User’s intended action:** Click Return Button from Grocery list to return to main menu

**User’s perceived effect:** Returned to “wrong” menu - Pizza Roll Recipe menu

**User’s actual effect:** Returned to Pizza Roll Recipe menu since that was the last thing added to grocery list

**Analysis and recommendation:** Return Button returned to Recipe menu if grocery list was not cleared first. Consistency of return button as a back to previous screen function would be less confusing.

**User’s Task 4:** Going back to IAppetit’s home

**User’s Intended Actions:** Go from grocery list to IAppetit’s home

**User’s perceived effect:** Using the back arrow buttons might erase or undo what he just a did

**User’s actual effect:** He was able to go back to home without erasing or undoing

**Example of method incorrectly applied!**
Usability Testing Worksheet: Summary Analysis
CS 5390 Human-Computer Interaction

Interface: IAppetit
Users: Camilo Castillo, Cesar Silva-Santosteban
Analyst(s): Ashwin, Lourdes, Mohammed, Leo, Caesar, Isaac
Date: 12/05/2009.

1. Dialog
2. Speaking the user's language
3. User's memory load

4. Consistency
   (a) Inconsistency on labeling causes confusion to users.
      Cases: Add ingredients to list instead of Add ingredients to grocery list. Back buttons are labeled as Grocery list instead of the actual place they take the user to.

5. Feedback

6. Clearly marked exits
   (b) Problem with inconsistency on labeling causes confusion to users when trying to leave a page.