Project Milestone: Usability testing of your wireframes for the university's Admission & Financial Aid website

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Participant Recruitment

It wasn't much of an issue for me this time to recruit my participants. The participants from previous interview helped me to get some more of them who were new to UNCC and were first generation students. After talking to them for a while I could figure out on how difficult it was for them to get through the application process. All the participants had similar issues, and it was associated with my persona as well.

Informed Consent

The participants were informed about them being recorded throughout the usability testing process. I asked them to provide their consent to record their audio and screen while performing the testing. The consent is also noted in the audio files submitted for this assignment.

Reflection

Most part of the interview went well. The participants were able to figure out on what task they had to perform and the ways in which it can be done. The tasks were straightforward as well, which allowed the users to seamlessly go through the wireframe.
There weren't any challenges which I encountered during testing. It was simple and straightforward.

Unexpected Learning

It was quite surprising to see how users' perspective varies and is completely different from each other even for the same task. For example, when I provided them three distinct wireframes for a problem, I got three different responses from all three users. And their reasoning was also valid. So it was difficult for me to choose which solution made more sense based on their feedback.