Usability Test Record

GzEvD website

Number in series	01
Client	GzEvD - Gesellschaft zur Entwicklung von Dingen
Test object	Website gzevd.de
Task	„I heard that Stephan Luckow wrote about a tool for making music remotely in a group. Hoping to find the name of the tool I am visiting the website of his company."
Date / duration	14 September 2021 / 00:08:20
Result usage consent	Signed, unrevoked
Client known?	Yes
Test object known?	Yes
Background	Long-term screen reader user, frequently using the internet both professionally and privately
Test method	Thinking Aloud
Supervisor	Meike Jung
Recording	Screen, microphone
Live watchers	none
Location	Home office
Test device	Notebook
Software	Windows 10, Firefox 92.0, NVDA-Screenreader (current version)
File	usabilitally_2021-09-14-15-15-06.mp4

Prominent findings

- Irritation due to two consecutive links to the home page

- Main menu has a jump marker label. Impatiently skipping, the first link („Blog") is skipped as well (when navigating via link listing).

- An invisible "control for pinning the header" was detected

- A search field is not available

- Infinite scroll link "Show more" in the blog is not found when navigating through the blog overview by headings list (which is the obvious navigation method for such page types)

- After activating the infinite scroll link there is no feedback what happened

Notes

When asked if a read more link would be missed in the teaser: Denying, tester would use the linked headline. And as a result of this focus, now considers the infinite scroll link to be such a link due to the "Show more" caption.

Out of interest: Would a link to the top of the page be useful? Answer: Not for screen readers. The shortcut for this is generally known.

Recommendations

- Link to home page should contain both logo and site name

- Replace infinited scroll link with an alternative control (e. g. "showing 1-10 out of 100" with a pager, alternatively at least add an H2 for the link)

- Offer search (at least for blog posts)

- Maybe completely hide mobile menu toggle (display: none) as long as it is invisible

Method

In "Thinking Aloud", the testers are asked to speak each thought aloud in relation to the test object and to comment on each interaction with it beforehand. A session involves one tester and one person in the role of subervisor. Optionally, another person in the room can observe the test (without participating) and/or several people can follow the test via transmission in other rooms.

The observed interaction is evaluated together with the test person's comments by a person with usability expertise (typically the supervisor). However, the main benefit is the recording, which should be presented to those involved in designing and implementing the improvement of the test object.

The purpose of the preliminary interview is to establish a relaxed atmosphere and trust, and to obtain consent to record. Subjects are explicitly informed that it is not them who are being tested, but the test object (here: the website). The goal is the planned improvement of the test object, whereby the insights gained are to be incorporated.

It is also customary for us to invite the testers to enrich the abstract task with a personal view and to rephrase it with their own words.

This test was conducted and recorded remotely using the Jitsi video meeting software.

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