

BIT GROUP

Technology consulting for market leadership



Client XYZ

Usability Test Findings

Document excerpt

Scoring



→ Completed the task quickly, no errors



→ Completed the task, minor errors



→ Barely completed the task, significant errors



→ Unable to complete the task



Working with content

Participants were asked to perform tasks related to finding and download software



Downloading a Driver

→ Task — Download the driver

- All but one user were presented with a red notice indicating that the download could not occur until they logged in
 - Every user said this stood out the most on the page, however, they all struggled to figure out what to do when asked to download the driver

OP2 Opto 22 OPTOMUX				
File(s)				
Type	File Name	Date Posted	Size	Description
There are files attached to this record that require you to login and have a valid contract.				

- One user was deposited on the wrong page after logging in
- Many users hesitated before choosing to download the driver



Everyone was successful, but not without a surprising amount of work on their part

Downloading a driver

→ Suggested resolutions

- Provide a very clear course of action if users are required to log in to download a file
 - Users should be presented with the option to log in right next to the text requiring them to do so
- Only take users back to the page they were on before they logged in; never take them to a different page
- Consider making the primary download (I.e. the driver) stand out more than secondary downloads



Size	Description
	you to login and have a valid contract.

Put a link to log in right here

Driver Update Notification

- Task — Simplify the process of finding out about driver updates
- A few users had trouble finding the “Driver upgrade notification” text, but just as many found it right away
 - Many of those that found it easily did so because they had studied the page so carefully while trying to download the driver
 - Many users thought it was great that they could sign up for notifications for drivers other than the one they were on, but they also felt that it was somewhat arduous to find that one in the list



Once users found the link, they were able to easily sign up for notifications.