**Test C – Negative persona**

**Usability Testing Results**

Name:    Cassy

Age:    25

Profession:    Student

Type of Persona:    Negative

Date and Time of testing:    8pm, Nov. 5th 2011,

Duration of Test:    15mins

**Questionnaire Results**

1) What is your age group?
   ☒ 20-29    ☐ 30-39    ☐ 40-49
   ☐ 50-59    ☐ 60-69    ☐ Other

2) Were you born in Chicago?
   ☐ Yes
   ☒ No

3) About how often do you surf the Internet on your cell phone?
   ☒ Daily    ☐ Weekly    ☐ Monthly    ☐ Never

4) Do you have a computer at home?
   ☒ Yes
   ☐ No

5) Do you enjoy watching sports?
   - ☐ Yes
   - ☒ No

6) Are you a fan of any Chicago sports teams?
   - ☐ Yes
   - ☒ No

   A. If yes, which ones?
   - ☐ Bears      ☐ Bulls
   - ☐ Sky      ☐ Fire
   - ☐ White Sox      ☐ Cubs
   - ☐ Black Hawks      ☐ Other : _____

7) Do you check game times on your phone?
   - ☐ Yes
   - ☒ No

8) Do you check scores on your phone?
   - ☐ Yes
   - ☒ No

9) Do you like to read sports news?
   - ☐ Yes
   - ☒ No

10) Would you like an easy way to find scores, schedules, and news on Chicago sports teams of your choice?
   - ☐ Yes
   - ☒ No

## Initial Prototype Reaction

**What is your first reaction to the site?**

"Wow, so much information."

**What is appealing to you and why?**

"It's not attractive to me since I am not a sports fan."

**Who is this website built for?**

"I think it's built for my boyfriend. He is fan of Chicago white sox, bulls. He always watches those games and sports news."

**Does this seem like a website designed for someone like you?**

"Don't think so. "

## Recorded Rest Results

**Task 1:** Post a comment to an article

| Time:    5mins | Notes |
|---|---|
| **Participant action:**<br><br>**(30s)** Article clicked<br><br>**( )** Comment session clicked<br><br>**(   )** Comment submitted | The comment session is hidden by the videos. I cannt see where to type the comment. |

**Task 2:** Create a   user account

| Time:      1mins | |
|---|---|
| | **Notes** |

| Participant action: | It's pretty easy. But after registration, it's better to be logged in automatically. Those fields should not be there any more. |
|---|---|
| (15s ) Register user clicked | |
| (30s) Information Entered | |
| (5s ) Submit registration clicked | |

**Task 3:** Find game information

| Time:   1min | |
|---|---|
| | **Notes** |
| Participant action:<br><br>**( 15s )** Team tab clicked<br><br>**(1m   )** Game clicked | It is pretty straight forward task. However, it seems I cannot go back to the calendar once I open a game**.** |

## User Satisfaction Questionnaire

**Did you complete the task quickly and easily?**
"I did most of them pretty quickly. But the first one is hard to complete."

**Was it the information you expected?**
Yes.

**Are you pleased with the steps taken?**
Yes.

## Debriefing

**What do you think of your first experience with our site?**
Overall, it is good.

**What was the most useful aspect of the site?**
The calendar.

**What aspects of the site were ineffective?**
I think those videos should have some short description.

**What improvements do you suggest for the site?**
The comment part needs to be improved. And after I logged in, the login session should not be there.