EUPA Usability Test Results

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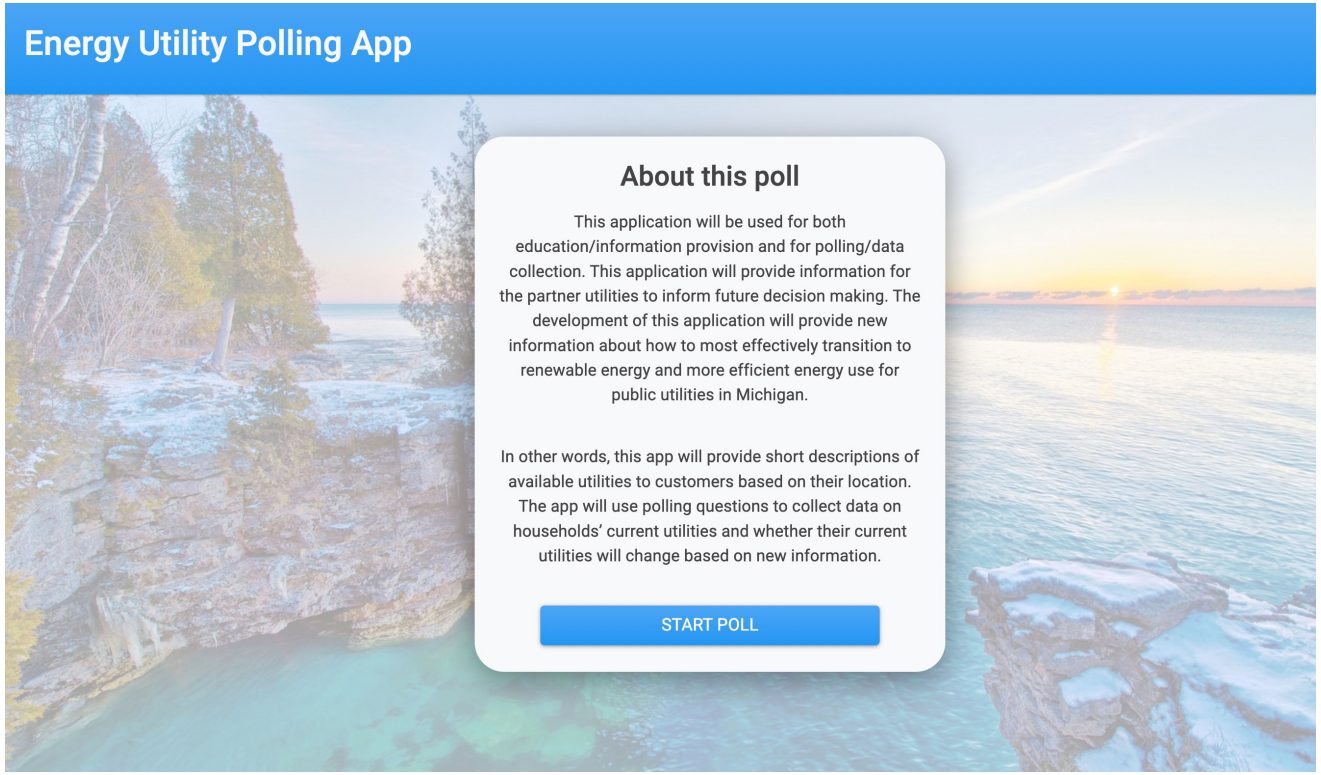
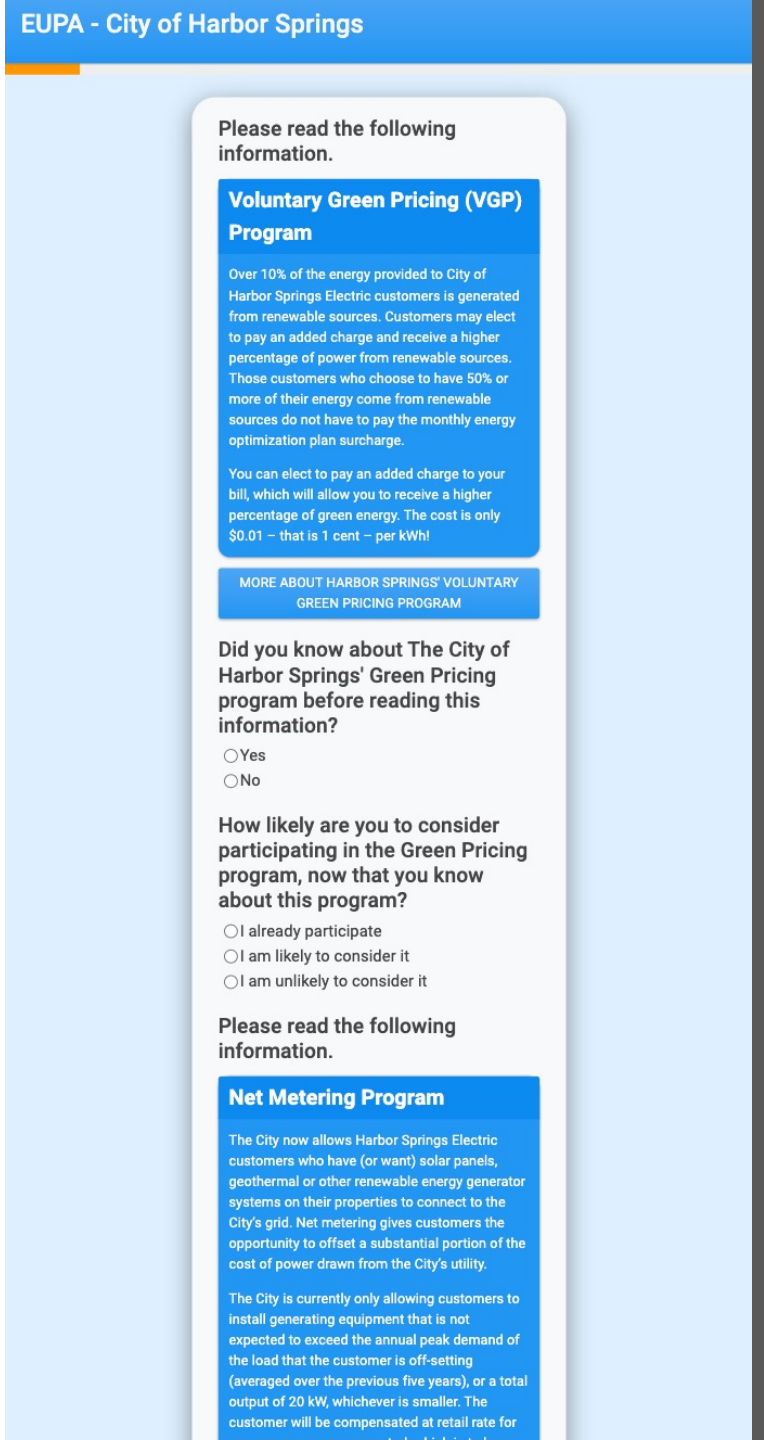
EUPA Background



- Energy Utility Polling App
- Objectives:
  1. Poll users on their energy preferences
  2. Provide information on existing energy programs

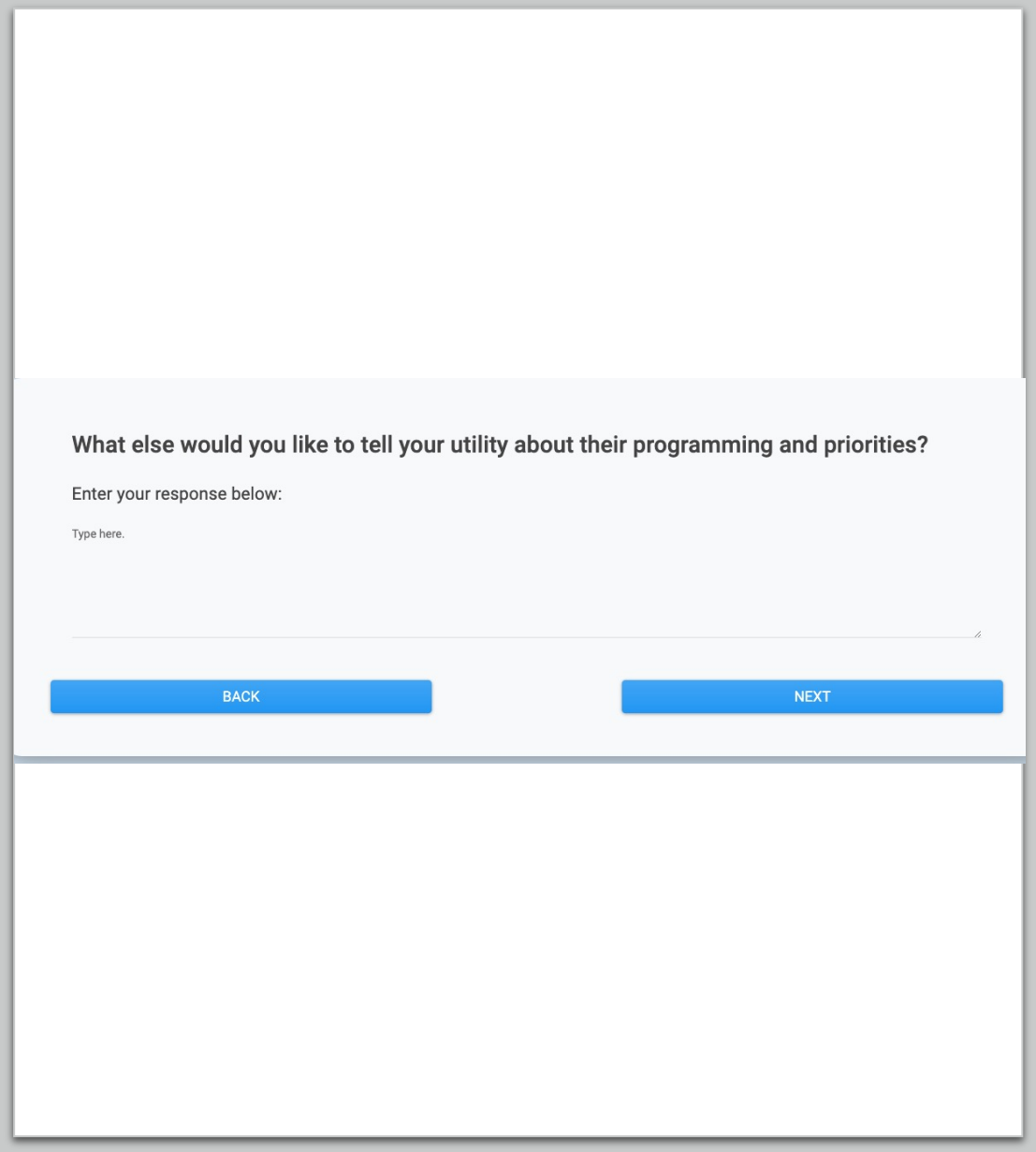
Test Process

- 3 Scenarios
  - Seek out utility programs information
  - Mobile view
  - Distraction
- Qualitative data collection
  - Google survey and conversation
- Quantitative data collection
  - Google survey Likert scale



Usability Test Results

- ‘Type here.’ message box does not auto erase when clicked
  - Confusion on what feedback is for
- Mobile
  - Padding, scale, cursor
- “Additional Info” buttons blend in with text boxes
- Resource pages are repetitive



Testing Conclusions

- Surveying: high effectiveness
- Mobile view: sizing concerns
- Seeking program information: difficulties

Bugs

- ‘None of these’ option selection → results in login screen error - **Critical**
- Padding on mobile nearly prevented user from selecting continue
- Dead space is different depending on the page
- Unable to select both for some questions

Recommendations

- Shadow the ‘additional information’ when hovered and change color
- Allow for right click to open links in new tab
- Include a redirect link in the bottom left of browser
- Shorten first page message to incentivize completion
- Put a border around the text box on the last page and auto delete text
- Reminder to finish survey if started but not finished