

Usability Test Report for U-Haul (Team E)

Here are the four most serious usability problems I observed in usability test sessions U1, U2, and U3, and my recommendations for fixing them.

I observed more problems which I will be happy to report after these, the most serious ones, have been fixed.

1. Users wanted/needed more help choosing the correct size truck.

Recommended immediate solution:

- Change “Studio/Apartment” to “Apartment - Studio or 1 Bedroom”
- Capitalize “APARTMENT” and “HOME” in headings so users are more likely to notice the difference
- Add a small graphic for each size truck that shows a typical amount of furniture or boxes that will fit in it.

2. Users wanted/needed more help figuring out what size storage space they needed.

Recommended immediate solution:

- For each size of storage space, add graphics that show two or three typical examples of “stuff” that will fit in it. For example, one would show a stack of storage boxes that would fit, another would show a refrigerator and some boxes, another a box spring, mattress, and a few pieces of bedroom furniture.

Possible longer term solution:

- One participant suggested adding a calculator that would tell you the size of the storage unit you need if you enter the size and number of boxes you want to store.

3. When searching for storage after adding a truck rental to the cart, all storage rates were shown as \$0.

Recommended immediate solution:

- When user has added a truck rental, change the rates on storage pages and shopping cart pages to read something like:
 - \$15 (First month is free with truck rental)

Possible longer term solution:

- Make the “Get your first month free” graphic more noticeable on pages where it appears.

4. Quantities are already selected for items on the Additional Rental Items page and in the "Customers who rented this needed" section on the summary page.

Recommended immediate solution:

- Change all of these quantities to zero.

5. Summary page does not display the total price.

Recommended immediate solution:

- Add the total price to the Summary page.