User	Metric			Task				Questions			
	Task success rate (Yes/ No)	Number of wrong clicks (>2)	What do you think this website is for?	Complete a quiz that will evaluate how susceptible your personal info is to being compromised/ stolen	Download a browser extension and use it on a website for tips on proactive ways to protect your personal info online	Find a featured article about what's new in online fraudulent activity	Did you feel there was any feature missing? Elaborate.	Would you use this website? Why?	Ask about specific elements on each page for any insight		
Tauhid	Yes, Yes, Yes	- 1 wrong click when trying to find the Articles page - 3 wrong clicks when trying to see 3 examples of the extension	- Maybe for evaluating how adequate my identity protection online is - Provides info on different aspects of online security - Offers a product (browser extension)	- Likes the pie chart to see how I compare with other people - "Previous Question" button doesn't seem necessary for this type of quiz - Thought recommendation for Q1 was very useful - **For Q1,** wasn't sure how pre-approved credit card offers in my mailbox can lead to identity theft so questioned the credibility of the Answer given - **For Q3,** I like the comic but the Answer provided isn't clear if the option I chose is right or wrong. The description is too long-winded - **For Q5,** too much text to read through but the information was new to me. - **For Q7,** Not clear if Have I Been Pwned is a website or not. Feel like the info about how and who created is not relevant to me - **For Q9,** the question wasn't too clear (mostly because of the and/ or)	- Somewhat difficult to find articles given they were hidden in the Resource nav which is in the top right most corner. Would've been easier if it was on the Homepage showing "Trending Articles". Resources feels more like tools that I can access on the website. - Unclear about what "How much do you know/ Knowledge progress" is. How is my progress tracked? Do I have to make an account?	- Tip for Bank extension pop up seemed redundant - Unclear about what the Knowledge progress is on the extension	- **Would've like to see a shorter question on the homepage for the quiz. Something like "What is you Cyber Security Personality Type?"**	- Yes, to help me protect my personal info online - Info on the quiz was helpful - Extension feels redundant if I have an antivirus (which I would rather invest in)	See details under tasks.		
Jonah	Yes, Yes	9 total	I think I can find better information on identity and fraud protection	Liked the pie chart and quiz progress bar. -Didn't bother to read any of the information. User preferred to have all of the info at the end to go along with the character results page. -enjoyed character results page.- went through the quiz really fast.	-Didn't really know how to find the articles section and had to look around.	Wasn't sure what to do after downloading browser extension, and suggests there should be a "no thanks" CTA button when the browser extension pops up, and an "x" icon in the top right hand corner.	When I am using the browser extension, I would find the tips more helpful if it let me know if the current website had malware or viruses.	Yes, if I had identity fraud or if I felt like I wanted to get serious.	On the browser extension page he thinks the "download browser extension" CTA should also be on the top. On the articles page he wonders how will the images reflect what the article is about		
Erickson	Quiz, Yes Articles, No Browser Extension, Yes	- 3 wrong clicks during the quiz - Couldn't find the articles page w/o direction - Couldn't go back to homepage from the browser extension	It says pretty clear that it's an Identity Force brand. I like how it says that it's an identity protection service so I know what it is.	Take quiz here button – Knows where that button will lead him. Likes the information after answering the questions. Likes how the "yes/no" answers are different/ very informative. The strong password question - not sure if I got it wrong or not. Likes the visual aid of the pie chart with his response. I PERSONALLY would not use the previous question button. It'd be nice to know in the answers (after the question) what the differences between the two were. I feel a little more knowledgeable after taking the quiz. I feel like I accomplished something, the personality was fun. Quiz is a great way to move into the "download browser"	Couldn't find the article page though. Looked right over the knowledge progress feature. My eyes went straight for the article title and less of the hero image. Maybe it would make more sense to be under the article title?	Successfully finished task, but had trouble getting out of the pop-up/back to another screen.	Not that I could really tell… Built out really well – like the breadcrumbs. The font may be too small??? LOL. nvm he was on like 60% screen size. "Quiz: Some answers are not giving answers, just information. Not really sure how I feel about that. Esp. for the password question. - **Do these quiz questions have to do with all of these topics though??** Answers fall short to give valuable info (On the knowledge progress topics on the homepage)"	Maybe… I like the plug-in, but I'm pretty good with technology so I would recommend it to other people!			
Melody	Yes to all tasks	1 wrong click when trying to find where to download browser extension	I think this website is for protecting identity. I believe that because of the heading "cyber sage" and identity force"	Selected the right call to action button. **Q1:** I think it was very helpful and informative information. I like the information and layout because it's brief and to the point. **Q7:** expressed great concern for this question and wasn't sure how to go about checking to see if email had been in data breach. **Q9:** User has had bad experience with using non-bank atm's	Initially the user pointed to "what is project x" and then changed her mind and selected "resources" which led to articles.	The user was able to complete this task easily	No, I thought it was well put together. I liked the homepage a lot and the quiz pages.	Yes I would use this website because it's informative and will give me great tips on my online security. I like that the information is concise and not too long.	I really think the progress bar on the quiz pages. On the articles page I like that there's an option to listen to the audio		
Amina	Yes to all tasks	3 wrong clicks when looking for the articles page, wasn't sure where to go. First scrolled down to the footer and then finally went back up to resources. Everything else she was able to find pretty good.	I think this is a website that relates to bubbles at the bottom, such as social media, credit cards, social security, etc.	I really like that the answers come at the end of every question because if it all came at the end, I wouldn't read it. I liked getting my character results at the end because it reminds me of a buzzfeed quiz.	Took her about 30 seconds to find out where to find the article. Started by scrolling to the bottom, then back up to main navigation	Wasn't exactly sure what to do but found it by scrolling. Wasn't sure how to get out of browser.	No, the pages were clear and well thought out. I think any more features or elements would be doing too much.	I would probably not use this because I dont care, and I don't care because I don't have a lot of money.	I liked the browser extension because it didn't show too much but still gave me helpful tips.		

Usability Test Plan:
- Method: Unmoderated, quantitative/ qualitative, observation/ interview, remote
- Metric: Task success rate, Number of wrong clicks
- Goal: The goal is for 5 users to find resources that will help them evaluate their current online security needs and inform them of ways to protect their personal info online with two or less misclicks.

Key findings:
- All users were able to complete all tasks but weren't exactly sure how to do it, except for one user who couldn't find the articles page. - There was an average of 3 clicks per task. - All users were able to see that the website was for some form of identity protection. - Users liked the pie chart, the length of the questions and answers, and the information provided, but wanted to know what the right answer was. -All users were not sure how to get to the articles page -Some users were unsure of how to get out of browser extension. -Most users said they would download the extension they would feel more inclined if they felt they were more at risk. -Most users were satisfied with the length and informative tips on the browser extension

Recommendations:
- Scratch Knowledge Progress and include discount deals Quiz results page for incentive to be proactive
- Articles can be featured on the Homepage for better visibility under "What else do we have?"
- "Why Trust Us" to add credibility for a security related website
- Add a cross in the "Thank You" page
- Add "Tools" in nav bar with "Forums", "Quiz", Extension" in dropdown.
- Add login prompt before posting question on Forum
- Remove "Previous question" button on quiz
- Add logo in the extension pop up to be able to go to the homepage
- Rename "Resources" from Nav bar to "Articles & Info"
- Change Hero image question to be shorter
- Add Identity Force info in footer (either link to homepage or sth else to indicate it's the parent brand)
- Add "X mins" under articles to denote how long a read it is