

Keystroke Analysis



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Introduction

User testing was done on location at the UC Irvine Medical School with four medical students. Participants were tested one by one, with one team member walking them through the test, and the other making observations and taking notes.

The testing method used was think-aloud testing, in efforts to receive feedback on AnkiShare and the user experience. All users were asked the same questions and followed the same task-list.

1. Tester A (Jessica V.)
 - Experienced AnkiShare user
 - Has already been uploading decks
2. Tester B (Taylaur)
 - Has used AnkiShare once
3. Tester C (Brian)
 - Experienced AnkiShare user
 - Has uploaded decks and reviewed the website in detail before
4. Tester D (Jessica G.)
 - Has never used AnkiShare

Tasks

1. Apply filters
 - Apply “Sattar” to Professor field and “Topic (a-z)” to Sort-By field
 - Time limit: 30 seconds
2. Download Deck
 - Click “Download Deck” button for any given deck
 - Time limit: 10 seconds
3. Upload Deck
 - Navigate to upload page, fill in all the form fields, and submit the form
 - Time limit: 60 seconds

Results

Apply Filters

- Tester B selects “Professor a-z instead of “Topic a-z”
- Tester D puts “Sattar” under “Class Name”
- Both testers needed to be reminded of their errors
- Because the filter is applied automatically, they waited for the results, but they never came
- Testers B and D were both confused about where the “filter” was

Download Deck

- All testers were able to download a deck under the time limit

Upload Deck

- Tester D was unable to find the “Upload Deck” button, and it had to be pointed out
- Tester C was confused about what “Author” meant; whether it was himself or the author of the content of the cards (i.e. the author of the textbook that covers the material)
- Tester B successfully completed the tasks, but did so in a different order (not top-to-bottom)

Discussion

Apply Filters

Multiple testers were unable to find the filter, despite it being a large widget in the center of the page. One of them thought the fields were for the “Upload” function. While they liked the filter fields, several testers suggested adding a title “Filter” on top of the widget. Another suggestion that was received was for the “Sort-By” field to be moved from the widget to the actual list. This allows for better association with the list (users didn’t know the “Sort-By” function was referring to the list).

Download Deck

All users were able to quickly locate the “Download Deck” button and download the deck. The color of the button helps in making it stand out among the rest of the deck information.

Upload Deck

One tester was unable to locate the button, but this could be because their window was scrolled down (the upload button was not on the screen). The button is relatively small, so they managed to miss it when they scrolled back up, so they scrolled down again. Perhaps this button could be enlarged. Once on the upload page, two users questioned the “Author” field, asking whether or not the “Author” was themselves, or the author of the material that the cards covered. This could be clarified by changing the wording to “Author (Your Name)”, or “Uploader”. One tester commented that it was defined in the “Uploading Guidelines,” but also noted that not many people would actually read it.

Additional Feedback

- Add the thin grey line under the logo on the Downloads page to the upload page as well
- Clarify the parameters for “Student Year.”
 - Tester didn’t know if he should put “2” or “MS2”
- Auto-filter is confusing, not sure if filter has been applied or not
- A preview deck function would be useful
- A tagging system would be useful
 - Some decks are tagged to several professors, topics, and textbooks
- Some sort of icons to indicate what “kind” of deck it is
- When switching pages, it shouldn’t bring you back to the top of the page
- Add more space for notes; testers wanted to type lengthy notes, but there isn’t space for it.
- Some sort of username/email/initials associated with uploaders
- Perhaps implement a year-setting, so the user would only be exposed to material from that year (MS1, MS2, etc.)
- Buttons for classes/topics instead of the entire list.
- Rating system for decks
- Switch “Class Name” to “Course Name”
- Actual button for Sign Out/Sign Up
- Show deck size
- Allow users to delete their own decks