**4HC3 Milestone 4 User Test**

*Reminder to tester, please record the screen while test is taking place*

Name: John Sober

Age: 22

Program: Mechanical Engineering & Management - Level V

Time to send an image message: 30 seconds

Number of errors: 2 – marked below with \*

Sequence of actions:

1. Tap Send a Message
2. Tap Contact name \*
3. Tap Contact name->Send Message
4. Tap Send Photo/Video
5. Tap Choose from Gallery
6. Tap photo in gallery
7. Tap Continue
8. Tap Send Photo/Video \*
9. Tap Choose from Gallery
10. Tap photo in gallery
11. Tap Continue
12. Tap send button

Tap Continue Notes:

* “Pretty well laid out, goes right to the contacts, I wish that I could click the contact instead of using the little send message button”
* “Seems natural to tap Send Photo/Video instead of the arrow – it wasn’t clear to me that the arrow was meant to be pressed instead of Send Photo/Video”

Time to post a story: 13 seconds

Number of errors:

Sequence of actions:

1. Tap Stories
2. Tap Your Story \*
3. Tap Add to Your Story
4. Tap Choose from Gallery
5. Tap photo in gallery
6. Tap Continue
7. Tap Yes to add content to story

Notes:

* “I wish I could tap the ‘Your Story’ button had a similar functionality to the add/remove from your story buttons”

I felt a high amount of frustration while sending an image message:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1  Strongly Disagree | 2  \*\*\*\* | 3 | 4  Neutral | 5 | 6 | 7  Strongly Agree |

I felt a high amount of frustration while posting a story:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1  Strongly Disagree | 2  \*\*\*\* | 3 | 4  Neutral | 5 | 6 | 7  Strongly Agree |

What was the most difficult part of sending an image message?

- Most difficult part was choosing the contact, and how to choose when to send a message. It would be more natural to tap the contact. Also, I found that the Send Photo/Video button was misleading, what about “Choose” rather than “Send”?

What was the most difficult part of posting a story?

- I wish the buttons were closer to the ‘Your Story’ icon – they are related so it would be more natural for them to be closer together.

Rank the messaging application you enjoy using the most, 1 being your favourite, and 5 being your least favourite:

3\_ Facebook Messenger

2\_ Snapchat

1\_ Instagram

5\_ WhatsApp

4\_ Our Application

Approximately how much time a day do you spend messaging friends, posting stories and/or viewing stories on any social media applications? (circle the option that applies)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Less than  1 hour | 1 - 2 hours | 2 - 3 hours | 3-4 hours | Greater than  4 hours |