After the evaluation period, we wanted to compare how many mistakes our users made versus how many correct steps it takes to complete an action. To sign into iFlow, it takes five steps to complete. To change the position of the damper, it only takes two steps. Our results showed that mistakes made were minimal. Per action, our users averaged only one mistake. Some users made zero mistakes; some users made more than one mistake. Overall, we are satisfied with these results.

Next, we wanted to see how long it took our users to complete the previous tasks. On average, changing the position of the damper took a bit over ten seconds. Signing into the app took a bit longer, averaging a little over 30 seconds. While these results aren’t bad, we might want to consider simplifying the login process.