

Assignment 3

Alec Di Vito | Human Computer Interaction

Part 1: Create List of Functionalities

In my app I found that it had the following 7 features:

1. Volunteer Registration
2. Seeking help from Volunteers
3. Safety guides for staying safe during COVID
4. Emergency button to request help immediately
5. Find the closest hospitals to you
6. COVID Symptom quiz
7. Login with Facebook

Navigation has been added to my prototype which you can find by click on the link:

<https://www.figma.com/proto/NdAmVcBYr3bmu88qVqwCe9/CovidHelper-Testing?node-id=2%3A4&scaling=scale-down&hide-ui=1>

A link to the figma design can be found using the following link:

[https://www.figma.com/file/NdAmVcBYr3bmu88qVqwCe9/CovidHelper-\(Testing\)?node-id=0%3A1](https://www.figma.com/file/NdAmVcBYr3bmu88qVqwCe9/CovidHelper-(Testing)?node-id=0%3A1)

Part 2: Test Plan

All test plans as well as consent forms have been filled out and provided inside of the dropbox. Please take a look at them. Thank you.

Videos that were taken were also uploaded to google drive and were posted at the following links:

1. Individual: <https://drive.google.com/file/d/1TKt7l5DdzmmwBN6S5TFhmnho34tQz91-/view?usp=sharing>
2. Elder 1: <https://drive.google.com/file/d/1GDW6LEK2o-KMF02eWI6YshUzEZr3DYPI/view?usp=sharing>
3. Elder 2: <https://drive.google.com/file/d/19g9rq8xu6SiFGRDqBivTljKT0taLA9Y1/view?usp=sharing>

Part 3: Usability Metrics and analyzing videos

The purpose of this study

Test product concept with target audience. Reveal points of friction and confusing experiences. Identify bugs and issues with the product.

The objective

Is to discover how the user experience of CovidHelper can be improved and the overall design and navigation of the program.

Recruiting Procedure

Participants would be recruited through friends, family, and mutual friends.

Method

Quick time software will be used for session testing and recording.

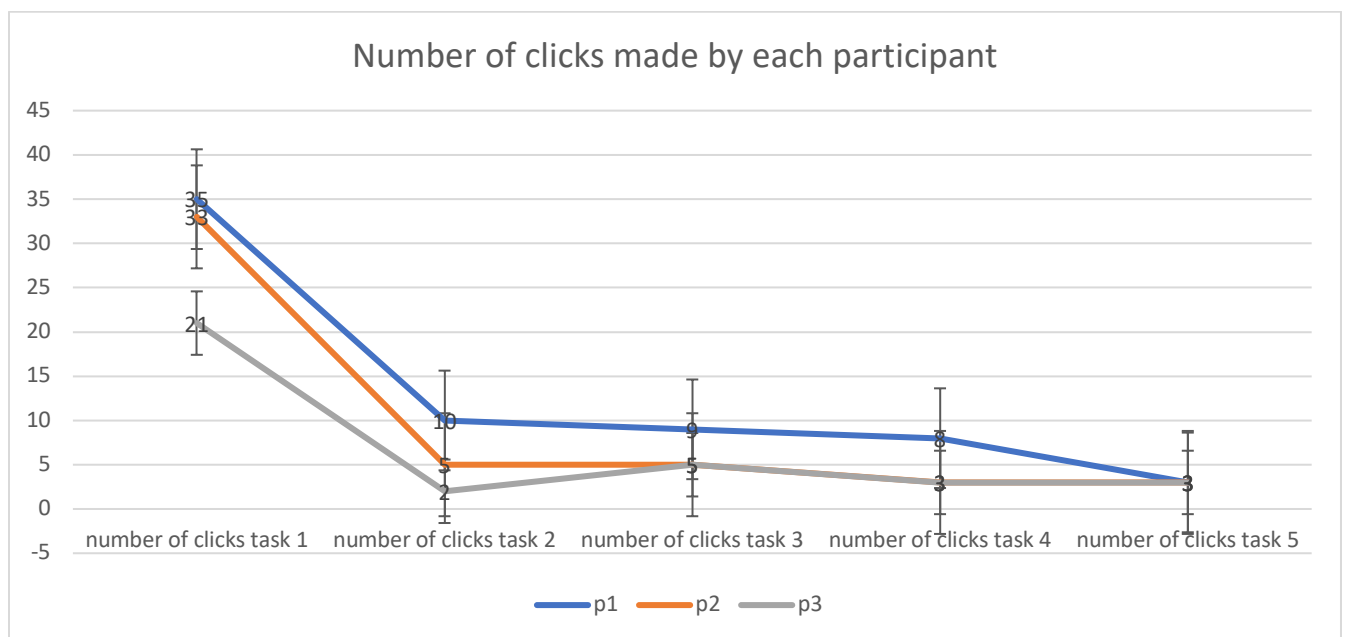
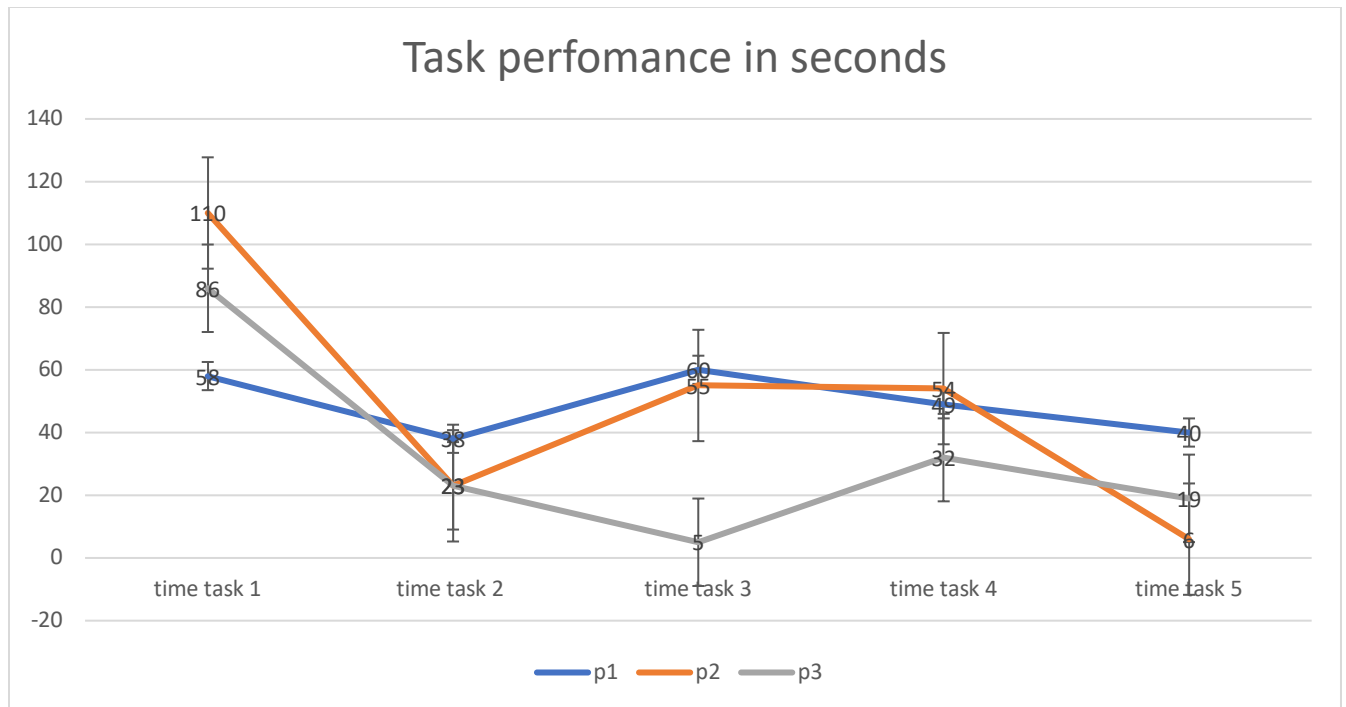
Participants' profile

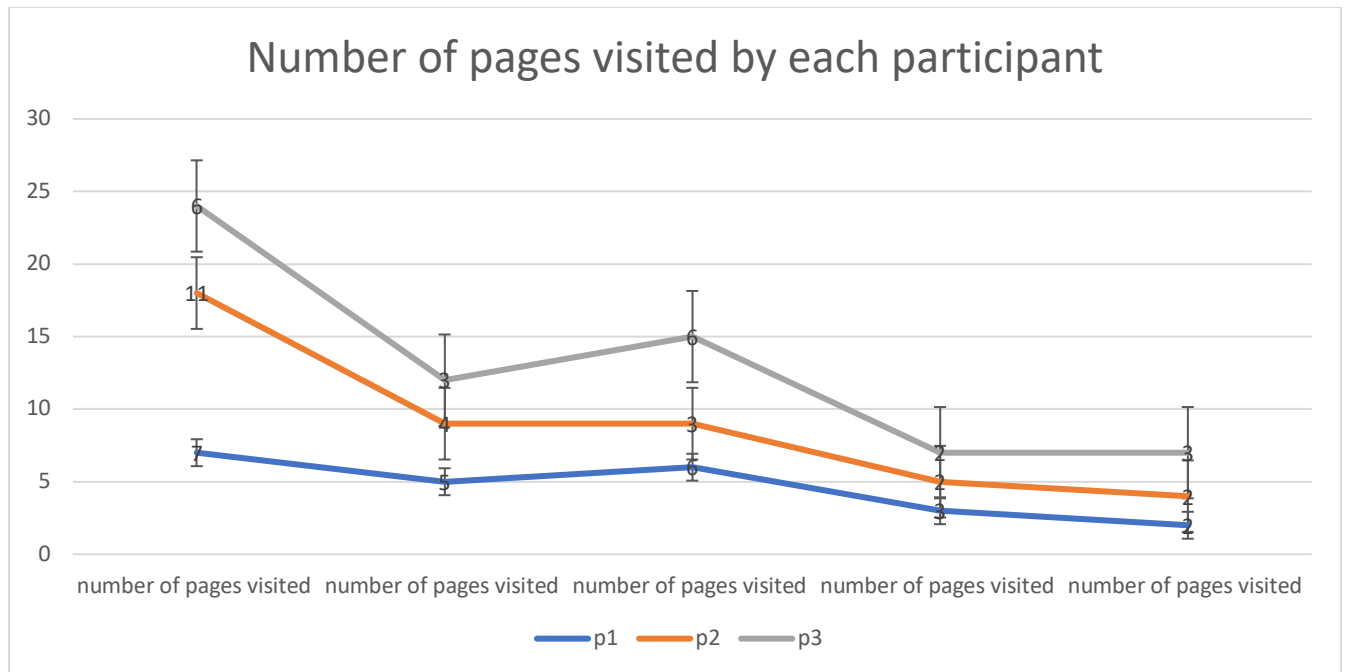
Participant profile						
Participant	Age	Gender	Occupation	How familiar with web (1-10)	How much are you aware about covid 1-10	Would you consider getting help from a volunteer or giving help to someone who is in need during covid
p1	22	f	UX UI Designer	10	5	1
p2	52	f	Business development	6	8	1
p3	56	f	Self-employed accountant	6	6	1

Qualitative data

All the participants performed tasks correctly. The 3 metrics included are:

1. Tasks performance in seconds
2. Number of click During each task
3. Number of pages visited during each task





Qualitative data

P2: "This little profile image on the top should be replaced"

P1: "The symptoms page does not give you any feedback"

P3: "I feels busy here" - talking about overall design"

All participants liked the test centers and find hospitals option.

Issues to be fixed:

1. Text hierarchy on the COVID profile page
2. Menu business
3. Color and legibility
4. Personal icon as the image
5. Navigation

Appendices

User testing matrixes.

Scenario 1				
Participants	Time(s)	Success Rating(1-5)	number of clicks	number of pages visited
p1	58	1	35	7
p2	110	1	33	11
p3	86	1	21	6

Scenario 2				
Participants	Time(s)	Success Rating	number of clicks	number of pages visited
p1	38	1	10	5
p2	23	1	5	4
p3	23	2	2	3

Scenario 3				
Participants	Time(s)	Success Rating	number of clicks	number of pages visited
p1	60	1	9	6
p2	55	1	5	3
p3	5	1	5	6

Scenario 4				
Participants	Time(s)	Success Rating	number of clicks	number of pages visited
p1	49	1	8	3
p2	54	1	3	2
p3	32	1	3	2

Scenario 5				
Participants	Time(s)	Success Rating	number of clicks	number of pages visited
p1	40	1	3	2
p2	6	1	3	2
p3	19	1	3	3