



Zampillo app

User testing

Giorgio Brenna

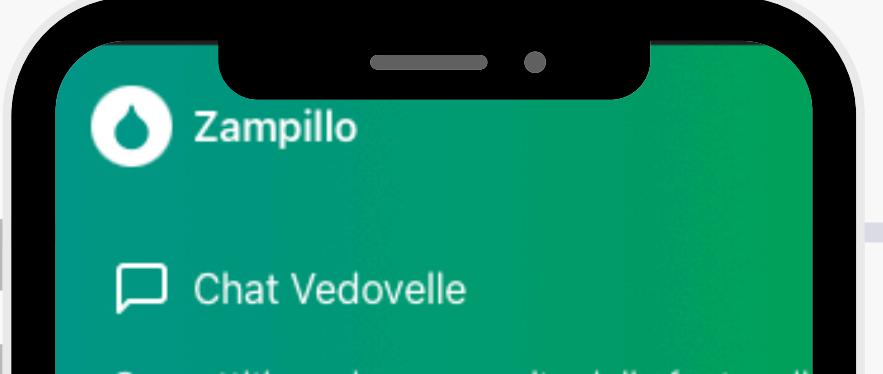
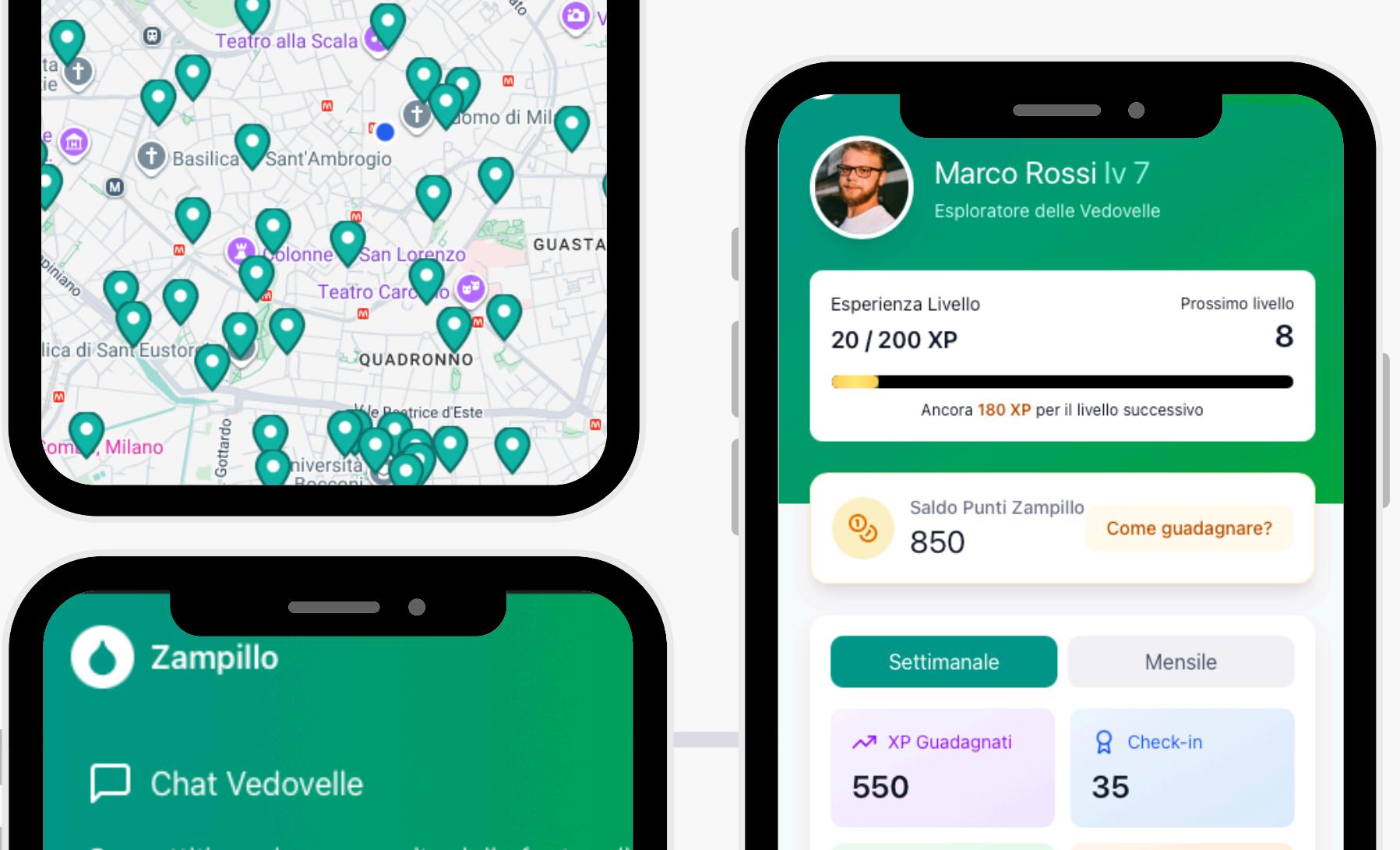
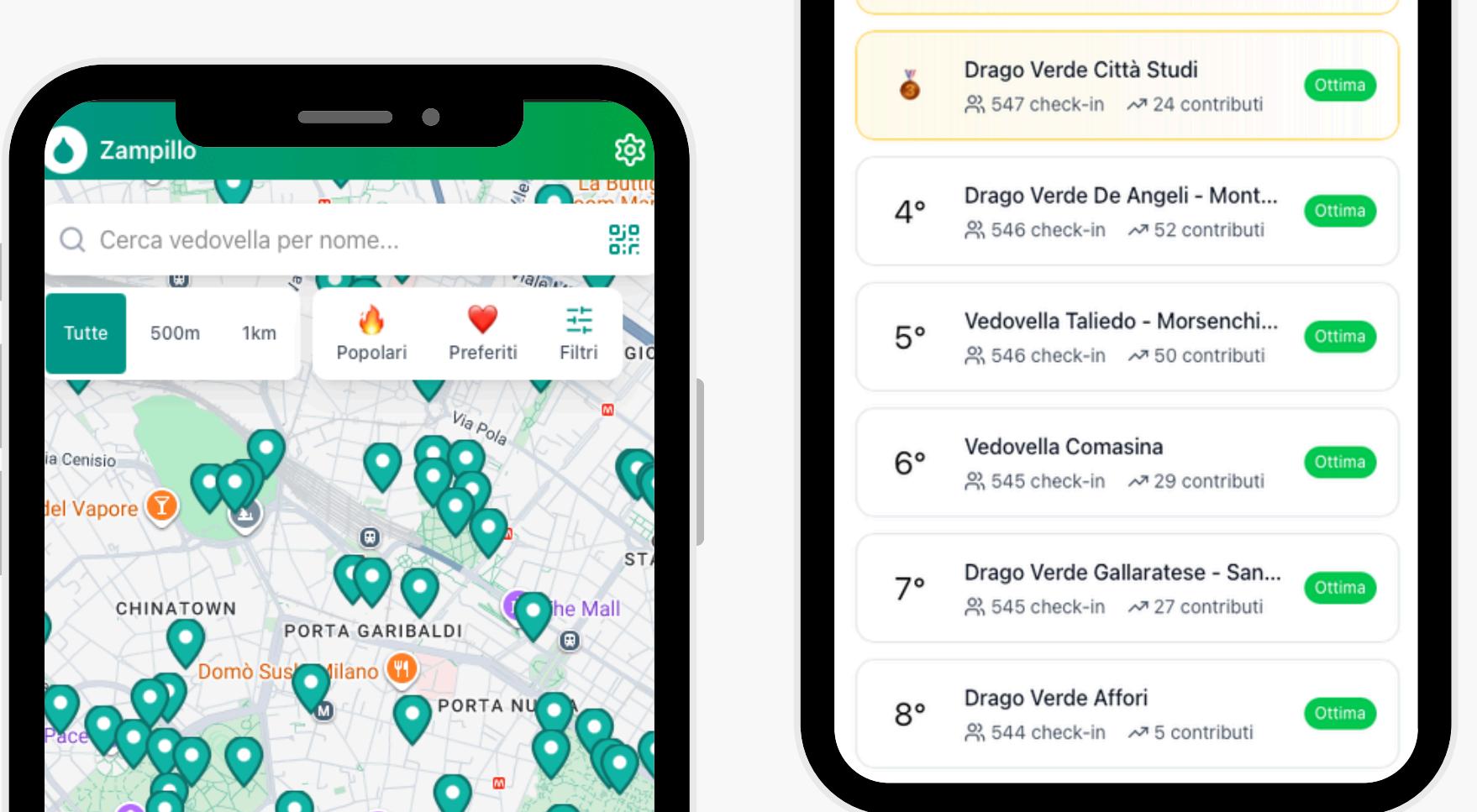
Andrea Roberto Benvenuti

Valerio Cipolloni

Michelangelo Stefanini

Emanuele Viani

Matteo Primerano





Protocollo di svolgimento dei test

1.

Procedura e Script di Test

Sessioni moderate con protocollo strutturato, thinking aloud e 3 task di valutazione definiti con criteri di successo e metriche.

2.

Compilazione Risultati – Tabella SPF

Per ogni task abbiamo registrato Successo (S), Successo Parziale (P) o Fallimento (F), tempo di completamento ed errori.

3.

Questionario SUS

Al termine della sessione, ogni partecipante ha compilato la System Usability Scale per misurare l'usabilità percepita.

4.

Raccolta e Analisi dei Dati

Abbiamo aggregato dati quantitativi (tempi, S/P/F, punteggi SUS) e qualitativi (commenti, difficoltà, osservazioni) per individuare i principali problemi di usabilità.



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Utenti raggiunti

DOVE?

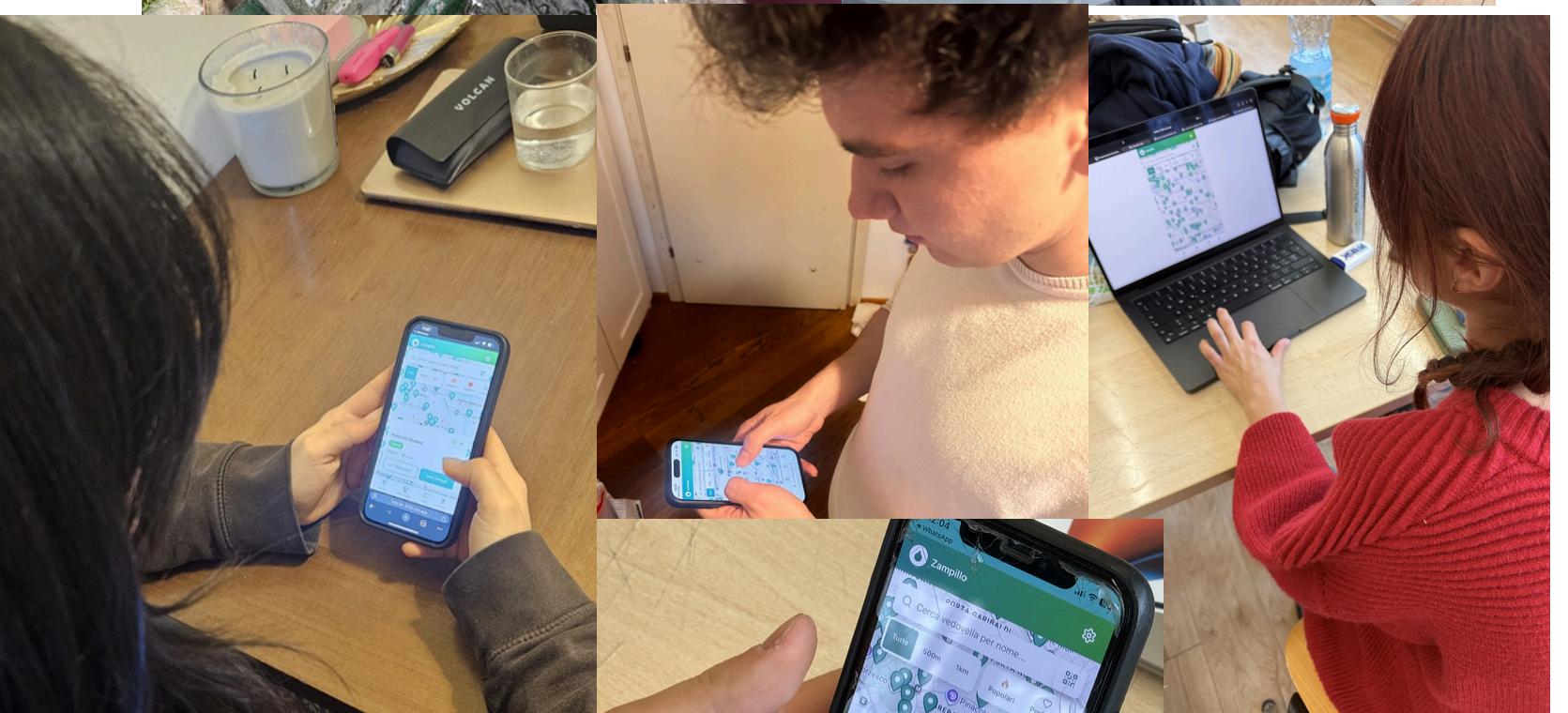
I Test sono stati condotti sia all'aperto a contatto con le fontanelle, sia all'interno

CHI?

I test sono stati condotti su 7 giovani studenti e runner, abituati a camminare (e correre) per la città di Milano

COME?

Ogni sessione di testing è caratterizzata da 1 facilitatore con il compito di guidare l'utente nell'esplorazione dell'applicazione ed esecuzione delle varie task, oltre a 2 osservatori incaricati a raccogliere i risultati





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TABELLA S/P/F

ESEMPIO:
USER ID: 0

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1: Trovare una fontanella	11/02 20:50	11/02 20:55	S = Succes	Si segna cosa è andato storto nell'eseguire la task	0 = nessun aiuto	Frasi / consigli riportati dagli utenti
2: Partecipare alla community e guadagnare punti			P = Partial success		1 = piccolo hint	note varie
3 Connettersi con altri utenti interessati			F = Fail		2 = hint diretto	



Ogni utente ha svolto tutte e tre le task di valutazione. Per ciascuna sessione abbiamo raccolto tempi, esito (S/P/F), errori, richieste di aiuto e osservazioni qualitative, così da individuare problemi ricorrenti e criticità del prototipo.

USER ID: 1

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1	12:50 08/02	12:55	S		0	
2	12:55 08/02	13:00	P	Tornare alla home quando si fa il check in su una fontanella	0	Più chiarezza nel tornare alla home page
3	13:00 8/02	13:05	S		1	

Facilitatore: Michelangelo Stefanini Oss1: Emanuele Viani Oss2: Matteo Primerano

USER ID: 2

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1	15:10 10/02	15:15 10/02	S		0	
2	15:16 10/02	15:24 10/02	P	se dal profilo schiaccio "come guadagnare" non si apre nulla	0	i badge collezione ottenuti non si aprono, mentre quelli non ottenuti si aprono e ti dicono completato. facendo check in non vengono conteggiati i punti e quando dal profilo si torna alla mappa il saldo torna sempre a 850
3	15:26 10/02	15:28 10/02	S		1	

Facilitatore: Giorgio Brenna Oss1: Valerio Cipolloni Oss2: Andrea Roberto Benvenuti

USER ID: 3

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1	18:00 10/02	18:10 10/02	S		0	
2	18:10 10/02	18:15 10/02	P	Non chiarissimo l'accesso al vedere quanti punti si ha	1	non si riesce bene a chattare direttamente con una persona dalla leaderboard
3	18:20 10/02	18:25 10/02	P	Non è completamente funzionante il tasto per partecipare agli eventi (Chrome, Android)	1	Si riesce a entrare nelle chat, difficoltà ad accesso eventi, difficoltà a tornare al menu principale

Facilitatore: Matteo Primerano, Oss1: Giorgio Brenna, Oss2: Valerio Cipolloni

USER ID: 4

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1	16:00 10/02	16:05 10/02	S		0	
2	16:10 10/02	16:15 10/02	P	Tasto di check-in non va (Safari iPhone)	1	l'utente non si è accorto della possibilità di mandare una richiesta di amicizia
3	16:20 10/02	16:25 10/02	S		0	quando l'utente scrive un messaggio la chat non si aggiorna e deve scorrere manualmente in basso per vederlo

Facilitatore: Andrea Roberto Benvenuti, Oss1: Michelangelo Stefanini, Oss2: Valerio Cipolloni

USER ID: 5

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1	10:40 11/02	10:45 11/02	S		0	
2	10:45 11/02	10:55 11/02	P	non chiara la propria posizione sulla leaderboard	0	
3	10:55 11/02	11:05 11/02	P	Impossibilità a messaggiare direttamente gli utenti, solo chat fontanella	2	

Facilitatore: Emanuele Viani, Oss1: Giorgio Brenna, Oss2: Andrea Roberto Benvenuti

USER ID: 6

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1	11:10 11/02	11:15 11/02	S	0	0	
2	11:20 11/02	11:25 11/02	S	0	0	
3	11:30 11/02	11:35 11/02	P	Difficoltà a trovare il pulsante per il calendario eventi all'interno della chat	1	Ha chiesto: "Dove trovo gli eventi di questa fontanella?". Icona poco visibile.

Facilitatore: Giorgio Brenna, Oss1: Valerio Cipolloni, Oss2: Michelangelo Stefanini

ID: 7

TASK	START	END	ESITO	ERRORI	ASSIST	NOTE
1	18:10 12/02	18:12 12/02	S		0	ogni vedovella ha lo stesso nome, non ha la geolocalizzazione, mancano alcune vedovelle
2	18:18 12/02	18:25 12/02	S		0	
3				se si crea evento nelle chat dopo non si apre e non si riesce a leggerne i dettagli. la chat che ho appena creato dovrebbe essere vuota. le preview sono diverse da quello che c'è dentro. le chat che dicono avere eventi effettivamente non ne hanno, mentre quelle che dicono non averne ne hanno. quando esco dalla chat mi cancella i messaggi.		non si vedono i membri delle chat. Bonus: mi piaceva l'idea della gamification con la mascotte molto in voga di questi tempi.

Facilitatore: Valerio Cipolloni Oss1: Matteo Primerano, Oss2: Andrea Roberto Benvenuti



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Please enter your participant number: _____

Questionario SUS: System Usability Scale



Valutazione standardizzata dell'usabilità percepita tramite 10 affermazioni su scala Likert (1-5).

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1.	I think I would like to use this tool frequently.	m	m	m	m	m
2.	I found the tool unnecessarily complex.	m	m	m	m	m
3.	I thought the tool was easy to use.	m	m	m	m	m
4.	I think that I would need the support of a technical person to be able to use this system.	m	m	m	m	m
5.	I found the various functions in this tool were well integrated.	m	m	m	m	m
6.	I thought there was too much inconsistency in this tool.	m	m	m	m	m
7.	I would imagine that most people would learn to use this tool very quickly.	m	m	m	m	m
8.	I found the tool very cumbersome to use.	m	m	m	m	m
9.	I felt very confident using the tool.	m	m	m	m	m
10.	I needed to learn a lot of things before I could get going with this tool.	m	m	m	m	m

How likely are you to recommend this website to others? (please circle your answer)

Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely

Please enter your participant number: 1

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	m	m	m	<input checked="" type="checkbox"/>	m
2. I found the tool unnecessarily complex.	m	<input checked="" type="checkbox"/>	m	m	m
3. I thought the tool was easy to use.	<input checked="" type="checkbox"/>	m	<input checked="" type="checkbox"/>	m	m
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	m	m	m	m
5. I found the various functions in this tool were well integrated.	m	m	m	<input checked="" type="checkbox"/>	
6. I thought there was too much inconsistency in this tool.	m	<input checked="" type="checkbox"/>	m	m	m
7. I would imagine that most people would learn to use this tool very quickly.	m	m	m	<input checked="" type="checkbox"/>	m
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	m	m	m	m
9. I felt very confident using the tool.	m	m	<input checked="" type="checkbox"/>	m	m
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	m	m	m	m

Please enter your participant number: 2

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	m	m	m	<input checked="" type="checkbox"/>	
2. I found the tool unnecessarily complex.	<input checked="" type="checkbox"/>	m	m	m	m
3. I thought the tool was easy to use.	m	m	m	<input checked="" type="checkbox"/>	
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	m	m	m	m
5. I found the various functions in this tool were well integrated.	m	m	m	<input checked="" type="checkbox"/>	
6. I thought there was too much inconsistency in this tool.	<input checked="" type="checkbox"/>	m	m	m	m
7. I would imagine that most people would learn to use this tool very quickly.	m	m	<input checked="" type="checkbox"/>	m	m
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	m	m	m	m
9. I felt very confident using the tool.	m	m	m	<input checked="" type="checkbox"/>	
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	m	m	m	m

Please enter your participant number: 3

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	m	m	m	<input checked="" type="checkbox"/>	m
2. I found the tool unnecessarily complex.	m	<input checked="" type="checkbox"/>	m	m	m
3. I thought the tool was easy to use.	m	m	m	<input checked="" type="checkbox"/>	
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	m	m	m	m
5. I found the various functions in this tool were well integrated.	m	m	<input checked="" type="checkbox"/>	m	m
6. I thought there was too much inconsistency in this tool.	<input checked="" type="checkbox"/>	m	m	m	m
7. I would imagine that most people would learn to use this tool very quickly.	m	m	<input checked="" type="checkbox"/>	m	m
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	m	m	m	m
9. I felt very confident using the tool.	m	m	<input checked="" type="checkbox"/>	m	
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	m	m	m	m

Please enter your participant number: 4

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	m	m	m	<input checked="" type="checkbox"/>	m
2. I found the tool unnecessarily complex.	m	<input checked="" type="checkbox"/>	m	m	m
3. I thought the tool was easy to use.	m	m	<input checked="" type="checkbox"/>	m	m
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	m	m	m	m
5. I found the various functions in this tool were well integrated.	m	m	<input checked="" type="checkbox"/>	m	m
6. I thought there was too much inconsistency in this tool.	<input checked="" type="checkbox"/>	m	m	m	m
7. I would imagine that most people would learn to use this tool very quickly.	m	m	<input checked="" type="checkbox"/>	m	m
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	m	m	m	m
9. I felt very confident using the tool.	m	m	<input checked="" type="checkbox"/>	m	
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	m	m	m	m

How likely are you to recommend this website to others? (please circle your answer)

Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely

Please enter your participant number: 5

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	m	m	m	<input checked="" type="checkbox"/>	
2. I found the tool unnecessarily complex.	m	<input checked="" type="checkbox"/>	m	m	m
3. I thought the tool was easy to use.	m	m	<input checked="" type="checkbox"/>	m	
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	m	m	m	m
5. I found the various functions in this tool were well integrated.	m	m	m	<input checked="" type="checkbox"/>	
6. I thought there was too much inconsistency in this tool.	<input checked="" type="checkbox"/>	m	m	m	m
7. I would imagine that most people would learn to use this tool very quickly.	m	m	<input checked="" type="checkbox"/>	m	
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	m	m	m	m
9. I felt very confident using the tool.	m	m	m	<input checked="" type="checkbox"/>	
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	m	m	m	m

Please enter your participant number: 6

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	m	m	m	<input checked="" type="checkbox"/>	m
2. I found the tool unnecessarily complex.	<input checked="" type="checkbox"/>	m	m	m	m
3. I thought the tool was easy to use.	m	m	<input checked="" type="checkbox"/>	m	
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	m	<input checked="" type="checkbox"/>	m	m
5. I found the various functions in this tool were well integrated.	m	<input checked="" type="checkbox"/>	m	m	m
6. I thought there was too much inconsistency in this tool.	m	m	<input checked="" type="checkbox"/>	m	m
7. I would imagine that most people would learn to use this tool very quickly.	m	m	<input checked="" type="checkbox"/>	m	
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	m	m	m	m
9. I felt very confident using the tool.	m	m	m	<input checked="" type="checkbox"/>	
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	m	m	m	m

Please enter your participant number: 7

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	m	m	m	<input checked="" type="checkbox"/>	
2. I found the tool unnecessarily complex.	m	<input checked="" type="checkbox"/>	m	m	m
3. I thought the tool was easy to use.	m	m	<input checked="" type="checkbox"/>	m	
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	m	m	m
5. I found the various functions in this tool were well integrated.	m	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	m	m
6. I thought there was too much inconsistency in this tool.	<input checked="" type="checkbox"/>	m	<input checked="" type="checkbox"/>	m	m
7. I would imagine that most people would learn to use this tool very quickly.	m	m	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	m	m	<input checked="" type="checkbox"/>	m
9. I felt very confident using the tool.	m	m	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	m	m	<input checked="" type="checkbox"/>	

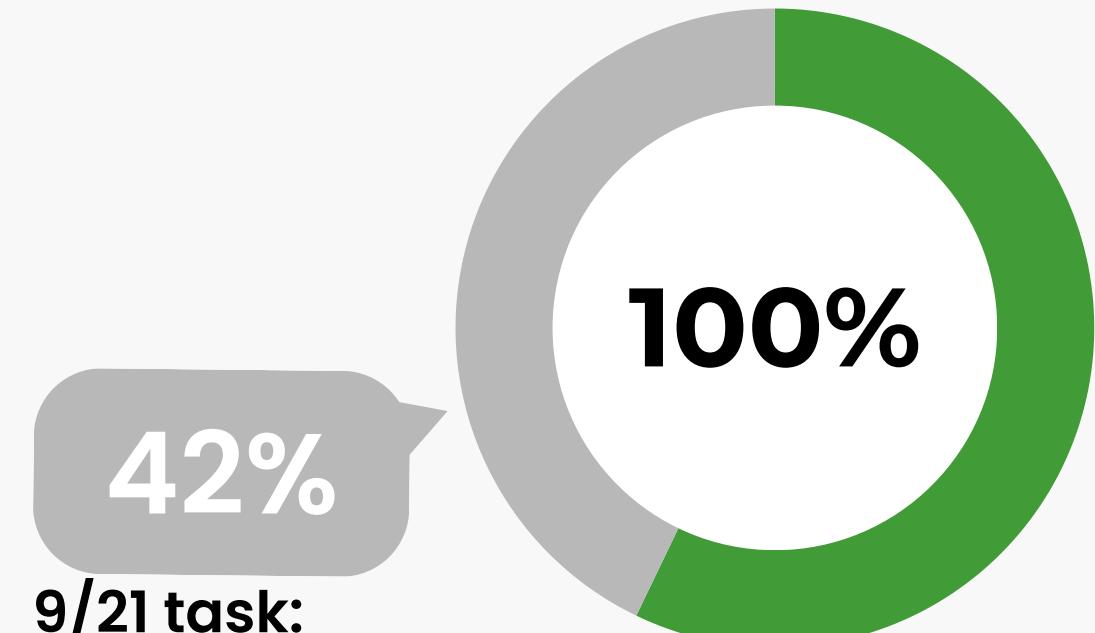
Media: 7.71



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Analisi dai risultati

Risultati S/P/F:



58%
12/21 task:
Success

