Round 3 Usability Testing Report

Quizwizz

Web Design Technology and Methodology 2025
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Goals

This specific testing focused on two main things, one being accounts along with the social aspect they entail, with the other being an A/B test comparing two different versions of navigating the application as a whole. The main focus was placed on comparing the ease of learning and use of each implementation, as well as on the frequency of user error and/or misunderstanding while performing the scenario. At the end the testers were asked for their general rating of each version, as well as which aspects they disliked or would want changed.

Version A: https://quiz.bytboyzserver.xyz/
Version B: https://quiz.tomag.xyz/

To log in, register an account

Testing session

Scenario and tasks given to the testers:

1. Log into the application with a given username and password
2. Check if another user sent you a quiz, and if they did, take that quiz. The tester can also add the quiz to their favourites
3. The tester has some premade quizzes by their given account, they are to send one of them to the user "buddy_tom", along with a message

The given scenario and tasks are repeated for both version A and B

Roles:

- Moderator: Klára Suchá (guided the session and interacted with the tester)
- Scenario author: Klára Suchá (prepared the testing scenario) and Tomáš Magula (prepared the accounts and premade quizzes)
- Note-taker: Tomáš Magula
- Report compilation: Štefan Beluško and Alex Juráška

- Technical support: Alex Juráška (ensured the prototype and testing environment ran correctly).
- Editing of footage: Egor Zvonov

Tester 1

Video: https://youtu.be/5jqLpviA2e4?si=9WUPK_IPtU6tkDhx

Pavol is a student of management at the Comenius University. He is 22 years old. His hobbies include exercising and outdoor activities. He is fluent in English.

From the specification, Pavol is closer to the persona Ján, since he is a student preparing for his final exams.

Session summary and observations:

Version A

- Pavol first scrolled down the main page, but quickly managed to find the hamburger button to open the menu and found the login button (There was some confusion about his task if he was to register or login, but after it was cleared up he moved on to the login)
- He logged in successfully, just making a typo, which was quickly fixed
- To check whether someone had shared a quiz with him, he navigated to messages through the button with the same name (he did not seem to notice the "shared quizzes" button below it)
- In messages, he found that the user "buddy_tom" had sent him a quiz, and correctly clicked on "view quiz" to navigate to it
- At the quiz overview screen, he quickly managed to start the quiz
- While taking the quiz, he understood quickly how to select and lock in his answer, though he experienced an issue where he confused the "try again" pop up message for a button, clicking it, which triggered the navigate to home screen button behind the popup. After realising what happened, he quickly retraced his steps through the messages section back to the quiz and this time finished it without issues
- After finishing the quiz, he quickly clicked on the star icon button to add the quiz to his favourites
- To send a quiz he made to another user, he immediately looked at the menu accessed through the hamburger button, from where he navigated to "My Quizzes", viewed the details of a quiz using the "view" button
- He then immediately clicked on the "share" icon button, selected the user "buddy_tom" and sent the quiz to him
- To send a message along with the quiz, he didn't use the included optional message, but once again navigated to the "messages" section and sent a message that way

Version B

- Pavol first looked around the home page to find how to log in, figuring out which icon button navigated to login on the first try

- As the login page is the same in both versions, he quickly logged in using the given credentials
- Looking at the bottom navigation bar, he once again navigated through messages to the quiz that had been shared with him and started it
- While taking the quiz, he discovered an error where the option selected in the previous question remained selected in the next. After finishing the quiz he once again added it to his favourites using the star icon button
- To send a quiz made by his account to another user, he navigated to the "Created" section, and as before quickly moved first to the quiz information, and through the "share" icon button sent the quiz to "buddy_tom"
- To send a message along with the quiz he once again did not use the optional message in the quiz sending form, but sent it through the messages sections

Non-verbal cues: Tester seemed at ease with using the application, only showing confusion during log in in second version, when he discovered a bug and when he misunderstood a popup for a button, triggering the button behind it and unintentionally returning to the home screen

Evaluation

1. Learnability
   - Positive: Pavol grasped the basic actions of the application (logging in, navigating in both versions, quiz taking, quiz sharing) immediately
   - Neutral:
   - Negative:
2. Efficiency of use
   - Positive: The tester was able to quickly do each task he was presented with
   - Negative: Pavol seemed to never notice or at least never acknowledged the "Shared quizzes" button, always going through messages. He also did not make use of the optional message when sending a quiz, once again going through messages (the first time it could be that he forgot this part of his task, but the second time he seemed to ignore this option).
3. Errors
   - The tester discovered an issue where in version B, the answer from the previous question would remain selected in the next, this issue is not present in version A (note: this is an issue that has been fixed multiple times, but reappeared by accident)
   - Pavol misunderstood the "try again" popup when answering wrong for a button. Clicking it triggered the button behind it, immediately navigating to the home page
4. Satisfaction
   - Pavol seemed relatively satisfied with the functioning of the application
   - His comparison of versions A and B
     - He said that he did not actively notice the differences between them
     - He said that he prefers version A, that the hamburger menu feels more intuitive. For option B he mentioned that the options were more

immediately visible. He remarked that both versions were quick to use.

- ○ When asked what he disliked about version B, he said that the login icon button looked too much like a log out icon. When asked, he said that a stick figure icon would be more comprehensible as login.
- ○ He gave version A a rating of 4/5, and version B 3/5
- ○ He said that in version B, the existence of separate sections for favourite quizzes, received quizzes and messages could be redundant, suggesting only including received quizzes inside the messages section. Alternatively he suggested that all three of these sections could be combined into a "my library" section

Conclusions

Takeaways:

- From the testers feedback we can conclude that he felt the versions were mostly equal, but had a preference for the navigation of version A. He also acknowledged the version B navigation bar was more immediately visible.
  - ➔ Based on the tester's remarks, he felt option A is a little better. He did not entirely dislike version B, but he had more issues with it.
- He had little difficulty with using and navigating the different aspects of the application. While he pointed out some places where improvements could be made (login icon, combining of some version B nav panel options), these did not prevent him from completing the tasks given to him
- The tester suggested merging shared quizzes into messages. When sent a quiz, the receiving user already gets it in both "shared quizzes" and in messages. In the messages, however, the sent quiz could easily get lost after several sent chats, requiring scrolling and disrupting the efficiency of the function. In the "shared quizzes" section it stays more easily accessible, therefore this suggestion will be disregarded.
- During the testing he discovered a minor bug of options staying selected, as well as a popup serving as an unintentional button. The main issue this presents is, however, that clicking this button should not immediately end the quiz, but should first ask the user if they're sure

Recommended changes

1. Change the login button to a stick figure or similar, to more differentiate it from a logout
2. In version B - make sure options selected in the previous question do not remain selected in the next
3. The "QuizWizz" button should ask the user whether they're sure they want to exit the quiz, before actually doing so

Tester 2

Video: https://www.youtube.com/watch?v=OO3JCAgKPzQ

Johanka is a 17-year-old high school student attending a grammar school which aligns her with Jan persona. She plays the guitar and primarily uses learning applications only when they are required by her teachers. As a result, she has limited prior experience with using educational applications on her own initiative.

Session summary and observations

Version A

- Johanka logged into the application without any technical issues
- She successfully checked messages and identified that a quiz had been sent to her by another user
- She completed the received quiz without difficulties
- Adding the quiz to favourites was intuitive and successful
- While sending a quiz created under her account, she initially experienced confusion when selecting the correct quiz to share
- Instead of using the hamburger menu, she searched for her created quizzes among all quizzes
- Despite this confusion, she successfully completed the task and sent the quiz to buddy_tom

Rating: 4/5

Version B

- The tester found the login option very quickly
- She located the quiz shared by a friend, completed it, and added it to favourites without any issues
- She immediately noticed the Created section containing her own quizzes
- Sharing a quiz with buddy_tom was straightforward and required no assistance
- The entire task flow was smooth and error-free

Rating: 5/5

Non-verbal cues

- Johanka appeared comfortable using the application
- Minor hesitation was observed only during quiz sharing in version A
- Overall, she remained calm and confident throughout both testing sessions

Evaluation

1. **Learnability**
   - **Positive:** Johanka quickly understood the core functionalities of the application, including logging in, navigating between sections, completing quizzes, adding quizzes to favourites, and sharing quizzes.
   - **Negative:** In version A, finding her own created quizzes was not immediately intuitive and required additional searching.
2. **Efficiency of use**
   - **Positive:** All tasks were completed efficiently in both versions, with version B enabling faster navigation due to its clearer layout and more visible options.
   - **Negative:** Version A relied more heavily on the hamburger menu, which slightly slowed down task completion.
3. **Errors**
   - **Positive:** No critical or blocking errors were encountered during the testing session.
   - **Negative:** Minor navigation-related confusion occurred in version A when selecting the correct quiz to share.
4. **Satisfaction**
   - **Positive:** Johanka expressed overall satisfaction with the application and appreciated the presence of the messaging feature.
   - **Negative:** She found the navigation in version A less convenient compared to version B.

Comparison of versions A and B

- **Preferred version:** Version B
- **Reason:** More visually appealing and easier to navigate
- **Main issue with version A:** Reliance on the hamburger menu felt inconvenient
- **Positive remark:** Messaging functionality was perceived as useful

Conclusions

Takeaways:

- Johanka completed all assigned tasks successfully in both versions
- Version B was perceived as more intuitive and visually engaging
- Navigation issues in version A did not prevent task completion but slowed it slightly

Recommended changes:

- Reduce reliance on the hamburger menu in version A
- Make created quizzes more visible without requiring deep navigation