QUT INB (all units)  
Template for playtest findings

This is a template to use for reporting findings from a series of playtests and usability tests of a digital game. Some sample entries are included. When you make your report, use the table below with your own entries.

These findings may or may not be turned into *issues* which drive changes to the game. (Issues are bugs and to-do items that are definitely intended to be implemented by the developer.) This report is a way to get all the findings in one place so the dev team can decide which ones to turn into issues, which ones need more information, and which ones to leave unaddressed for the moment.

In the table below are the following columns:

* ID: A unique number which can be used as shorthand in this and other reports, for an issue. For example, a to-do issue on the development list may refer to one or more findings in this report, citing their ID numbers.
* Severity: How much impact this finding seems to have on the success of the game. State low, medium, or high. You should force yourself to think carefully about the severity of issues (for example, if everything seems to be high then you probably need to re-calibrate your rating scale). As a guide, a development team would fix all the high severity items first, then move on to the medium items as time allows. Most low severity items would not be fixed, but would be documented so that the team could monitor them and assess if they get worse.
* Incidents: The number of users who exhibited this finding and which users exhibited it.
* Tags: Optional words used to tag findings in ways that allow for categorisation (e.g., usability, difficulty, playability, balance, exploits, controls). You can use other tags you think will be useful.
* Description: This describes the finding as objectively as possible, sticking to exactly what was observed. Though the solution may be under dispute and be changed after discussion, this description should not need to change.
* Recommendations: Ideas for how to address the problem described, or for how to modify the test to get better understanding of the finding. This can state several ways to solve the problem, some of them contradictory, as the team figures out the best solution. Aim for *elegant* solutions– this means avoiding the easy options such as “make a pop-up arrow that shows the player where to go next” in favour of a more elegant solution such as “create an indication of a pathway through the forest that suggests to the player where they should go next”.

In general, it’s better to have each finding occupy its own row. However, sometimes it helps to group very similar findings into one row, to solve a related suite of problems with one set of recommendations.

# Example Issues List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ID** | **Severity** | **Incidents** | **Tags** | **Description** | **Recommendations** |
| 1 | High | Users 1, 3, 4 | Weapons  Controls  Usability | Many users were not able to tell how to switch weapons. Some assumed there was only one weapon available, others thought there should be a secondary weapon but weren’t able to determine who to change between weapons. | The GUI should be changed to indicate that other weapons are available to the user. This could be done by showing the second weapon icon (smaller and fainter) next to the main weapon icon on the bottom left of the screen (see screen mockup in Appendix X).  Also, the button for switching weapon may need be changed (further user testing should be conducted to determine the most intuitive control scheme for this). |
| 2 | Medium | 3 | Powerups  Playability  Balance | Some users commented that the ‘extra damage’ powerup did not seem to make any difference or enough difference. On quite a few occasions a player picked up the powerup and then died in firefights immediately afterwards – they seemed to assume it would be more effective. | Increase the effectiveness of this powerup. Perhaps make it more powerful but shorter in duration (so as to avoid unbalancing the game too much). Also consider making it spawn less often if it is going to be made more powerful. |
| 3 | High | 4 | Attributes  Playability  Usability | Many participants commented that they would like to know what the effect each attribute has on the game before having to choose how much of each they wanted. | A description box would help this. It would provide an explanation of how each attribute affected game play. (See issue 11 for a related issue.) |
| 4 | High | 2 | Skills  Usability | It took some participants quite some time to figure out how to change skill levels. Many of them tried clicking on the skill name itself, the icon, the Training Level, and Score before clicking on the up triangle. | Consider changing the triangle to a ‘+’ symbol. This may get participants to click on it. To be consistent, change the down arrow to be a ‘-’ sign. However a description box would help this |
| 6 | Medium | 3 | Multiplayer | Mac Daddy is Confusing.  Players were confused about who/what the Mac Daddy was and how to become the Mac Daddy. A lot of players did not notice the Mac Daddy suit and repeatedly walked past the suit without walking up to it. Players thought that the suit was just another corpse. Players had to get close to the suit for the prompt to appear and there was a delay before it appeared. Players were confused about where/when the suit would appear, how to find it, and how to put it on. Players wanted to get out of the suit before they were killed. Players were unsure if the Mac Daddy was another player or an AI. Players were confused about where the proximity mines were coming from.  [Note: this example came from real world testing. In a well-made report, this would be broken into multiple, individual findings.] | Recommendations:   * Give players training on the Mac Daddy – what it is and how to become it. * Give players training when they walk near the Mac Daddy suit the first few times. * Make the suit larger and more obvious – it looks too similar to other corpses. * Increase the action radius for the suit and reduce the delay before the prompt appears. * Remind players that the Mac Daddy suit is available if no one has picked it up for a period of time. |
| 7 | High | 3 | Security  Usability | Players found the security cameras very hard to find and mostly did not hear the warning or see the light. Players had trouble seeing a camera that they were looking directly at. It took players a long time to realize that there were cameras and that they were setting off the alarms. Players were confused about the security timer, they thought that they had a certain amount of time to do something or that something was going to come after them when the timer ran out.  [Note: this example came from real world testing. In a well-made report, this would be broken into multiple, individual findings.] | * Recommendations: * Increase security warning effects (e.g. louder beeping, brighter light) * Increase security warning period, at least early in the game * Add training on security cameras * Add training on security alarms and timer * Make cameras stand out more so the player is sure to see them when looking at them |
| 8 |  |  |  | … | … |
| 9 |  |  |  | … | … |
| 10 |  |  |  | … | … |
| Etc… |  |  |  |  |  |

# Team GET THERE Issues List

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| --- | --- | --- | --- | --- | --- |
| **ID** | **Severity** | **Incidents** | **Tags** | **Description** | **Recommendations** |
|  |  |  |  |  |  |