

Guerrilla Testing

Due to the lack of diversity among our test users regarding technical ability, we decided to employ guerrilla testing to mitigate the risk of technical bias. This method focuses on finding people who do not represent our users to test our app's usability. The purpose of this method of testing is to focus on the usability of the application and to ensure we have proper signifiers where necessary. It is also worth noting that not all participants attempted all 8 tasks due to their personal time constraints.

Participants

- Clayton
 - Technical level: average
 - Tasks: Find a good sample, find a bad sample and identify what is wrong with it, find the definition of a grade factor
 - Completion rate: 3/3
- Brenda
 - Technical level: average
 - Tasks: Find a good sample, find a bad sample and identify what is wrong with it, find the definition of a grade factor
 - Completion rate: 3/3
- Carolyn
 - Technical level: low
 - Tasks: Find a good sample, find a bad sample and identify what is wrong with it, invite a driver to your team, edit your email, filter by grade 2 mildew, and find the definition of a grade factor, flag a sample, look at the image taken of the sample
 - Completion rate: 6/8
 - Clicked on team member row 3 dots to change email but eventually got it. This will be marked as incomplete. Possibly, it would be best to add a menu option to go to settings from the team member row if you are that team member.
 - Found a bug: clicked on the popup and then slid to the map view, but the popup couldn't be closed. We should make it so it destroys on disposal.
 - Flagging a sample: The initial thought was to filter by a flagged sample. This was likely biased by the previous test which was to filter by grade and characteristic as the participant believed the task involved filtering by flagged samples initially.
- Zoe
 - Technical level: average
 - Tasks: Find a good sample, find a bad sample and identify what is wrong with it, invite a driver to your team, edit your email, filter by grade 2 mildew, find the definition of a grade factor, flag a sample, look at the image taken of the sample
 - Completion rate: 7/8
 - Editing email: her first thought was to click the filter button to open up a side navigation drawer. She eventually completed the task

- Alex
 - Technical level: average
 - Tasks: invite a driver to your team, edit your name, find a good sample, find a bad sample and identify what is wrong with it, find the definition of a grade factor
 - Completion rate: 5/5

Main takeaways

- The completion rate improved from 86% to 89% (from guided user testing to guerilla testing)
- The new implementation of the graph's popups was successful. By switching the popups that appeared when clicking the label and bar, we found a 100% completion rate across our 5 testers compared to a 0% completion rate from our 4 testers previously. This shows that the change made the app more usable.
- Of our 9 testers (guided user testing and guerrilla testing), 3 users' instinct was to edit their personal information by clicking the menu on the team member's row that corresponded to who they were. These are closely related. The recommendation will be to add a "go to settings" dropdown menu option in the team member row for the user who is currently logged in.