

Usability Test Report
Team E - Pilot - Knight Ranker
CS 262 Software Engineering
Professor VanderLinden

For the usability study, we chose to test the five main app functionalities (sports selection, sport rankings, match history, issuing a challenge and accepting a challenge) to see how well the users got acquainted/how they understood the app. In addition to these, we also asked for initial reactions, final observations and asked them if they will ever considering using the application.

The test started with the user having to locate the app on the phone and give their initial reaction to the application. From this task, we learnt that the startup screen with the calvin logo was well liked but this was the opposite for the login page. With the login page, there was a lack of a background design and too many white spaces making the UI visually less pleasing. Having the skip login option as a button or having it underlined would be preferred.

After the login page, the next task was to select at least two sports to be interested in and this was found to be easy. Being able to use the checkbox to indicate sport interest was pretty much understandable and helped the user personalize the app. Unfortunately, we also had a few of our test subjects find it difficult to do this task as the app was not refreshed thereby causing the previous tests data to remain. Since this task was already performed by the previous tester, the new tester got confused about what to do but we helped guide them. From the feedback, we got to know that the sport interest page seemed really empty and bland, the font texts were too close to the corners of the screen and the distance between ID and team on the page was also too small.

For the next task, the rankings page for all the sports they selected had to be located. The test subjects found this task to be pretty much straightforward and easy to locate and were exceptionally pleased with the dropdown button. We did receive a comment regarding the ability to view the elo ranking as this is something we are currently working on.

The next task was finding the match history and this was figured out quickly. We did notice a slight confusion in some of our verbiage since our app had a different wording style from the test script.

Regarding the challenge tasks, we first had the users issue a new challenge with fake data and although there were able to do this, no one was pleased with the process. Reason being that the device keyboard blocked the use of the app as the keyboard was not going away after submitting the result. The number picker was also hard to understand, the text view was not restricted to one line, and it was not yet functional. The test subject found it easy to confirm a challenge but through the feedbacks, we realized that the word 'result' was better suited than "match".

In conclusion, our usability tests went well and gave us some great insight into what we can improve that we had initially missed. On a general note, many people commented about the lack of the ability to sign out of the app which we had never thought about before. We also got comments about how good the functionality of the color picker is. Based on all the feedback, we would be making the skip login option a button, filling the pages with content, beautifying the UI by spacing out texts, paying attention to the verbiage, making the keyboard more usable and increasing the functionality of the app like making buttons work and adding a logout button.