

User Tests - Finders Keepers

Format of our user tests

We asked the users about the apps they usually use to gauge how savvy they might be at using new apps. We also asked about their favorite apps to use because this tells us what they look for in an app in terms of purpose and usability.

We started by giving them a few minutes to poke around the app freely. Then, we asked them to complete certain tasks within the app to see how easily they could complete use cases (adding an item, initiating a trade with a specific user, checking the status of that trade, rejecting a trade, etc).

The user test ended with questions about their experience using the app. The users were asked to describe what was challenging, what could have helped them solve those problems more easily, what they liked, and scenarios in which they could imagine using Finders Keepers.

Results of the user tests

User 1: Mariah Dowell, Kinesiology

Was able to achieve the core use cases, easily achieved major use cases. Expressed dissatisfaction with the UI. Tried clicking on profile image (which does nothing). Wanted the app to warn her when she was deleting an item that was involved in a trade. Had a hard time imagining a situation in which she would use the app.

User 2: Justin Yoon, Automation Engineer

Was confused immediately and found the homepage to be unresponsive. Expected clicking on certain things to respond, but they didn't, such as the avatar on the user page. Confused why the navigation button would sometimes disappear, and found it unintuitive, having to use the android back button, which closed out the app if pressed at the user page. All around didn't really understand what was happening in the app, because there wasn't enough confirmation (visual queues, message boxes, etc.) if an action was successful or not. In the end, did not like the app, but thought the idea was neat.

User 3: Helen Park, Aerospace Engineer

Found a lot of the UI layout to be unintuitive, such as having the navigation in the top right button, which she kept thinking was a "settings button". Found it odd that some parts of the app while others were slow, such as updating user information; some sort of visual indicator to show that it was loading or waiting would've been helpful. Didn't like inconsistency in the UI, such as the title of adding an item being "Edit item," and thought a lot of buttons were missing; for the trading screen, was wondering where the accept/cancel/delete buttons were, and for the add item, where the cancel button was. Overall found the app very confusing, expecting controls to be somewhere, but finding them elsewhere in the app. Again, liked the idea, but did not like the UI.

What we learned and changed

We learned that users go with gut reactions, so we need to make their gut reactions achieve the desired goals. This means that:

- When a user hits submit on a form, such as editing user settings, they expect something to happen or else they will keep hitting submit and then feel dissatisfied. We addressed this concern by making user settings redirect to the user profile after the user saves changes.
- The trades screen would be more navigable if it displayed the opposite user's profile image instead of whoever initiated the trade (which is potentially yourself), so we created an Issue on GitHub and plan to fix this.
- When browsing nearby users, it would be more useful to display a sneak peek at the user's inventory than their profile image, so you don't have to click on every user. We have created a GitHub Issue for this as well.
- A lot of the menus need some sort of accept or deny button set, instead of relying on the android back button. We have resolved the missing trade button issue, and have created an Issue on GitHub to fix the rest.