Let's Read More Books

HCI Usability Testing & Heuristic Evaluation

## **TEAM**

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## <https://www.figma.com/file/YsOb2ZnNh2ibmx1c8Y9R9mts/HCI-Project?node-id=82%3A1>

## Part 1: Usability Testing

**Study Tasks and notes**

*The letter represent the attempts made to complete the study task.*

(prototype A)

1. Add a book to their application.
   1. User thought that the homepage recommended book can be added to their personal book list
      1. That is a future feature but there's no option to do so at this time
   2. Clicked on search bar
      1. User input of a book and then push add
   3. It wasn’t as clear that a book could also be added in the profile tab
      1. Click Plus sign add
2. View your books
   1. Went to “profile tab”
      1. Can be viewed in currently reading and finished books
   2. NOTE \*\*
      1. Achievements aren’t as clear
         1. Suggestion an onboarding screen for first time users
3. View and track progress in the goals page.
   1. View and track progress.
      1. User went to “goals” tab
4. Add to their long term and short term goals
   1. Still in goals tab the user saw large ( accessible headings ) and the plus sign button in each one to add a new goal
      1. User likes the plus signs more than the word “add”

(prototype B)

1. Add a book to their application.
   1. User thought that the homepage recommended book can be added to their personal book list
      1. That is a future feature but there's no option to do so at this time
   2. Clicked on search bar
      1. User input of a book and then push add
2. View your books
   1. Went to “profile tab”
      1. Can be viewed in currently reading and finished books
3. View and track progress.
   1. User went to “goals” tab
4. Add to their long term and short term goals
   1. Still in goals tab the user saw large ( accessible headings ) and the add button in each one to add a new goal
      1. Suggestion by the user to change button text in add to “add goal”

Closing questions

* What did you like about Prototype A?
  + Liked the front page more than in B
    - The sections are more visible (recommended, bestsellers/ ect.)
  + Likes the fluidity of this progressbar
  + Likes plus sign to add things
* What did you dislike about Prototype A?
  + Plus sign on profile page is too big
  + Achievements aren’t as clear
* What did you like about Prototype B?
  + Feels very user friendly
    - Text is larger
    - Less information on front page
    - Easily navigable
* What did you dislike about Prototype B?
  + The text in the add buttons
    - “Add what?
  + The progress bar was unclear
* What was confusing about these prototypes?
  + Achievements aren’t as clear
* Do you have any suggestions for improving these prototypes?
  + User likes the plus signs more than the word “add”
  + Gamify the app to get achievements to make it more competitive

### Study Report

* Study Session #1, 12/04/18, 5:38pm, Zelika’s house
* Study participant info: Danny, Bartender/videographer/student
* Who conducted the study : Zelika
* **Observations from Prototype A:** What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?
  + The user thought that the home page looked more familiar than B, but felt overwhelmed with the amount of content and small font.
* **Observations from Prototype B:** What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?
  + I accidentally tested B before A, so initially the user was confused about what to do when I have them instructions.
* **Participant feedback:**
  + There were good feature in both versions
    - Keep the progress bar from A, user liked the fluidity
    - Add a feature to add a book from homepage by pushing on a recommended book not search
    - Keep the the plus signs from A on the goals page, they were more initiative that “add”
    - Make the plus sign on the profile page smaller, it's too overwhelming and seems out of place
    - The achievements were not as self explanatory as we thought
      * Maybe add onboarding for achievements
      * Make it into a game user can play with their friends?

**Part 2:**

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| **Prototype** | **Heuristic** | **Tester** |
| A | Recognition | Zelika |
| A | User Control and Freedom | Zelika |
| A | Consistency | Zelika |
| A | Flexibility | Zelika |
| A | Aesthetic | Zelika |
| B | Visibility | Cayleb |
| B | User Control and Freedom | Cayleb |
| B | Consistency | Cayleb |
| B | Error Prevention | Cayleb |
| B | Match Between real world and digital | Cayleb |

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| **UAR #:1** | **Problem/Good:** good | | **Rated by:** |
| **Name: Cayleb Langhals** | | | |
| **Relevant heuristic: Visibility** | | | |
| **Steps to reproduce:** On all pages of the application, it is clear what that page is doing and what its purpose is. | | | |
| **Detailed explanation:** On the goals page, it is clear that there are goals being tracked and moved based on the initial sight. The home page shows what the titles and authors are that might be used in the application. The profile page clearly shows details such as name, achievements, and what books are finished or in progress. | | | |
| **Possible solution:** none to mention | | | |
| **Severity (low, medium, high, critical):** NA | | **See also:** | |

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| **UAR #:2** | **Problem/Good:** Good | | **Rated by:** |
| **Name: Cayleb Langhals** | | | |
| **Relevant heuristic: User Control and Freedom** | | | |
| **Steps to reproduce:** Go into any type of button that is in the application. There is always a cancel button that takes you back to the previous page. | | | |
| **Detailed explanation:** No matter how you enter the application, there is always a button that either takes you to the previous page, or allows you to go to the home page and navigate from there. This prevents the user from getting stuck in any part of the application, but also allows them to explore sufficiently to learn the application on their own. | | | |
| **Possible solution:** | | | |
| **Severity (low, medium, high, critical):** | | **See also:** | |

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| **UAR #:3** | **Problem/Good:** Problem | | **Rated by:** |
| **Name: Cayleb Langhals** | | | |
| **Relevant heuristic: Consistency** | | | |
| **Steps to reproduce:** Go to the search by title or author page on home and on profile. Compare this to the goals part of the application where a book can be added. | | | |
| **Detailed explanation:** The pages are not entirely similar. This can lead to some unfortunate points of inconsistency within the application. | | | |
| **Possible solution:** Make the application have standard addition and removal pages, across any method or on any page. This would likely be made simpler by having the application load the same page in multiple locations instead of creating a new one each time. | | | |
| **Severity (low, medium, high, critical):** Low | | **See also:** | |

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| **UAR #:4** | **Problem/Good:** Problem | | **Rated by:** |
| **Name: Cayleb Langhals** | | | |
| **Relevant heuristic: Error Prevention** | | | |
| **Steps to reproduce:** on the add book or author page in the application, there is no validation. | | | |
| **Detailed explanation:** In order to add a book, there is a page that should take a name for the author or book title. If this field is left blank, or if a book is not chosen, and the application action is completed, this could potentially add a blank object to the application. This is a large issue. Though this is just a prototype, it could be a larger issue. | | | |
| **Possible solution:** Validate a book before adding anything to the page. | | | |
| **Severity (low, medium, high, critical):** High | | **See also:** | |

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| **UAR #:5** | **Problem/Good:** Good | | **Rated by:** |
| **Name: Cayleb Langhals** | | | |
| **Relevant heuristic:** Match between real world and digital world | | | |
| **Steps to reproduce:** Look at any of the names in the apps | | | |
| **Detailed explanation:** The application holds to industry standards. Uses the same type of words and phrasing for the application that one would expect to use in any standard book keeping place or area. | | | |
| **Possible solution:** | | | |
| **Severity (low, medium, high, critical):** | | **See also:** | |

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| **UAR #:6** | **Problem/Good:** Problem | | **Rated by:** |
| **Name: Zelika Anchipolovskaya** | | | |
| **Relevant heuristic:** Recognition | | | |
| **Steps to reproduce:** Go to the goals page. The plus button is not obviously for adding what you read or added. | | | |
| **Detailed explanation:** The short term and long term goals are not immediately recognizable as adding progress to your goals instead of adding a new goal entirely. While this may be learned and eventually recognized, it is no in terms with normal standards of what a user might have. | | | |
| **Possible solution:** Mark adding progress to goal with words or different button instead of with a plus sign. | | | |
| **Severity (low, medium, high, critical):** Medium | | **See also:** | |

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| **UAR #:7** | **Problem/Good:** Good | | **Rated by:** |
| **Name: Zelika Anchipolovskaya** | | | |
| **Relevant heuristic:** User Freedom | | | |
| **Steps to reproduce:** Get to any type of page on the app, you can always go back or to tabs at the bottom. | | | |
| **Detailed explanation:** The user can move from part of the app to part of the app without danger of being trapped or having it break because of the way that it is designed. | | | |
| **Possible solution:** | | | |
| **Severity (low, medium, high, critical):** | | **See also:** | |

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| **UAR #:8** | **Problem/Good:** Problem | | **Rated by:** |
| **Name: Zelika Anchipolovskaya** | | | |
| **Relevant heuristic:** Flexibility | | | |
| **Steps to reproduce:** The user is locked into adding books and authors only through one or two methods, on the home page and the profile page | | | |
| **Detailed explanation:** According to flexibility, the user should be able to adapt to the application and speed up. Due to a lack of true functionality and a large amount of missing from the app, there is no real way to learn how to speed up or be flexible in the application | | | |
| **Possible solution:** add more functionality with the intention of purposely adding hotkeys and ways for the user to learn the application naturally. | | | |
| **Severity (low, medium, high, critical):** Medium | | **See also:** | |

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| **UAR #:9** | **Problem/Good:** Good | | **Rated by:** |
| **Name: Zelika Anchipolovskaya** | | | |
| **Relevant heuristic:** Aesthetic | | | |
| **Steps to reproduce:** Look at pages and design of the application | | | |
| **Detailed explanation:** It is apparent that the application has a single design aesthetic. the same type of design on each of the pages, it seems to be standard across all of the pages save for one on the goals panel, and the application has the same look and feel on each page. | | | |
| **Possible solution:** | | | |
| **Severity (low, medium, high, critical):** | | **See also:** | |

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| **UAR #:10** | **Problem/Good:** Problem | | **Rated by:** |
| **Name: Zelika Anchipolovskaya** | | | |
| **Relevant heuristic:** Consistency | | | |
| **Steps to reproduce:** Look at home “Search by Title and Author” when clicked on and Profile “+” Signs | | | |
| **Detailed explanation:** These buttons take you to the same page, but do not have the same type of input or appearance, leading to an inconsistency | | | |
| **Possible solution:** Make these two distinct actions or create separate pages, as they are not meant for the same purpose | | | |
| **Severity (low, medium, high, critical):** High | | **See also:** | |