SATISFACTION EVALUATION

DOCUMENT

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Date: November 29th, 2018

Subject: Business Solution Development Capstone Project

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UX Evaluation Report UX Design for Gesture Web

1. Introduction

In the quality and testing software there are strategies to follow for the identification of the necessary tests. From the functional point of view, equivalence patterns must be defined with similar behaviours, valid scenarios and invalid inputs. this document evaluates the interfaces of the Gesture Web platform from the perspective of a user to perform the CRUD tasks of Experiments, Questions, Participants and Questionnaires.

2. Audience

This document is directed to the researchers of the UCL (Université Catholique de Louvain)

3. Objective

The objective of this report is to communicate the results of the evaluation made to the Gesture Web platform using software usability metrics and evaluation heuristics.

4. Instruments

4.1 IBM-SUS

The SUS scale is generally used after the respondent has had the opportunity to use the system being evaluated, but before any informational meeting or discussion takes place. Respondents should be asked to record their immediate response to each task, instead of thinking about tasks and how they were executed some time later. All tasks must be reviewed. If a respondent feels they can not respond to a particular item, they should mark the center point of the scale (3). This questionnaire consists of 19 questions that are:

- 1. I think I would like to use this system frequently
- 2. I found that the system is unnecessarily complex.
- 3. I thought the system was easy to use.
- 4. I think I would need the support of a technical person to be able to use this system
- 5. I found that the various functions of this system were well integrated.
- 6. I thought there was too much inconsistency in this system.
- 7. I imagine that most people would learn to use this system very quickly.
- 8. I found the system very uncomfortable to use
- 9. I felt very safe using the system.
- 10. I needed to learn many things before I could use this system.

Each question is answered on a Likert scale of 5 points, where five is the best and one the worst. To calculate the SUS score, first add the score value of each question. The score of each question will be in the range of 0 to 4. For questions 1, 3, 5, 7 and 9, the score is the selected value minus 1. For questions 2,4,6,8 and 10, the score is the selected value minus 5, and we calculate the absolute value to have a positive value. The result of the sum of the 10 values is multiplied by 2.5 to obtain the total value of SUS. The scores of the SUS range from 0 to 100.

The value is not a percentage, it is a number that must be classified by percentiles.

According to the research, a score above 68 would be considered above average and everything below 68 is below average. The SUS was designed to measure the perception of ease of use (one dimension). Although, it provides a global measure of system satisfaction and subscales of ease of use and ease of learning. Questions 4 and 10 provide the ease of learning dimension. The other 8 elements provide the usability dimension.

5. Context

This experiment was developed on the ITESM (Instituto Tecnológico y de Estudios Superiores de Monterrey) for the researchers in the UCL (Université Catholique de Louvain).

The researchers, nowadays conduct usability research experiments with different types of objects and they need to register the results of each one of their experiments in a platform. The problem of doing that at the moment is that they need to register the data in different platforms making it cumbersome and inefficient to register, store, save and retrieve all the information collected in the experiments.

The solution that we are implementing is Gesture Web, which is an application that integrates all these functionalities and makes it easier and more efficient for the researcher and less cumbersome and time-consuming for the participant to run an experiment for a new product or service.

6. Results

We interviewed three different users for the SUS questionnaire.

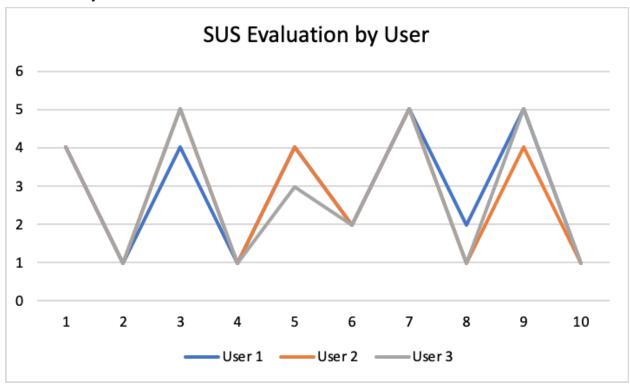
This users are professors of the IT department and represent very well the general skills of a researcher using the application to run an experiment.

Also, all our participants have a doctorate level of academic studies.

The results were the following:

Question 1. I thir	nk that I would like to 2. I found t	he system unne 3. I thou	ght the system was 4. I think the	at I would need 5. I foun	d the various funct 6. I thought	there was too r 7. I would im	agine that mos 8. I found	the system very 9. I felt	very confident usin: 10. I need	ed to learn a lot o
User 1	4	1	4	1	4	2	5	2	5	1
User 2	4	1	5	1	4	2	5	1	4	1
User 3	4	1	5	1	3	2	5	1	5	1
Calculations	3	4	3.666666667	4	2.666666667	3	4	3.666666667	3.666666667	4
SUS	89.16666667									

Evaluation by User



7. Conclusions

As a conclusion, this application was well received by the users that tested it, scoring 89.16 in the SUS scale. Also, it makes the general tasks of a researcher more efficient and less time consuming.

This application will add value to the staff, both experiments and participants, performing researches and experiments to create new products in the technology industry.