

Running with Friends: Usability Test Check-in

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Usability Test Overview

For all our tests, our protocol was to briefly introduced our application, explained the “rules”, and described the type of things we wanted the testers to talk about during the process. We encouraged them to speak out loud by emphasizing that we were not testing them, but rather the design of our application.

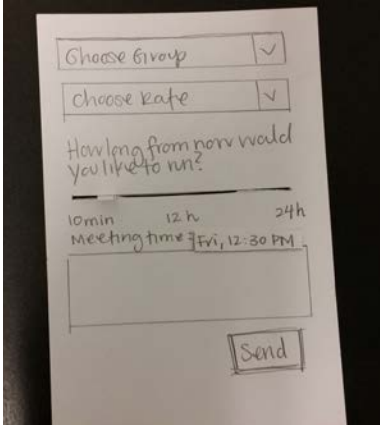
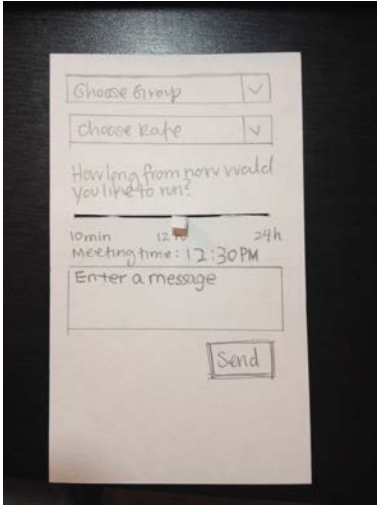
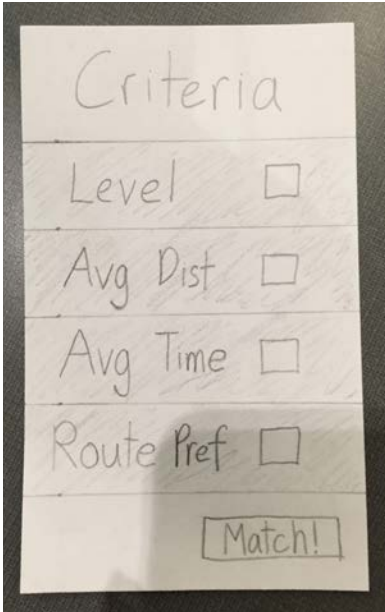
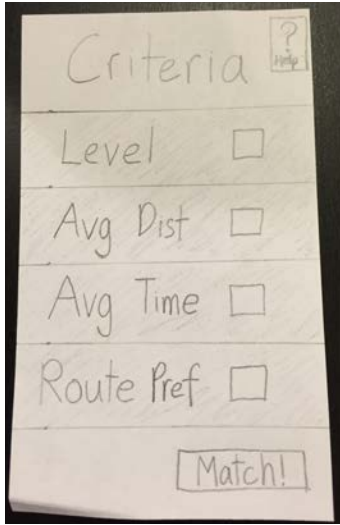
Test #1: We tested a UW student, Wilbert, in a CSE lounge. We chose Wilbert because he is a casual, social runner and the CSE lounge because it's casual, convenient for everyone, and spacious. Heidi was the computer, Linsen was the facilitator and note taker, and Luke was the recorder. In response to this test, we decided to be more intentional (and encouraging) about urging the user to explain their thought process in our test process. Most of our revisions were made in response to how the tester seemed unconfident/hesitant when using certain parts of the UI. This revealed how unclear our terms and UI layout were.

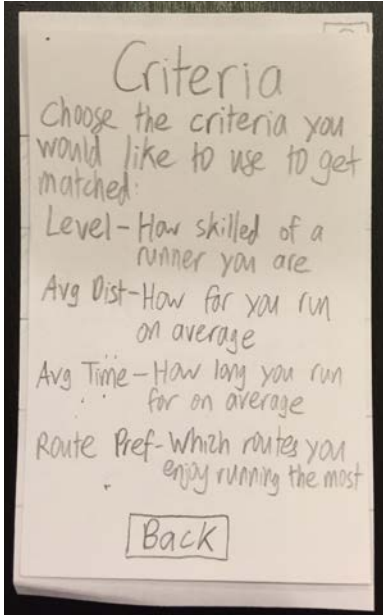
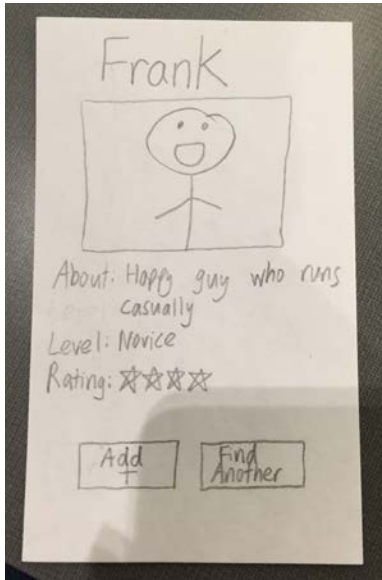
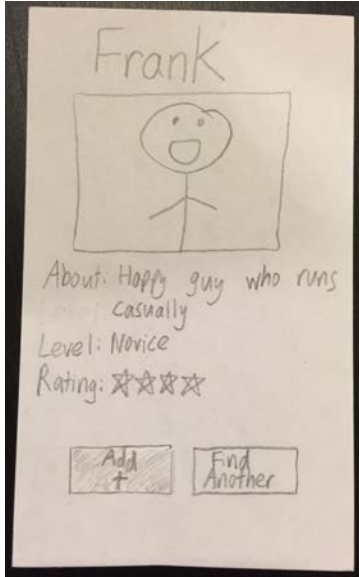
Test #2: We tested Lindsey in a CSE lounge because she's active and enjoys team-based/social sports. Heidi was the computer, Linsen was the note taker, and Erica was the recorder and facilitator. For this test, we prepared more high-level tasks for the tester to perform. Before, the tasks we asked them to complete were very specific in guiding them through the UI. We wanted to do less hand-holding so that we could observe how the tester navigated the UI (to reveal more problem areas in our design) in a more “free” manner.

Test #3: We tested Tuan in a CSE lounge. We chose Tuan because he is an active runner. Heidi was the computer, Linsen was the facilitator, Luke was the recorder. Using the high-level tasks in the previous test was very useful, so we used the same tasks for this test. Our revisions after this particular test focused on refining the logic/flow of our screens so that at any point, users understand where they are and can get back to the main menu at any time.

Detailed Test Results

Test #1

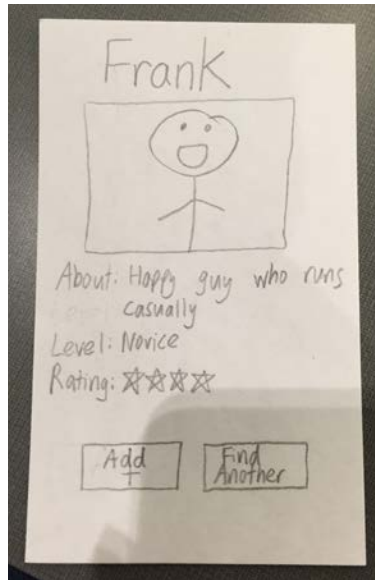
Incident	Before	Revision
<p>Recognition not recall Wilbert interpreted the message box as an input box for meeting times because “Meeting time:” looked like the box’s label. (Severity: 3 Fixability: 4)</p>		<p>Added a placeholder, “Add a message” to the message box and drew default time next to “Meeting time:”.</p> 
<p>Help Wilbert did not understand what the criteria page did. (Severity: 3 Fixability: 3)</p>		<p>Added Help button to bring up a screen describing each criteria.</p> 

		 <p>Criteria</p> <p>Choose the criteria you would like to use to get matched:</p> <ul style="list-style-type: none">Level - How skilled of a runner you areAvg Dist - How far you run on averageAvg Time - How long you run for on averageRoute Pref - Which routes you enjoy running the most <p>Back</p>
<p>Error Prevention</p> <p>He didn't know if his add was successful because the button was still enabled.</p> <p>(Severity: 1 Fixability: 4)</p>	 <p>Frank</p> <p>About: Happy guy who runs casually</p> <p>Level: Novice</p> <p>Rating: ★★★★★</p> <p>Add Find Another</p>	<p>Gray out the add button after adding a match.</p>  <p>Frank</p> <p>About: Happy guy who runs casually</p> <p>Level: Novice</p> <p>Rating: ★★★★★</p> <p>Add Find Another</p>

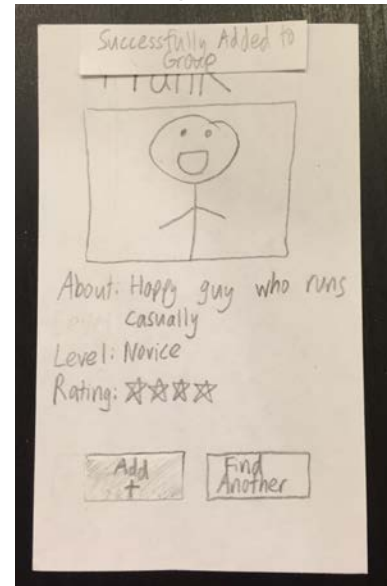
Visibility

He didn't know if his add was successful because of a lack of feedback in general.

(Severity: 3 Fixability: 4)



Show a confirmation message after a successful add at the top of the screen.



Test #2

Incident

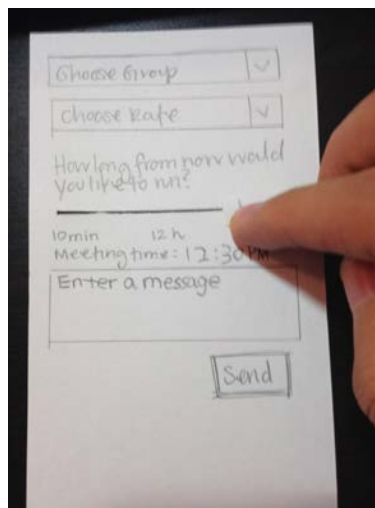
Before

Revision

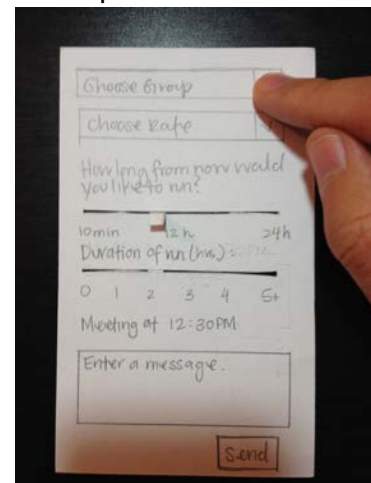
Recognition Not Recall

She did not read what the slider was for on the Siren page so she assumed it was to specify the duration of the run.

(Severity: 3 Fixability: 2)



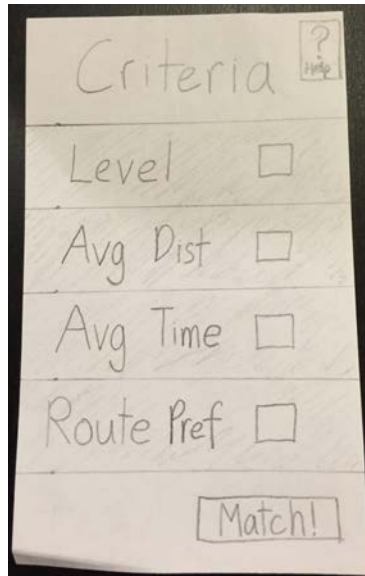
Instead of rewriting the label above the first slider, we added another slider to specify the duration so testers would have to read the labels to know the difference and avoid making assumptions.



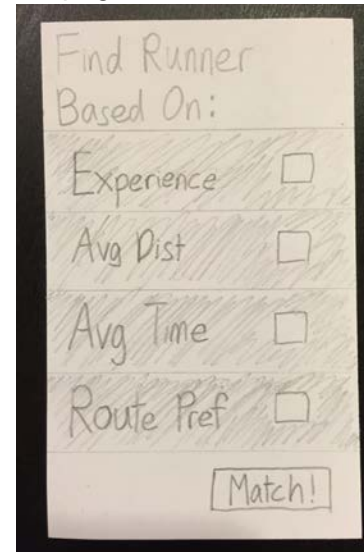
Real World Match

She did not understand what the criteria was for and did not use the help button.

(Severity: 4 Fixability: 4)

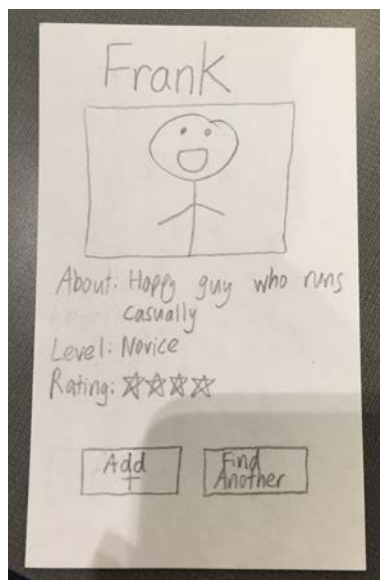


Took out the help button and instead, reworded terms on the page.

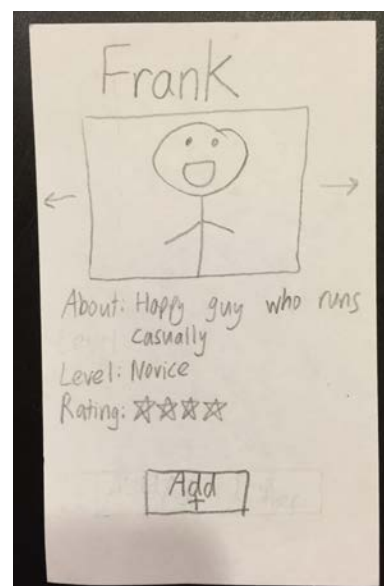


Side Note: In response to our **critique** in section, we decided to revise the presentation of SmartMatch results. The general feedback was that it's not clear where the flow goes after we reach "No more matches". Instead of the "Find Another" button that iterates through results, we decided to use a carousel that would loop around to the beginning after the last result. The carousel is a common widget that most people understand how to use. (We also took out the "No more matches" dialogue after the addition of the carousel)

Before



After



Test #3

Incident

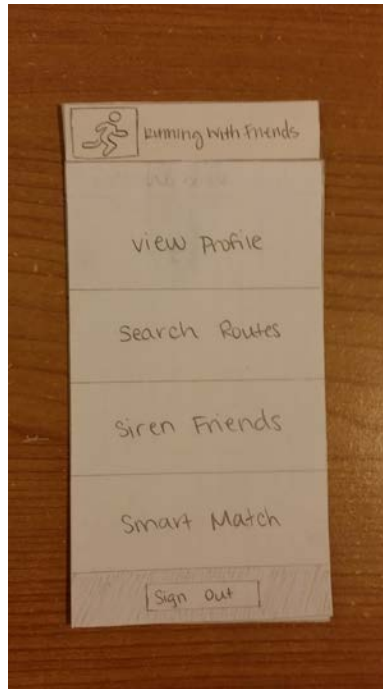
Before

Revision

User in Control

Confusion regarding how to reach the main menu: Tuan was not sure how to exit out of the "Attending" screen after sending out a siren and how to exit from the SmartMatch results. He wasn't sure where the back button would take him.

(Severity: 3 Fixability: 4)

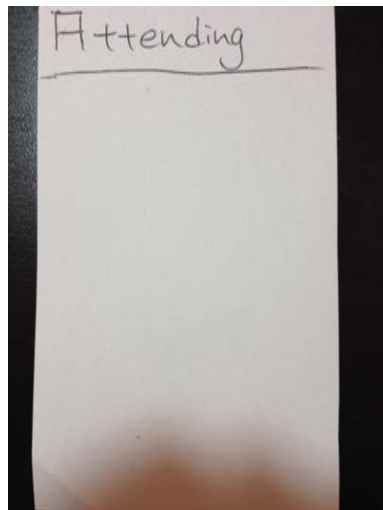


No revision. We collectively decided that we will keep using the top bar with the logo as a way to go back to the main menu. We figured that the top bar on a paper prototype is hard to test (we only have one bar for all screens and when the "computer" moves the prototypes around, it often covers part of the bar/logo, making it difficult to see at all times).

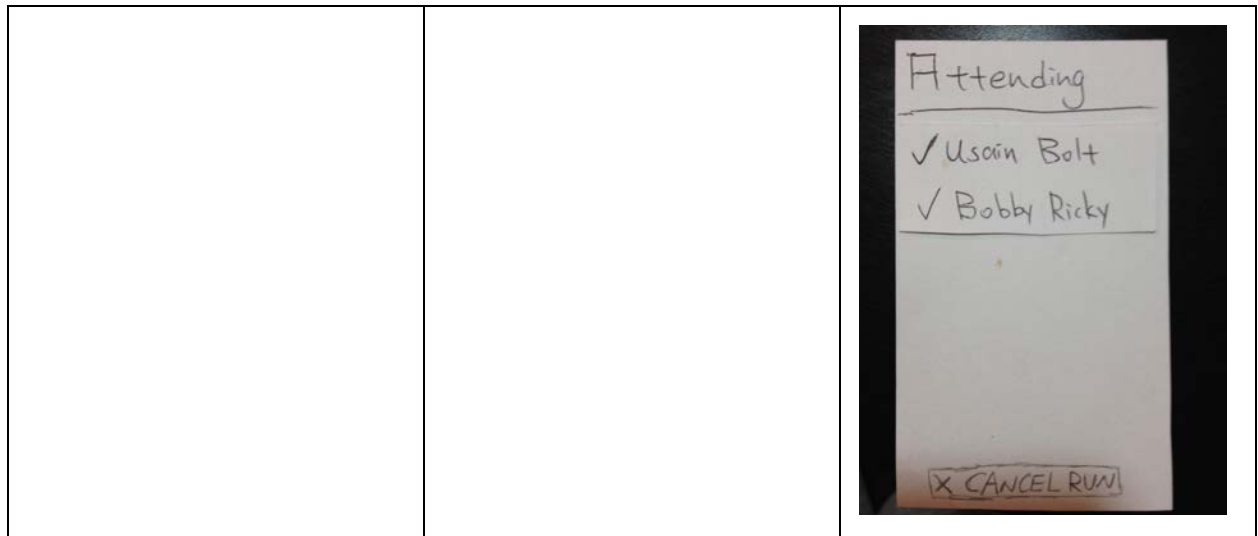
User in Control

Similar to the above incident, Tuan was confused when he pressed back from the "Attending" page and got the Siren form.

(Severity: 3 Fixability: 4)



Change in flow. After sending out a siren, we decided that if they press back, they will be directed to the main menu instead of the form. Also, the next time they click "Siren Friends", it will take them to the "Attending" page until the duration of the siren passed. If there is no current siren in progress, pressing "Siren Friends" will take you to the form to send out a siren. We added a cancel button on the "Attending" page so that the user can cancel a siren to create a new one if needed.



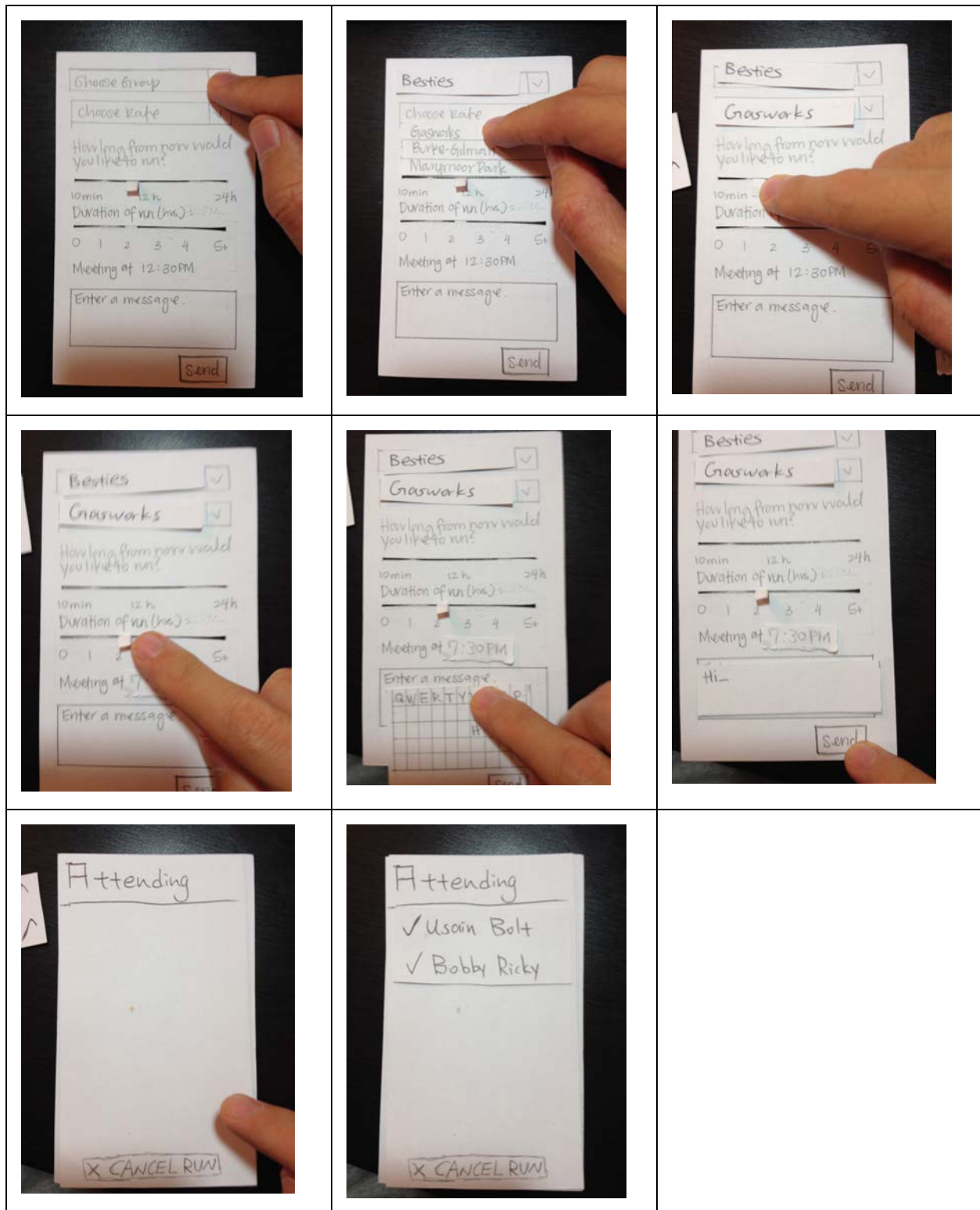
Final Prototype

Overview



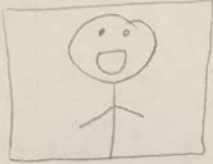
Task Walkthrough: Siren Friends

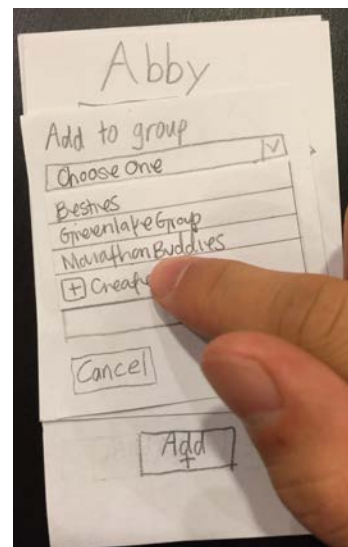
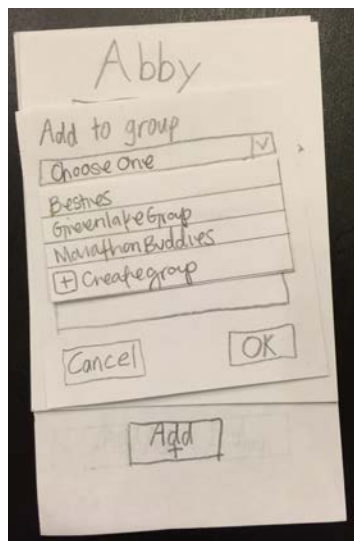
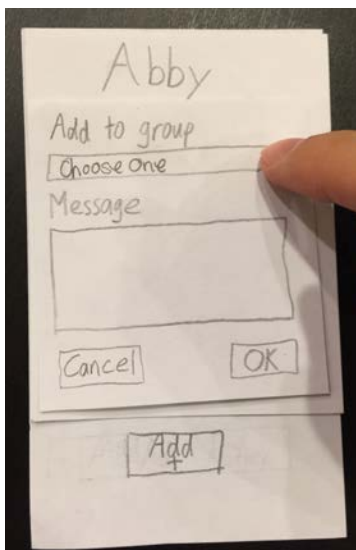
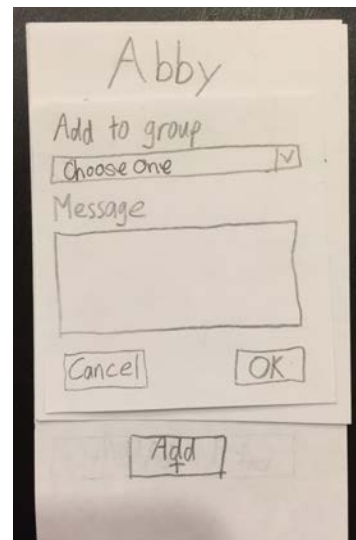
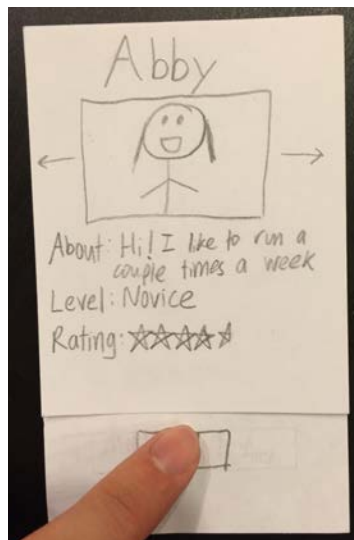
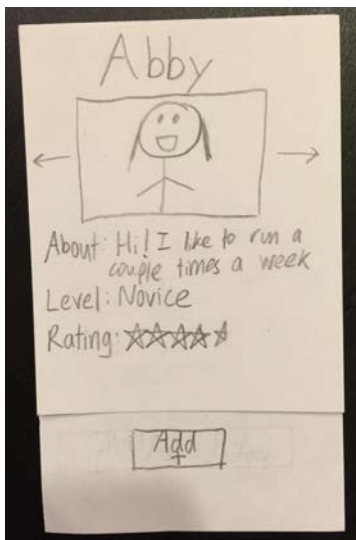
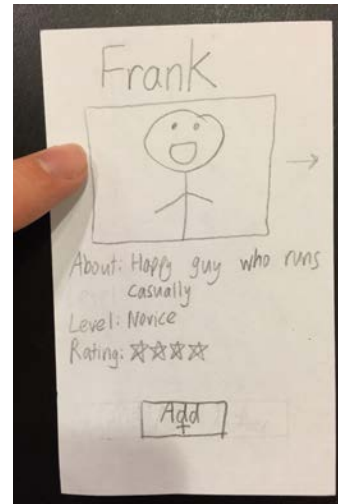
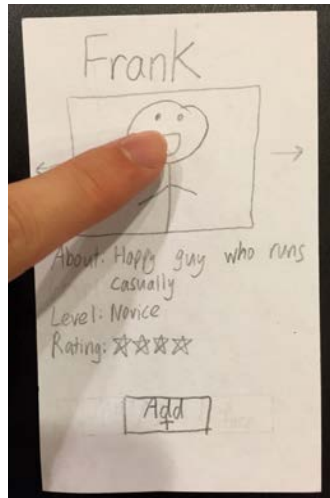
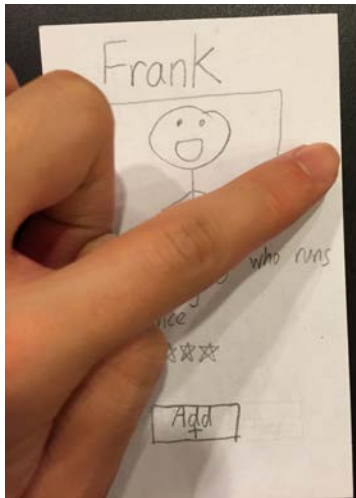
From left to right, top to bottom, starting from the top left corner.

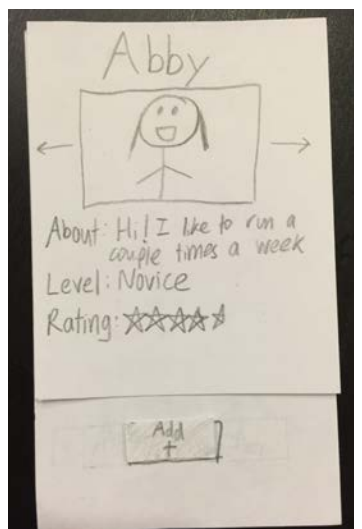
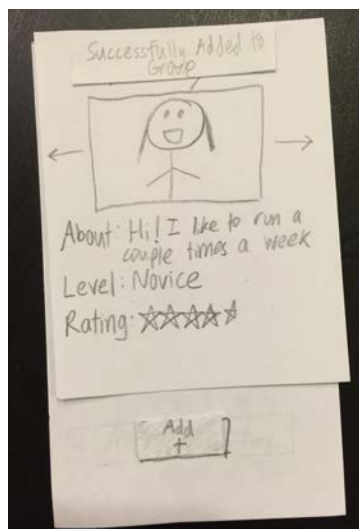
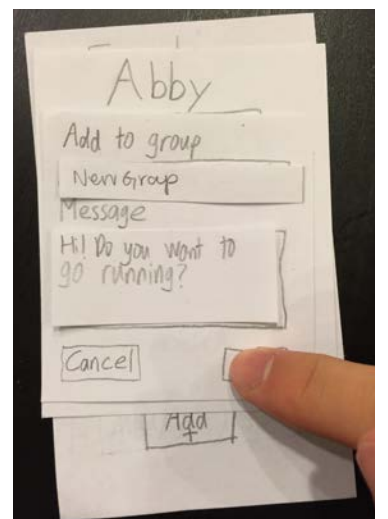
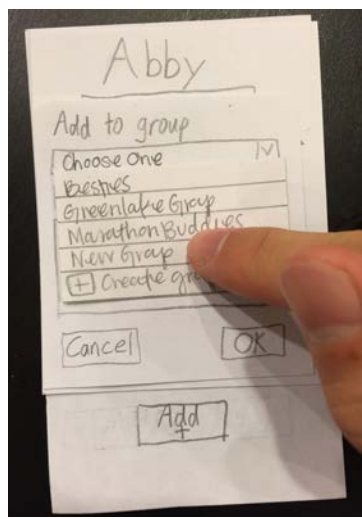
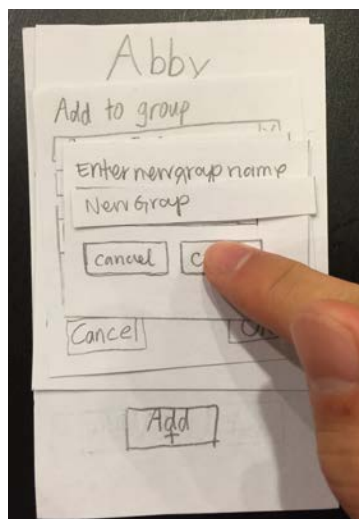
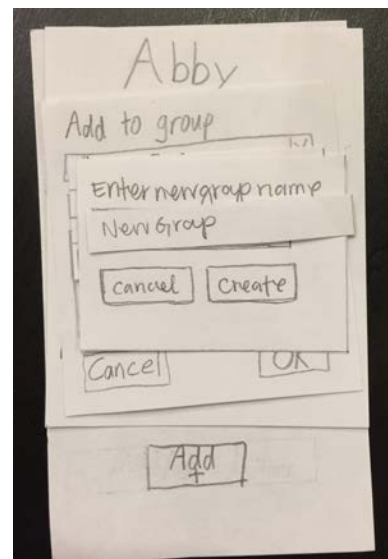
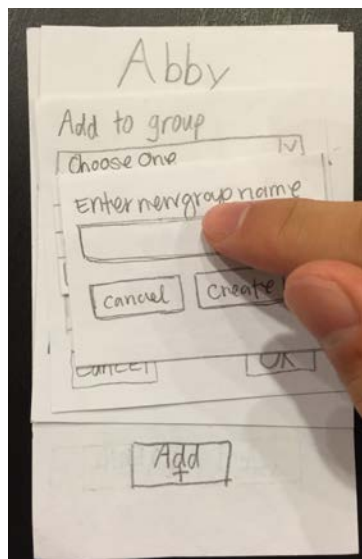
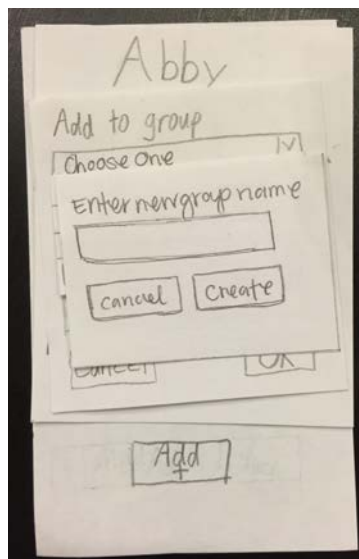


Task Walkthrough: SmartMatch

From left to right, top to bottom, starting from the top left corner.

<p>Find Runner Based On:</p> <p>Experience <input type="checkbox"/></p> <p>Avg Dist <input type="checkbox"/></p> <p>Avg Time <input type="checkbox"/></p> <p>Route Pref <input type="checkbox"/></p> <p><input type="button" value="Match!"/></p>	<p>Find Runner Based On:</p> <p>Experience <input type="checkbox"/></p> <p>Avg Dist <input type="checkbox"/></p> <p>Avg Time <input type="checkbox"/></p> <p>Route Pref <input type="checkbox"/></p> <p><input type="button" value="Match!"/></p>	<p>Find Runner Based On:</p> <p>Experience <input checked="" type="checkbox"/></p> <p>Avg Dist <input type="checkbox"/></p> <p>Avg Time <input type="checkbox"/></p> <p>Route Pref <input type="checkbox"/></p> <p><input type="button" value="Match!"/></p>
<p>Find Runner Based On:</p> <p>Experience <input checked="" type="checkbox"/></p> <p>Avg Dist <input type="checkbox"/></p> <p>Avg Time <input type="checkbox"/></p> <p>Route Pref <input type="checkbox"/></p> <p><input type="button" value="Match!"/></p>	<p>Find Runner Based On:</p> <p>Experience <input checked="" type="checkbox"/></p> <p>Avg Dist <input type="checkbox"/></p> <p>Avg Time <input type="checkbox"/></p> <p>Route Pref <input type="checkbox"/></p> <p><input checked="" type="button" value="Finding Match"/> <input type="button" value="Match!"/></p>	<p>Frank</p> <p>←  →</p> <p>About: Happy guy who runs casually</p> <p>Level: Novice</p> <p>Rating: ★★★★★</p> <p><input type="button" value="Add"/></p>





Crucial Prototype Revisions

One of the most important changes we made was in the SmartMatch feature. The criteria page is where users specify characteristics they want to be matched against. Both in section's critique and in our first couple tests, we noticed how people were confused with the purpose of this page. After our first test, we added a help menu so that users could receive help if clarification was needed, but the added help option was not noticeable or used. We got a suggestion in section's critique to change the terms on this page. Our choice of "Criteria" as the main header did not clearly imply what its role in finding a SmartMatch was. We changed "criteria" to a phrase that better described what we needed to match the customer and "level" to "experience" to better represent the idea of one's running ability based on past/recorded data. Wording can either make it really simple and intuitive for the customer to use the UI or make it ambiguous, making it difficult for the user to take control and understand the features of the application. We felt that these were critical changes that helped simplify the task of finding a SmartMatch.

Adding the top bar with a logo to redirect to the main menu was a crucial addition. We made this revision to give users more control over how to get to the main menu and to reduce the number of back presses they needed. Although we did not conduct more tests to really see its impact, we believe it's crucial to support. It's a common convention for the logo of a website or application to take the user back to a home/main page. We believe that this will give users a (quick) way out of the "Attending" screen after sending out a siren as well as the SmartMatch results.

Another crucial feature that we recently added was the ability to cancel a siren. Although we thought that deleting a siren was a standard feature and therefore did not explicitly include it in our first version of the prototype, our usability tests revealed potential gaps in the flow of the Siren feature which eventually led to the addition of the "Cancel Siren" button. Based on our our three tests, we decided that the Siren feature would behave as follows: once a siren is sent, the Siren form is no longer shown (when pressing back from the "Attending" page or when pressing "Siren Friends" from the main menu. We decided to support one siren at a time to stay true to the spontaneous nature of this application. In the case where a user makes a mistake and wants to sent out another siren, they would need a way to access the Siren form. We introduced the ability to cancel for this reason. This is an important feature since it gives users more control with the option to "undo" and it also plays a part in controlling the flow of our application.