

Assignment 5 Evaluator Experience Feedback

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Participation 1

Date, Time, Duration: March 27, 2015, 20 minutes in class.

Research Method Used: Survey and usability test.

Project Name: "Linky" of Group 2.

Researcher: Catherine Wang

Details of Research: The research started with a survey basically focused on communication among family members. Then Catherine gave us evaluators a usability test which imitated the scenario that a user wanted to contact his/her family member via Linky. The application was nicely designed with many details. One thing I want to point out is it has one-click-to-chat button wherever there is a family member's avatar within the app, and I think this is very important for an IM application. However, I do believe that too many features also make the learning curve of this application more steep. It combines many basic functionalities like IM, shared calendar, private message(somehow I think it's redundant) and file sharing(like Dropbox), so when a parent first learns to use this application, it could be not that smooth. Besides, there are some other improvements that could be realised. For instance, the file permission in the section 'Family Box' could be edited, specifically, I could choose who can and cannot access this file of mine. Another one is that group chat should be added to this application, because chatting with a bunch of people would be very pleasant instead of chatting one to one all the time.

Impressions:

- The combination of survey and usability test is a good choice. Basically it's a procedure like 'what you want, what you can do with our app, how do you feel'.
- The questionnaire and consent form are nicely designed, but it could be better if more questions related to the problem space could be added, like what feature(s) among all the existing IM applications do you think is the most important one, etc.
- The task selected in usability test is fair, as there (possibly) could not be better tasks, and we all know 'chatting' is the core of this kind of application.
- The realization of this application is pretty good, actually I like the prototype they make, although technically it's not a fully functional application but it can imitate all what we can do with a real app.
- The attitude of Catherine is perfect, she explained every details with great patience.
- The overall quality of this research is very good, and I really believe this app would be a hit if it comes true.

Participation 2

Date, Time, Duration: March 27, 2015, 10 minutes in class.

Research Method Used: Cognitive Walkthrough.

Project Name: Navi[GATOR] of Group 4

Details of Research: Since the product of Navi[GATOR], a smart parking-lot-finder contains both hardware and software, group 4 made a small brochure to introduce how it works. I also had some problems to point out during the walkthrough, for example, while Navi[GATOR] is on parking mode, it's still a little bit inconvenient to touch the screen while driving, it would be better if it is voice control or can be controlled via bluetooth button (also, i don't know what's the bluetooth buttons on driving wheel for).

Impressions:

- I think that to use method of cognitive walkthrough is very wise, since certain kind of products like this never exist before, a cognitive walkthrough would give us general idea about learnability of this product.
- No research instruments seen in the participation.
- The task is just to find a parking lot while using the product.
- One problem remains as the product is a little bit hard to control while driving, because the driver has to touch the screen from time to time.
- The attitude and performance of facilitator is professional.
- The quality of execution of design is good, although the methods of interaction between driver and computer could be improved.
- The overall quality of this research is satisfying.

Participation 3

Date, Time, Duration: March 20, 2015, 8 minutes in class.

Research Method Used: Heuristic evaluations.

Project Name: "Money Manager" of Group 15.

Researcher: Zhiwei He.

Details of Research: The "Money Manager" is a financial management application designed for teenager. During the evaluations, I tried several simple tasks such as to note down daily spending, ask money transfer from parents, check my financial status summary and view spending by categories, but encountered few problems because the prototype is mainly text-based, so that some instructions are not as direct as icons.

Impressions:

- I think it's good to choose heuristic evaluation, since the app is not fully designed.
- There is no research instruments used (at least I didn't see any).
- The tasks are quite simple, but can represent most of daily using scenarios.
- The prototype Zhiwei showed me is functional.
- During the whole performance, Zhiwei is very patient and professional.
- The design of prototype is adequate, but it would be better if some icons and other graphic designs can be added to it, since the app is mainly designed for teenagers.
- The overall quality of this research is good.