

User test report

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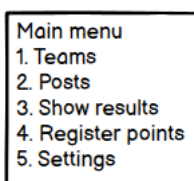
1. Introduction

User testing is a standard part of modern software development. It is one of the easiest ways to uncover any usability issue and to test developers' assumptions about their program. We conducted a small user study to gain insight into the first phase of the program development. Going into the study, the leading assumptions were that the program structure was intuitive, and that the program had a high degree of learnability. The results of the study did indeed confirm that the program had a high degree of learnability, however also revealed that certain parts of the program structure caused confusion in the participants. Fortunately, these issues are easily fixable and will be implanted before the programming phase.

2. Purpose and participants

The main goal of the study was to see which parts of the first program setup were intuitive, and which were not. Since the target users of the programs are not expected to be experts of any kind, any person should be able to quickly master the program. Hence, three subjects were chosen with no regards to prior skillsets or experience with the chosen type of tournament. Prior to the test, each participant was informed about the programs general purpose and that the goal of the study was to evaluate the programs usability, not their performance.

3. Method and execution

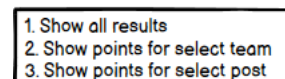


Card 1

The user tests were conducted in the style of a structured user interview using cards to represent the program's structure and its various functions. The first card shown contained the main menu options, as shown on *Card 1*. Participants were instructed to freely choose any option as if they were clickable buttons on a screen. Once an option was selected, the participants were asked what they expected would appear on the screen. Although the participants did not predict the content of the next cards with high

precision, they all had a general idea about what would appear. However, all subjects seemed to describe the program as having high learnability, which should allow for some uncertainty regarding the contents of the main menu options. In addition, two participants noted the lack of an option for going back to a previous card. If implemented, a "back" button would reduce the threshold for major errors resulting from user mistakes.

Next, the moderator would show a card representing the chosen option. For example, if the subject wanted to "click" on "show results", *Card 2* would be shown. Once all sub-cards for the selected menu option had been walked through, the subjects



Card 2

would be shown the menu card once again. On the second round, the subjects were asked to perform a specific task. For example, one subject was asked “Can you create a new team?”. Participants managed to complete most tasks with minimal issues, however, one menu option stuck out from the others. The most notable obstacle was the “Settings” option and its save feature. It was not entirely clear to the participants what the “Settings” option contained, nor that this was the location of the save function. A suggested fix for this would be to split and rename the option to “Save tournament” and “Create new tournament” as to make the function and its location more obvious.

4. Conclusion

Lastly, participants were asked if they had any additional comments. All three subjects expressed that the program was relatively easy to use and navigate, with the settings option being a recurring exception. By rephrasing this option or relocating its contents, the program structure will be ready for implementation. The user study resulted in an overall positive review of the first iteration, and all constructive feedback will be taken into consideration when transitioning into the next phase of the project.