

Usability Evaluation Reflection

Overall I think that the evaluation went alright. I was prepared with all the questionnaires and the prototype in a way that was convenient and practical before the participant began the evaluation. I feel that the demographic questionnaire was quite appropriate for identifying the primary user group however, the questionnaire wasn't very well designed to handle the case when the participant responded 'No' to the question 'Do you currently give care to a person with dementia.' Some of the follow-up questions were left as 'required' even if the participant couldn't answer them because they don't have a person with dementia in their life. I believe I conducted the evaluation in an ethical way. The participant was made aware that it was the prototype and not themselves that was being tested and I don't feel that I made the participant feel forced to respond to anything in a way that wasn't truthful or to anything that they didn't want to answer. However, I didn't really ask / remind the participant to think aloud when working through the tasks which weakens the value of the participants results reducing the insight that can be gained from them. Something that I clearly didn't do well was clearly convey how the prototype and the evaluation was going to take place as he was clearly confused at the beginning after reading the first task. I had to tell him how it would work in the middle of the test when he should have been informed beforehand. I think I might have not completely minimised the potential for bias during certain interactions with the participant. There were occasions when the participant would have successfully completed a task and asked me if he had done it correctly and instead of asking the participant if he felt he had completed the tasks successfully I simply told him 'yes' which might have skewed the results in favour of the prototype.