

# Tool Finding Application

## Usability Testing

Cole Mystrom - [comy7585@colorado.edu](mailto:comy7585@colorado.edu) : Team Liaison

Drew Gitlin - [angi1801@colorado.edu](mailto:angi1801@colorado.edu) : Assistant to the Team Liaison

Figma designs:

A: <https://www.figma.com/file/l6C2PQXx1wtvfUKHOsFWni/A>

B: <https://www.figma.com/file/KTa1lVy5O4KJ0QyZd5SIs2/B>

Study Session 1

445 S 40th St

12/2/2018

5:00 P.M.

Participant: Frank

Frank works as a computer scientist, freelance graphic designer, and musician. The session was conducted by Cole, all notes were recorded by Drew. The first prototype administered was “A”. Frank handled all study tasks easily, he was not confused by the UI at any point. He thought the call tasks were relatively straight-forward, but was unsure if the amount of feedback given here will be enough when actually implemented. Of the two prototype interfaces, he like this one the most. During the “B” session Frank was impressed with the simplicity of this prototype. He thought that a tool for garage use should only have one or two uses. Frank thought that in future iterations the app should be visually more pleasing.

Study Session 2

445 S 40th St

12/2/2018

5:30 P.M.

Participant: Morgan

Morgan is a pre-med student working in a biology lab. Cole conducted the session while Drew took notes. Morgan was given the “B” prototype first and was initially dismissive of the minimalist features. Discussion after the session about the advantages of a simple app that is hard to misinterpret outweigh the advantages of adding other features like a level. However, such discussion has led to consideration of development of similar tools in the future depending on the success of this one. Morgan however was confused when we got to prototype “A”. He noticed what Frank did not (and us when we put it together) by showing that “Tools” and “App” do the same thing. “Tools” is supposed to show the list of organized tools rather than bringing you to the organization page. This is an error we will correct in the next iteration.

Study Session 3

445 S 40th St

12/2/2018

6:00 P.M.

Participant: Brigg

Brigg is the manager of a small marina in New Mexico, during the winter he travels as the marina is closed. Drew conducted this interview while Cole took notes of the interaction. Brigg was reluctant to try the app and was not impressed when he did. Brigg was able to use the prototype to call tools, save new ones, and reorganize the list (where applicable). Yet he often complained about the application being “more trouble than it’s worth.” After some discussion about the advantages of the device after the session he saw some appeal. Brigg also preferred the minimalist layout of the “B” prototype to that of “A”.

Prototype	Heuristic	Tester
A	Help and Documentation	Drew
A	Aesthetic and minimalist design	Drew
A	Recognition rather than recall	Cole
A	Error Prevention	Drew
A	User control and freedom	Cole
B	Help and Documentation	Drew
B	Aesthetic and minimalist design	Cole
B	Match between system and real world	Cole
B	Visibility of system status	Drew
B	Flexibility and efficiency of use	Cole

<b>UAR #:</b> Figma design A1	<b>Problem:</b> Little to no instruction
<b>Name:</b> Drew	
<b>Relevant heuristic:</b> Help and documentation	
<b>Steps to reproduce:</b> If user doesn't understand what to do in order to add a tool or remove one	
<b>Detailed explanation:</b> When a user wants to add a tool they might be confused on how to	
<b>Possible solution:</b> Add a separate screen to explain how to add a tool.	
<b>Severity (low, medium, high, critical):</b> Low	

<b>UAR #:</b> Figma design A2	<b>Good:</b> Simple to use
<b>Name:</b> Drew	
<b>Relevant heuristic:</b> Aesthetic and minimalist design	
<b>Steps to reproduce:</b> The user can navigate easily and won't get caught up in any place of the app	
<b>Detailed explanation:</b> The application is concise and doesn't contain irrelevant information	
<b>Possible solution:</b> N/a	
<b>Severity (low, medium, high, critical):</b> High	

<b>UAR #:</b> Figma design A3	<b>Good:</b> User doesn't have to memorize anything
<b>Name:</b> Cole	
<b>Relevant heuristic:</b> Recognition rather than recall	
<b>Steps to reproduce:</b> The user sees every option in the app and navigates easily	
<b>Detailed explanation:</b> Since each step of calling a tool is laid out on the home page, the user doesn't need to memorize anything	
<b>Possible solution:</b> N/a	
<b>Severity (low, medium, high, critical):</b> Low	

<b>UAR #:</b> Figma design A4	<b>Good:</b> Minimal amounts of errors
<b>Name:</b> Drew	
<b>Relevant heuristic:</b> Error prevention	
<b>Steps to reproduce:</b> user only can do about four things in the app	
<b>Detailed explanation:</b> Since there are only a few paths the user can take (call, add, see and delete tools), there will be very little errors occurring	
<b>Possible solution:</b> N/a	
<b>Severity (low, medium, high, critical):</b> Medium	

<b>UAR #:</b> Figma design A5	<b>Problem:</b> User is locked into only doing a few actions
<b>Name:</b> Cole	
<b>Relevant heuristic:</b> User control and freedom	
<b>Steps to reproduce:</b> User can only follow the simple paths set up	
<b>Detailed explanation:</b> The user has no freedom to go back to an unfinished tool add or delete, once they leave it is reset and they will have to start over	
<b>Possible solution:</b> We can add a save draft button/screen for users	
<b>Severity (low, medium, high, critical):</b> Low	

<b>UAR #:</b> Figma design B1	<b>Good:</b> Simple to use
<b>Name:</b> Drew	
<b>Relevant heuristic:</b> Aesthetic and minimalist design	
<b>Steps to reproduce:</b> The user can navigate easily and won't get caught up in any place of the app	
<b>Detailed explanation:</b> The application is concise and doesn't contain irrelevant information	
<b>Possible solution:</b> N/a	
<b>Severity (low, medium, high, critical):</b> Low	



<b>UAR #:</b> Figma design B2	<b>Problem:</b> No instructions for adding tool or removing tools
<b>Name:</b> Cole	
<b>Relevant heuristic:</b> Help and documentation	
<b>Steps to reproduce:</b> If user doesn't understand what to do in order to add a tool or remove one	
<b>Detailed explanation:</b> The user does not have any instruction or tutorial on how to add or remove tools	
<b>Possible solution:</b> Have a quick tutorial when first opening the app to help the user	
<b>Severity (low, medium, high, critical):</b> Low	

<b>UAR #:</b> Figma design B3	<b>Good:</b> App follows logical sequence and is easy to comprehend
<b>Name:</b> Cole	
<b>Relevant heuristic:</b> Match between system and real world	
<b>Steps to reproduce:</b> User is navigating through the app and it feels natural	
<b>Detailed explanation:</b> The steps to call, add or delete a tool are in logical and fluid sequence making things easy for the user	
<b>Possible solution:</b> N/a	
<b>Severity (low, medium, high, critical):</b> Low	

<b>UAR #:</b> Figma design B4	<b>Good:</b> The feedback from calling a tool
<b>Name:</b> Drew	
<b>Relevant heuristic:</b> Visibility of system status	
<b>Steps to reproduce:</b> User calls a tool and sees a message	
<b>Detailed explanation:</b> When the user calls a tool they see a message, “ Tool X has been called”. This gives feedback to the user for what is happening	
<b>Possible solution:</b> N/a	
<b>Severity (low, medium, high, critical):</b> High	

<b>UAR #:</b> Figma design B5	<b>Problem:</b> No quicker for expert users
<b>Name:</b> Cole	
<b>Relevant heuristic:</b> Flexibility and efficiency of use	
<b>Steps to reproduce:</b> When an expert user is accessing the application, there are no shortcuts to make things easier and faster	
<b>Detailed explanation:</b> There is no difference for when a long time user tries to use the app	
<b>Possible solution:</b> Add in a quick button to call a frequently called tool or a quick-add screen to quickly input a tool	

**Severity (low, medium, high, critical): Low**