User Evaluation Report

Cohort 1 group 11

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Participants & Recruitment:

Seven participants were recruited from another ENG1 group within our cohort, after one member volunteered their entire team to take part. This allowed us to meet the required number of participants quickly and collect more consistent feedback from users with similar technical backgrounds.

Procedure

Before each participant began the evaluation process, we provided them with an information sheet explaining the purpose of the study, how the evaluation would be conducted, and how their data would be handled in accordance with ethical requirements. Participants were then asked to complete the consent form, confirming that they had read and understood the information sheet, that their participation was voluntary, that they could withdraw or skip any task at any time, and that their data would remain confidential and anonymised. We confirmed that all participants signed the consent form before participating.

In each user evaluation, we gave a brief overview of our system and asked participants to complete five tasks covering core gameplay actions such as starting the game from the Main Menu, moving around, navigating into the next room of the game, interacting with the NPC, and collecting all the objects that they could find. While participants completed these tasks, notes were taken by an observer detailing whether the tasks had been completed, what tasks the participant needed help with (if any), and any thoughts they mentioned as they played the game, as well as any problems the participants were observed to have.

Afterwards, the participants were asked to rank those problems using four severity levels:
- **Cosmetic:** minor issues that do not affect gameplay.
- **Minor:** issues that cause slight confusion but do not prevent task completion.
- **Major:** issues that significantly affect gameplay or task completion.
- **Catastrophic:** issues that prevent the user from completing the task.

The reason why we chose a task-based evaluation was to observe how users interacted with core gameplay features and to figure out the usability issues during actual gameplay scenarios. Participants were asked to report any additional problems or feedback, which were recorded in Google Docs.

Tools and Data Collection

Each User Evaluation setting was completed in person, with each user playing the game on a group member's laptop while the observer took notes in Google Docs. The Google Docs and signed consent forms were stored on our group's Google Drive to maintain confidentiality. Each participant was evaluated individually, and any additional comments or issues were noted.

Usability problems

Problem ID	Usability Problem	Severity
1a	The user did not expect the effect of their movement speed decreasing when they picked up too many drink speed-boosts	Minor
1b	The user noticed that they can make the player's sprite appear to be walking on desks if they walk above them	Cosmetic
2a	The user noticed that objects can only be interacted with if their sprite's head is touching them	Minor
2b	The user was unsure if getting the extra glasses helped them complete the game	Minor
2c	The user noticed they could make their sprite appear to walk through the professor NPC	Cosmetic
2d	The user struggled to make the professor's message appear	Minor
3a	The user was initially unsure how to complete the game	Minor
3b	The user struggled to collect the speed-boost drink power-ups	Minor
3c	The user felt the 5-minute time limit was too long for the game	Major
3d	The user felt that a lot of their time in the game was spent moving from one location to the next	Minor
3e	The user did not know if they had to take the glasses to the professor NPC or to the door to complete the game	Minor
4a	The user did not know that only their sprite's head could be used to pick up the glasses	Minor
4b	The user did not find the professor's message	Minor
4c	The user was unsure if all sunglasses were needed to complete the game	Minor
4d	The user felt that the event counter was unclear, as it did not tell them which events they had completed	Minor
5a	The user did not find the professor's hidden message	Minor
5b	The user felt that it was unintuitive that the sunglasses were needed to complete the game	Minor
5c	The user did not feel like the game was set in a university	Cosmetic
6a	The user was unable to pick up one specific speed boost	Minor
7a	The user felt that taking the speed-boost power-ups did not significantly affect their speed.	Cosmetic
7b	The user did not initially know that only their sprite's head could be used to interact with objects	Minor
7c	The user felt that the sprite's default speed was slow	Minor