

User Testing - G.T.H.C

Game Tenting Help Center (GTHC)

This document serves to describe how the team intends to verify the project's quality such that anyone who uses the application can navigate and utilize the application for its purpose. The analysis of the User test is broken down into three parts: Availability, Tenting 101, basic functionality of Calendar.

Tasks: 1 Overview Task/ 4 Tasks

Overview Task: Based on the homepage of the application, what do you think is the purpose of this application? Please navigate around the homepage, but do not press on any given link.

Take a moment to look over the main page and note your first impressions of its organization and how clear it is for what you need to do.

1. Please sign up and create a team of your choosing?
2. Please update your general availability for this week.
3. You just received a spot in K-ville to tent. However, this is the first time you and your team are black tenting and you want to learn more about the materials you need for tenting and the type of tent you should purchase for tenting. Find an answer to that question.
4. This year you are planning to blue tent. However, you heard from line monitors that there were many changes in the K-Ville Policy this year, find out what the new policies are by using our website.

Availability Portion of User Testing

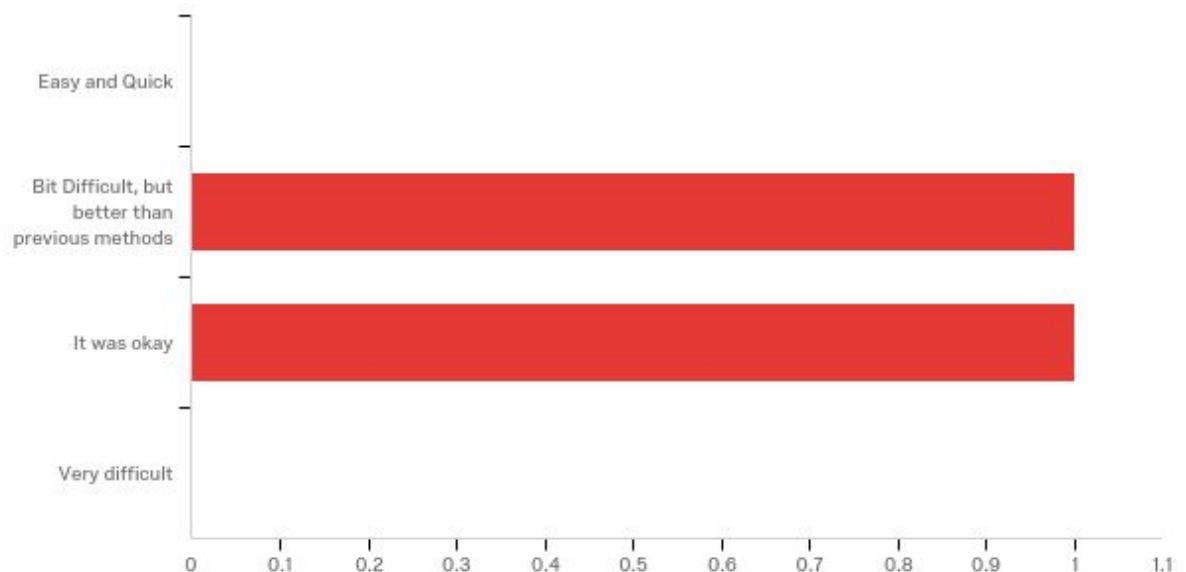
This user test was performed in one of the 408 class periods. A total of 4 users engaged in this task with the average test lasting 10 minutes. The main take-away from the user test was that the Login page was intuitive; however, the When2Meet needs a lot more work on its UI.

Tasks Users Performed:

1. Please sign up and create a team of your choosing?
2. Please update your general availability for this week.

Question & Answer session after the user completed the tasks:

1. How was your experience adding your availability to the scheduler portion of the application?



2. Please provide any feedback you have on the Application's Availability feature

Somewhat confusing in terms of understanding whether your inputting availability vs unavailability --> but once explained, it was great

Add dates & make it so that you select availability

Conclusion

The Availability option was confusing for all four users. These are the main takeaways. Change the icon display from green checks to red x. Then allow the users to deselect the areas they are available for that week. Have the night shift feature located on the bottom portion of each day since having the night shift on the top confused the users whether the night shift ended that day or is for that day and extends to the next day.

Interesting feedback was add a feature that allows users to say if they are somewhat busy, but willing to be expendable during certain times. For instance there may be a class that records their lecture, so the user would like to block that time as expendable so the captain and other teammates can know.

Tenting 101 User Testing

Rikki conducted User Testing in KVille during a Walk-Up Line game for first-years. This game was unique because first-years were allowed into the game before others and it was a perfect opportunity to test the Tenting 101 with these first-years who all have never tented before.

Tasks Users Performed:

1. You just received a spot in K-ville to tent. However, this is the first time you and your team are black tenting and you want to learn more about the materials you need for tenting and the type of tent you should purchase for tenting. Find an answer to that question.
2. This year you are planning to blue tent. However, you heard from line monitors that there were many changes in the K-Ville Policy this year, find out what the new policies are by using our website.



Figure 1: First-Year Students in K-Ville using the Tenting101 feature

Question & Answer session after the user completed the tasks:

1. Were you able to find out more information that you wanted to know as a first-year tenter?

Utilizing the Tenting101 Stepper function the users were able to navigate through the steps and get a better understanding of what tenting entails. Many of the first-years expressed their concerns stating “I really just don’t know where to start” and “a step-by-step tutorial is so helpful.” Other comments included the fact that they do not even understand the rules of K-Ville itself and the walk-up line process yet, let alone tenting itself which is much more complicated.

2. How intuitive was the process of completing these tasks?

Many first-years liked the Material-UI stepper function as it was an up to down stepper with a next and back button. They enjoyed the design of the stepper and having something tangible to look at and click through instead of just reading through the K-Ville policies.

3. What other suggestions do you have to add or any advice that you may have as a veteran tenter? (question for non-first years in K-Ville)

Rikki was given many suggestions from people outside the first year line as well. They include the following:

- Tarp over, helps with heat and water.
- Tent Sealant
- External Chargers
- Cardboard
- 0 degrees sleeping bags
- foam puzzle pieces
- move tent before unc gameday
- every hour or two snow check
- take down for wind
- rain water
- 10 dirty towels
- wrap poles duct tape
- waterproof box/ snacks
- flashlights
- hand warmers
- crazy creeks stadium chairs
- camping lanterns

Tasks created with addition of Calendar

Overview Task: Based on the Calendar page of the application, what opinions do you have of the UI of the Calendar? Please navigate the Calendar by pressing on the Calendar view options.

1. Please create a shift from 2pm to 6pm on Tuesday and add the members who are available at that time to that shift.
2. Please move the shift you created to 4pm to 8pm.
3. Please update any event/shift on the calendar by changing the time of the shift and adding new members who are available for that shift.
4. Please delete a shift on the calendar.

Overview:

The test lasted on average for ten minute per user. Many ideas surfaced from the conversations including features to add to the calendar to make the process of scheduling events easier for them. The main takeaways from the User Test was fix bugs in the Update button and add a section to see availability of other users.

Survey Results:

Each question was rated from a scale of 0 to 10. 0 meant Worked Perfectly well and 10 meant Was Not Able To Complete Task

Question 1: How much effort did you expend to create and assign a task?

The average score was a 2.75

Question2: How intuitive was it for you to delete a task?

The average score was a 1.5

Question3: How intuitive was it for you to change the timing of an event?

The average score was a 4.5

Question4: Are there any aspects you encountered while performing the tasks you wished were improved?

Comments:

It did not update properly. The top times did not change to the new time after adjusting the shift.

I would like to be able to adjust the times for the calendar when you press the update portion of the calendar.

I had trouble updating the events. The Person I updated the events with did not update.

Color coding the shifts that you are a part of in the calendar to help distinguish it from other shifts.

Question5: Can you please provide insight on what you liked and felt could be improved with the Calendar portion of the application?

I feel like its good, but I still might need something more (some feature) that pulls me away from google sheets

Conclusions:

Most of the users appreciated the UI of the calendar. They would like the calendar to be maintained, but they would like more features added to the calendar. They also wanted color variation in the calendar to represent their shifts compared to others. Basic functionality of the Calendar worked (Adding, Deleting), but not Updating. Adding and Deleting had an average value less than 3 but Updating a shift was 4 and above. Updating has many bugs that need to be addressed like: making sure the user when switched always gets updated. Also allow the user to be able to adjust the timings of the event within the calendar card.

Most of the suggestions that were made in this user testing was being able to look at other people's shifts to understand when to add and delete an event. With the next upcoming edition of the calendar, we hope to add these features.