

User Testing Report

ARC - Artificial Recognition of Cannabis

ENSE 400/477 2022/23

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Introduction

The contents of this report includes the user testing we implemented for our 4th year capstone project. User testing was used for determining how to improve the usability, functionality, and overall experience of our user interface. Using the responses from our user testing, we determined the course of action for the future work on this project. User feedback from both employees and managers from cannabis stores was useful in creating actionable plans for the future of this project.

User Testing Plan

Our plan to test our web app was to utilise the previous connections we had made at the Rochdale and Normanview locations of Farmer Jane Cannabis. Our plan was to talk to managers we had already contacted to get them and their employees on staff that day to test our project and give us feedback on how it would impact their day-to-day work, as well as their feedback on our user interface.

To do this we needed to make a user testing form for them to fill out. To keep the responses unbiased and anonymous to not influence their responses, we created a Google Forms questionnaire to send to them to provide feedback.

Below is the questions on our questionnaire:

What is your role? *

- ☐ Employee
- ☐ Manager
- ☐ Other...

What store do you work at?

Short-answer text

How difficult was it to determine the purpose of the website? *

- ☐ Very Difficult
- ☐ Difficult
- ☐ Easy
- ☐ Very Easy
- ☐ Other...

What store do you work at?

Short-answer text

How difficult was the website to use? *

- ☐ Very Difficult
- ☐ Difficult
- ☐ Easy
- ☐ Very Easy
- ☐ Other...

How do you think the website could be made easier to use?

Long-answer text

How much time do you think this tool would save you over an average week? *

- ☐ None
- ☐ <10 minutes
- ☐ 10 - 60 minutes
- ☐ >60 minutes

Did you encounter any issues or bugs when using the website? *

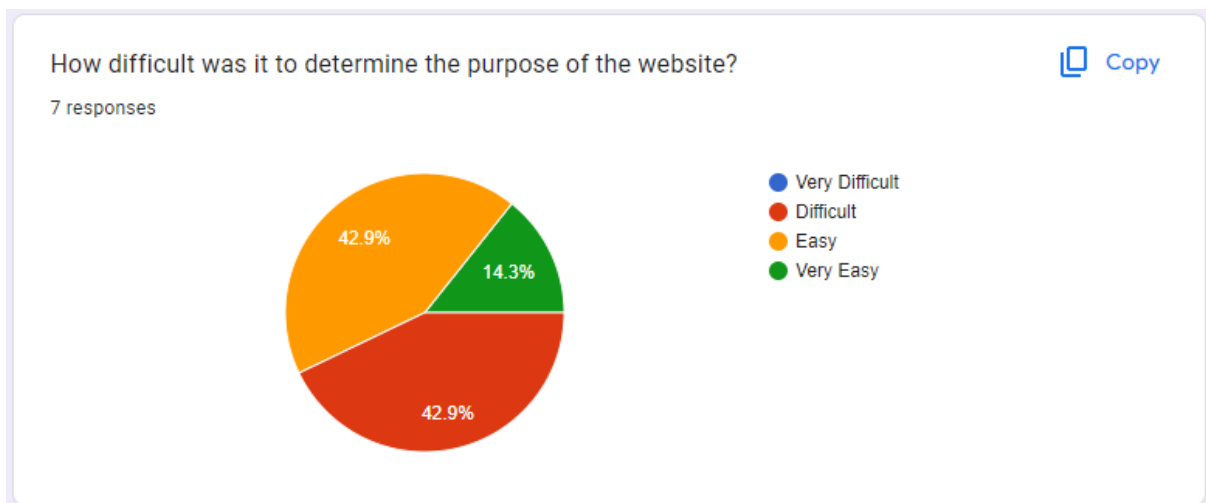
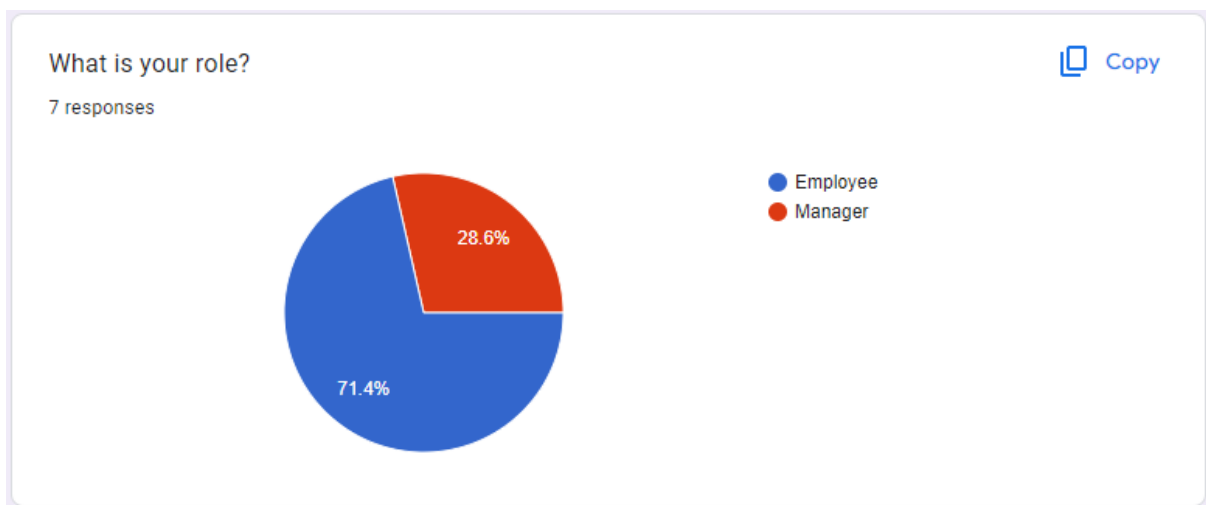
Long-answer text

Is there anything you would suggest to improve this service?

Long-answer text

Responses

In our testing we were able to get responses from 2 managers, one from each location, and 5 employees, 3 from the Rochdale location and 2 from the Normanview location. This made for 7 testers total. Below are their anonymous responses:



How do you think determining the purpose of the website could be improved?

7 responses

A title to say what it does

A paragraph to say what it does

If I could search it on google

A title at the top

A blurb explaining what it does

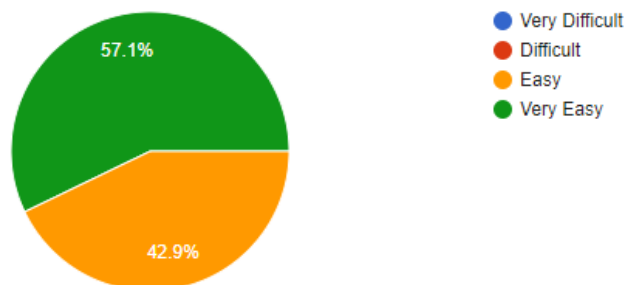
add a title and explain what it does

It was good

How difficult was the website to use?

 Copy

7 responses



How do you think the website could be made easier to use?

7 responses

The images should be uploaded for you

I like it

make it brighter it is a little hard to see

It was easy to use

I found it very easy to use

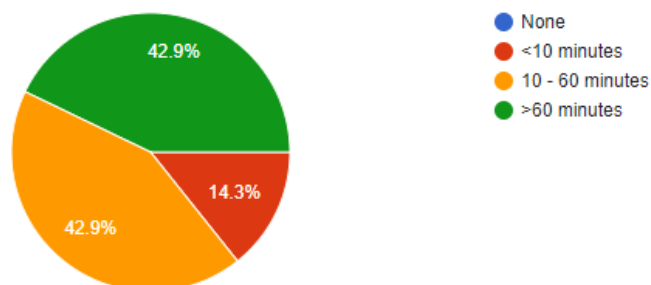
add a title to explain what i am doing for the first time

It was good

How much time do you think this tool would save you over an average week?

 Copy

7 responses



Did you encounter any issues or bugs when using the website?

7 responses

No

the barcode froze for a second

no

Is there anything you would suggest to improve this service?

7 responses

- A title and save my history
- Let me upload from my phone
- make it brighter
- Add a title and let me upload more than 1 package at a time
- Add something to explain what it does
- add a title and explain what it does the first time I didn't know
- I like this but it should be an app so I can upload pictures from my camera

Conclusion

In conclusion, the user testing responses were valuable in determining what direction to take our project in the future. Some responses, such as adding a mobile component and allowing employees to upload more than one image at once, were directly taken to and used for determining future work. This user testing was important as it gave us opinions from employees that will actually be the ones using our project. Our user testing plan was successful in creating a clear path forward for our project.