

Present:

Gustav Röhss (G), project member.

My Tunér (M), Gustav's girlfriend. Has some previous knowledge of the project.

Date: 23 April 2020

Total time: 25 min

Use time (some pauses for notes): 20 min

The communication that took place has been translated from Swedish. It transpired informally (with G taking notes) in order to best simulate a real use case. M was asked to read the document to ensure that it's accurate.

M is using a laptop running Windows 10. G is using a desktop running Xubuntu. They are communicating by phone.

G: Can you describe what you know about this project?

M: It's a game. You choose between three pictures. You should pick the one that best suits something.

M was asked this to give a description of her previous understanding of the game, for the purpose of documentation.

G: What's your first impression?

M: The design is simple, but easy to understand.

G: Who holds the high score?

M: Fandango.

G: How many points does he have?

M: 3000.

M was asked these questions to see if she could figure out the navigation/structure without help. She did so successfully. [1 - referenced later]

G: Can you get back?

M: Yes. I clicked "home".

Note that this is the only available navigation option from the High Scores page.

G: Can you tell us a bit more about us?

M: Sure.

M navigates to About page.

M: What do you want to know?

G: Broad strokes. You can ignore the technical terms if you'd like.

M: It's a multiplayer game. Anyone can host one, and anyone can join. There will be different prompts. You choose a picture, and if you're correct you get a point. There are multiple rounds and there will be one or several winners. *The exact terms were not well documented, but M expresses understanding that "Imgur API" is a technical term describing the source for the images.* Images are of different categories. *M recites listed categories.* They get fed into a "recognition thing". *M gets a bit more confused at the last two sentences of the second paragraph of the About page. G draws attention to the third paragraph, describing the "pointlessness" of the game.*

G: Do you understand better what this is now?

M: Yes, it's well written.

G: Thank you! Can it be improved in any way?

M: Not right now, it's a good summary. [2]

G: OK. You're going to get to join a game.

M: I'm going to click home. You have to host first.

M was not explicitly instructed on this. [3]

G: What's your name? *Referring to player name.*

M: Maudette.

G: What do you need?

M: A code. Like, numbers or letters or something.

M was not explicitly informed of the nature of the code, or its' purpose.

G: "MLEG".

M: Big or small letters?

G: Try it.

G: What happened?

M: The letters automatically became large.

G: What's my name?

M: Fatbear.

G starts the game. The images take prompt and images take some time to load.

M: That took some time.

G: Yup. [3]

The images are three pictures of bears. The prompt is "Which hibernator is a reason to go to McDonken?"

G: Do you understand what's going on?

M: I need to pick the bear most connected to like, food, or McDonalds.

G and M play five (5) rounds. At one point M mentions that she'd like to know which answer was correct – this is when both G and M answer incorrectly. [4]

At one point, M independently starts a new round. She informs G that this was to assert dominance. [5]

G: What can be improved?

M: The speed, and showing which answer was right. I'd also like to be able to see what scores people have during gameplay.

G and M play four (4) more rounds.

At one point a prompt which was partially similar to an earlier prompt appears. M remarks that it appears to be the same prompt. [6]

G: All right, let's look at the results.

M: Do I click or you?

G: We both do it independently.

M was at first upset that G had won, but remarked that once G left the game session she was listed as winner. [7]

M successfully navigated to the home screen without instruction, or being asked to. [8]

At this points, fifteen (15) minutes have passed.

G: All right. What I'd like you to do is to use your phone instead of your laptop, and host a game.

From this point on, M uses her phone (iOS) instead of her laptop. Without further instructions she hosts a game and gives G the code to join. [9]

G clicks "Start game" before M, and is instructed by the app to wait until the host starts the game. As the game starts, the images and prompt do not load. About a minute elapses. [10] M is asked to try again, and successfully, without input, navigates through Results to Home and hosts a game again. [11]

This time, G does not click "Start game" before M. The images and prompt load as usual. [12] G and M play three (3) rounds.

G: OK, can you just once more host a game? We're not going to play any rounds, just see if the images load.

M hosts a game. G clicks "Start game" before M does. The images and prompt load correctly. [13]

At this point, and additional ten (10) minutes have passed.

G thanks M for her participation.

Shortly, about twenty (20) minutes after the session, G realizes that M was not asked about the experience of playing on her phone. The following communication takes place by text.

G: I forgot to ask, how did it work in general to play on your phone?

M: Well. Convenient, as good as on the computer.

G: What about image size? A bit weird maybe?

M: Maybe a little. I didn't think about it because a lot of pages are like that. [14]

Text references:

1. There are several points where M effectively navigates and uses the website without help. In fact, she never requires help to navigate.
2. It should be noted that *almost* all of the About page could be understood by someone with limited technical experience. This could be improved further.
3. Preloading of images is not yet implemented.
4. Results-per-round screen is not yet implemented.
5. "Host-driven" game rounds not yet implemented.
6. Additional steps could be taken to ensure that prompts are unique, as we plan to do with images.
7. Results currently show the results for the players in the backend lobby. Once a player leaves, they disappear from the result screen.
8. Successful uninstructed user navigation.
9. Successful uninstructed user navigation, and effective use of application.
10. Points 10, 12-13 are of special importance. Here, the problem of a game not starting arises. G suspects it was due to him choosing "Start game" before the host.
11. Successful uninstructed user navigation, beyond what can reasonably be expected.
12. G further suspects that his choosing "Start game" before the host caused the issue.
13. Here, it is proven that choosing "Start game" before the host is not a definitive cause for errors. Further investigation is required.
14. First documented phone UX feedback.