

## Group 5-Usability Testing & Heuristic Evaluation

### Author:

Han Yin, Kin Seet

### Links to prototype:

#### Prototype A:

[https://www.figma.com/proto/KHJtZoVXpDn9eut914sP95Wx/Group-4\\_Han\\_Kin?node-id=9%3A17&scaling=min-zoom](https://www.figma.com/proto/KHJtZoVXpDn9eut914sP95Wx/Group-4_Han_Kin?node-id=9%3A17&scaling=min-zoom)

#### Prototype B:

<https://www.figma.com/proto/Wf2dD0P9CHJXnxRjjQP1WMNr/group-5?node-id=0%3A1&scaling=scale-down>

**Study report for prototype A**(this should take about 0.5-1 pages each):

- **Study Session #, date, time, location**

Study Session #1,

Date: 11/27/2018

Time: Start from 5:00pm to 6:00pm

Location: Math Library

- **Study participant info:** give them a pseudonym, and note their occupation (often we would record their age, gender, etc., but in this case those aren't very relevant to the usability test)

Han Yin, Kin Seet

### **Below are pseudonyms:**

Mr Y, Miss C, Mr J

- **Who conducted the study (and who else from your group helped)**

Han Yin conducted the study and Kin Seet helped

- **Observations from Prototype A:** What happened when testing prototype A? Did you notice anything surprising? Any confusion or mistakes?

When we testing prototype A, the testing goes not so well, because not like B, A is more like the improvement of the original version while B have more differences from the original one. It is surprised that the participates can not efficiently find the user profile. And there is another confusion is that the

participates can not know how can they get the coupons on the app while there is a coupons storage choice in the app.

**Participant feedback:** Summarize the participant's answers to the 6 questions above, plus any other questions you asked.

- **What did you like about Prototype A?**

Informative restaurant profile, nice feedback system and efficient search engine

- **What did you dislike about Prototype A?**

No need to create user account

Can not get to the user profile

- **What was confusing about this prototypes?**

Useless coupon options

- **Do you have any suggestions for improving these prototypes?**

Enable Map option to help users to find the location

**Study report for prototype B**(this should take about 0.5-1 pages each):

- **Study Session #, date, time, location**

Date: 11/27/2018

Time: Start from 5:00pm to 6:00pm

Location: Math Library

- **Study participant info:** give them a pseudonym, and note their occupation (often we would record their age, gender, etc., but in this case those aren't very relevant to the usability test)

Han Yin, Kin Seet

**Below are pseudonyms:**

Mr Y, Miss C, Mr J

- **Who conducted the study (and who else from your group helped)**
  - Kin Seet conducted and got some help from Han Yin
- **Observations from Prototype B:** What happened when testing prototype B? Did you notice anything surprising? Any confusion or mistakes?
  - More flexible than prototype A, and easy to use. Need verbal details for restaurants.

- **Participant feedback:** Summarize the participant's answers to the 6 questions above, plus any other questions you asked.
  - **What did you like about Prototype B?**
    - Mr J likes about the flexibility and efficiency of prototype B, he can view his profile by simply click the 'view profile', and he can search and view without any issues. Miss C likes about the sign in and sign up page, those pages are simple and she can login easily.
  - **What did you dislike about Prototype B?**
    - It is too simple, and need more features on this prototypes.
  - **What was confusing about this prototypes?**
    - There is no photo and verbal details while the restaurants pop up on screen.
  - **Do you have any suggestions for improving these prototypes?**
    - Add some more features such as address, hours and phone numbers next to each restaurant profile.

**Heuristic Evaluation Table:**

Prototype	Heuristic	Testers(pseudonym)
A	Visibility of system status	Mr Y
A	Match between system and the real world	Mr Y

<b>A</b>	<b>User control and freedom</b>	<b>Mr J</b>
<b>A</b>	<b>Consistency and standards</b>	<b>Mr J</b>
<b>A</b>	<b>Error prevention</b>	<b>Miss C</b>
<b>B</b>	<b>Recognition rather than recall</b>	<b>Mr Y</b>
<b>B</b>	<b>Flexibility and efficiency of use</b>	<b>Mr J</b>
<b>B</b>	<b>Aesthetic and minimalist design</b>	<b>Mr J</b>
<b>B</b>	<b>Help users recognize, diagnose, and recover from errors</b>	<b>Miss C</b>
<b>B</b>	<b>Help and documentation</b>	<b>Miss C</b>

**UARS from Han Yin:**

## Usability Aspect Report Template

From Shaun Kane, based on UAR Template from Brad A. Myers and Bonnie John

<http://www.cs.cmu.edu/~bam/uicourse/UARTemplate.doc>

Complete this form *for each* problem or good aspect that you observe.

UAR #:1	Problem/Good:Informative system and nice feedback	Rated by: 8
Name:Mr Y		
Relevant heuristic: <b>Visibility of system status</b>		
Steps to reproduce: Get to the log in page, Sign up and log in, Search the restaurant name and watch the restaurant profile		
Detailed explanation: The App is quit informative, it not only have the user profile but also the restaurant profile, the users can clearly know what to do based on the given options. And due to the clear classification, each button relates to different functions.		
Possible solution: Add more signal feedback to indicate the users' operation succeed or not. Give more instruction of coupon functions.		

Severity (low, medium, high, critical): Low	See also:Han Yin
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UAR #:2	Problem/Good: good connection between system and the real world	Rated by: 8
Name: Mr Y		
Relevant heuristic:Match between system and the real world		
Steps to reproduce: Sign up and log inl, by utilizing the search engine or filter , user can find a restaurant and get the real world information about the restaurant.		
Detailed explanation: This app strongly connected with real world, users can check the real world information of existed restaurant and contact them based on the information on the restaurant profile page.		
Possible solution: Add Maps for users to find the location		

Severity (low, medium, high, critical): Low	See also:Han Yin
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From Shaun Kane, based on UAR Template from Brad A. Myers and Bonnie John

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Complete this form *for each* problem or good aspect that you observe.

UAR #:3	Problem/Good: User can not find the user profile	Rated by: 8
Name: Mr J		
Relevant heuristic:User control and freedom		
Steps to reproduce: No matter whatever to do, user can not get to the user profile		
Detailed explanation: There is no links or buttons for users to get into the user profile		

<b>Possible solution:</b> Add the links and the buttons to connect the user profile page with other pages and give information to let the user know	
<b>Severity (low, medium, high, critical):</b> Critical	<b>See also:</b> Han Yin

<b>UAR #:</b> 4	<b>Problem/Good:</b> unknown coupon functions	<b>Rated by:</b> 7
<b>Name:</b> Mr J		
<b>Relevant heuristic:</b> Consistency and standards		
<b>Steps to reproduce:</b> Sign up and log in, find the user profile button, and watch the vip coupons options.		
<b>Detailed explanation:</b> There are plenty varieties of coupons inside the user profile, the user do not know whether some coupons are mean the same or how can these coupons be compensated		



<b>Possible solution:</b> <b>Give the instruction below each coupon or delete this coupon choice</b>	
<b>Severity (low, medium, high, critical):</b> <b>Medium</b>	<b>See also:</b> Han Yin

<b>UAR #:</b> 5	<b>Problem/Good:</b> This prototype has good error prevention system	<b>Rated by:</b> <b>9</b>
<b>Name:</b> <b>Miss C</b>		
<b>Relevant heuristic:</b> Error prevention		
<b>Steps to reproduce:</b> <b>Sign up or directly log in , find a restaurant and fill a feedback for this restaurant</b>		
<b>Detailed explanation:</b> <b>This prototype has really good error preventy system, when the user face any obstacles, the user can directly renew the page or return button to get back to the last operation.</b>		

**Possible solution:**

In order to improve the app, the designer can add error feedback system into the app, whenever any user have some problems that can not be solved, they can directly send the error report to the designers and communicate with them.

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

**See also:**Han Yin

**UARS from Kin Seet:**

**Usability Aspect Report Template**

From Shaun Kane, based on UAR Template from Brad A. Myers and Bonnie John

<http://www.cs.cmu.edu/~bam/uicourse/UARTemplate.doc>

**Complete this form *for each* problem or good aspect that you observe.**

UAR #:6	<b>Problem/Good:</b> <b>Good. This prototype allows user to go back to previous screen, and can easily use without difficulty</b>	<b>Rated by:</b> <b>8</b>
<b>Name: Mr Y</b>		
<b>Relevant heuristic: Recognition rather than recall</b>		
<b>Steps to reproduce:</b> <b>Sign in, view profile, search restaurant and back to profile</b>		
<b>Detailed explanation:</b> <b>Mr Y seems enjoy prototype B, since it is sample as not too many options on the screen, and it is very easy to use.</b>		
<b>Possible solution:</b> <b>Could be better if add a list of features such as view profile, search restaurant, view feedback, etc.</b>		
<b>Severity (low, medium, high, critical):</b> <b>low</b>	<b>See also: Kin Seet</b>	

<b>UAR #:7</b>	<b>Problem/Good:</b> <b>Good. Allow user to view profile, find restaurants and go back to profile</b>	<b>Rated by:</b> <b>9</b>
<b>Name: Mr J</b>		
<b>Relevant heuristic: Flexibility and efficiency of use</b>		
<b>Steps to reproduce:</b> <b>Sign up, view profile, view feedback, go back to profile, and search restaurant</b>		
<b>Detailed explanation:</b> <b>This prototype is flexible and efficient for use. Mr J can go back to view his profile by clicking ‘view profile’ option at the right bottom.</b>		
<b>Possible solution:</b> <b>Could add more options other than ‘view profile’ or ‘back’ options</b>		
<b>Severity (low, medium, high, critical):</b> <b>medium</b>	<b>See also: Kin Seet</b>	

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Complete this form *for each* problem or good aspect that you observe.

UAR #:8	Problem/Good: Good. Simple design and not too many options appear on screen	Rated by:7
Name: Mr J		
Relevant heuristic: <b>Aesthetic and minimalist design</b>		
Steps to reproduce: Sign up, view profile, view feedback, go back to profile, and search restaurant		
Detailed explanation: The design of screens are simple enough and not too confusing.		
Possible solution: Add more details about restaurant. I.e., time, address, location.		

Severity (low, medium, high, critical): medium	See also: Kin Seet
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UAR #:9	Problem/Good: Problem. The user does not know what to do when tap on 'sign up' accidentally.	Rated by: 6
Name: Miss C		
Relevant heuristic: Help users recognize, diagnose, and recover from errors		
Steps to reproduce: sign up, restart the prototype, sign in, view profile, view feedback		
Detailed explanation: Intended to sign in but tap on sign up instead, and Miss C does not know what to do and has to start over the whole testing.		

<b>Possible solution: Make the prototype able to go back previous screen for each screen.</b>	
<b>Severity (low, medium, high, critical): High</b>	<b>See also: Kin Seet</b>

<b>UAR #:10</b>	<b>Problem/Good: Problem. The user is confused because she cannot do typing while finding her favorite restaurant</b>	<b>Rated by: 6</b>
<b>Name: Miss C</b>		
<b>Relevant heuristic: Help and documentation</b>		
<b>Steps to reproduce: sign up, view profile, search restaurant, stop because missing a keyboard for typing</b>		

**Detailed explanation: Miss C continuously asks where the keyboard is located. Because she needs to it to type the name of restaurant.**

**Possible solution: Add keyboard**

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

**See also: Kin Seet, Han Yin**