



WORKSHOP 09: CONDUCT USABILITY TESTING



FlushFinder

Team Number

G03

Submission Date

16/05/2023

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1.0 Team Details

Team Number / Name: Gee-Oh-Three (G03)

Tute day / time: Tuesday 11am

Project / Name: Where's the cleanest public loo near me? **Tutor:** Dr Shreya Ghosh

Student	Name	Student Number	Role
1	Hans Wong	20968560	Researcher
2	Harry Walters	19166700	Project Manager
3	Kuldeepsinh Talatia	20872043	User Researcher/Data Analyst
4	Navinda Jayawardhana	20537054	Usability Engineer
5	Ola Malek	19756512	Graphic Designer

1.1 Our Progress

Welcome back! We're building on last week's work on the user test, and going into 'overdrive' for our posters and handoff report. Particularly, we're making good use of all five members to complete each task. Our researcher is doing great work on the user testing stage, our data analyst is working with them to generate insights, our usability engineer is working with our project manager to create the handoff report (using the work from our graphic designer). The graphic designer is also developing our posters, with feedback from staff, team members and our industry expert.

2.0 Piloting

For the members of Gee-Oh-Three who aren't confident in their presentation skills, we created a simple script to base their prompts off. This also encourages each test to be consistent, and thus, strengthens the validity of user responses.

Here is an excerpt from the script:

"We're not testing you - we're testing the app! If you're having trouble using it, it's never your fault - it's ours!"

"Be as honest as possible. If you don't like something, or think it's just plain stupid, please say so!"

"Please ask me any questions you wish, but for the purposes of this test I might not be able to answer them for you."

"PLEASE THINK ALOUD as you use the app. Tell us where you're going to click, why you're clicking there, and what you expect to see after you do it."

"These four aspects are extremely important to us, so try your best to remember them!"

"When you believe that you have completed the task, (or you have given up), please give the phone back to me."

TASK PROMPT EXAMPLE - *"You want to go find a bathroom to use, tomorrow, North of Perth"*

"Alright, now we're done. Please answer the rest of the questions on the page (labelled Post Test Questions)"

Thankfully, the extra work we've taken to build a strong user testing pipeline are paying off. With our user testing page and tool, it allows us to conduct a single User Study in under 5 minutes - much faster than our initial estimates of 15-20 minutes. Within a single afternoon, a single member has recorded 6 user tests. Over the weekend, we'll record and generate more insights - we'll discuss them in detail in next week's workshop sheet.

3.0 Experimental Data Collection

The user testing page records quantitative metrics like handedness, age, gender and user satisfaction (recorded as a discrete, categorical variable - still quantitative!). Our user testing tool records quantitative metrics of the user experience by analysing screen recordings (like user journey, click rates and dwell times).

The interview questions on the facilitator page of the user test sheet discuss the qualitative aspects - whether users had difficulty using the app, if there are any concerns using the application 'in the real world', what features they might add if they could, etc.

The team member who recorded the 6 user tests commented at how effortless and natural it was to acquire detailed and consistent insights on our app's user experience.

4.0 Posters

We created an initial draft of the sales and conference posters. Our extra prior work on building a style guide was a great help in creating the first versions. Our graphic designer was aware of the purpose of the sales poster, but felt that the requirements written in the syllabus might restrict the poster's efficacy. We discussed with the unit coordinator, who confirmed our graphic designer's thoughts.

Our graphic designer decided to iterate on the sales and conference designs by asking for feedback from other team members and our industry expert, Dr. Ivanova.

Some feedback we've received is that the sales poster is 'a little bit busy', and that we can reduce the amount of text on the page, supplementing it with more detailed in-person descriptions.

Please see attached the initial drafts of both the conference poster and sales poster in the same file directory.

5.0 Curtin ignition submission

We've organised a meeting with our supervisor for next week, where we'll ask for their permission to apply for the various competitions - such as Curtin Ignition. We are also aware that the Ignition submission is in a short window. We're trying to produce as much of the required information now, so that it's as easy as possible to put in a high-quality submission.

6.0 Final Group Presentation & Slide Deck

We're using the interview notes to partition the presentation content to each person. We would like the people who worked on a particular subject to present that subject - we think it would make a presentation more effortless and natural.

7.0 Conclusion

This is a transitory week! Right now, we're in the middle of significant tasks. Next week, the feedback from our sales poster, conference poster and the results from our user testing will be complete and be presented in the weekly report.

We're most excited to see our tutor again, to ask for feedback on our updated conference poster. See you there!!!

8.0 UI/UX Glossary and weblinks

In-test and post-test question examples:

<https://xd.adobe.com/ideas/process/user-testing/usability-testing-questions-tips-examples/>

9.0 Evidence

9.1 Meeting Minutes

GROUP NAME	GEE-OH-THREE
DATE	15/05/23
TIME	2:00-3:00pm
LOCATION	Curtin Library room 568

PRESENT:

Ola Malek, Hans Wong (Online), Kuldeep Talatia (Online), Harry Walters, Navinda (Online)

APOLOGIES:

ABSENT:

DISCUSSION:

- Delegate tasks for workshop 9 submission
- Organise what is being done for assignment 2 and 3
- Have we been in contact with Dr Ivanova?
- Meeting with dr ivanova on the 22/5 11am-2pm?

Tasks to do:

TASK	WHO	DUE	COMPLETE
- Usability testing	Harry	25/04/23	
- Workshop 9	Harry and Kuldeep?	16/05/23	
- PowerPoint	Kuldeep Hans		
- Posters	Ola	14/05/2023	15/05/2023
- Handoff report (Workshop 10)	Harry, Navinda	23/05/2023	
- Curtin ignition Ask about it tomorrow			

References

Figma

Cleaned Up Hifi:

<https://www.figma.com/file/8sdhma3iM8iET2bwTRJiRM/Hi-Fi-Revised?type=design&node-id=4759-17603&t=Dmy8SF8izpw8Jk0p-0>