

Kiwix User Testing Survey

We at the Open-Source Sorcerers must ask users to test our new change to really make sure the change will have the impact that we are aiming for. We knew we had to choose the right metrics that we were aiming to improve; that we had to choose a diverse user base to test our update, because Kiwix user demographic is diverse as well.

In our user testing survey, we tested two people because the change was not that big to the Kiwix frame itself. We chose to have them test both the updated Kiwix version along with the non-updated version of Kiwix. We gave each user the exact same instruction set and had them accomplish the set of tasks on both the previous version of Kiwix along with the version of Kiwix that we have created.

For metrics, we decided to simply time the interactions that the users had with both versions of Kiwix because we understand that overall the least time it takes to do something, is often the better iteration. We also gauged their frustration with closing a new tab with the previous version of Kiwix. On top of that, we also asked the user whether they liked the place of the button, or if it seemed too “out of place”. With these metrics, we can gauge if our change to Kiwix was as positive as we have hoped. All of these users were not totally blind to the Kiwix UI, as the tester gave them a run down and let them play around with the application to get more familiar with it before the testing was conducted.

Previous Version of Kiwix Instruction Set

1. Open Kiwix
2. Open a single article of your choosing
3. Open another article of your choosing
4. Open a final article of your choosing
5. Close the tab that contains the three articles
6. Open the three articles in a new tab

Updated Version of Kiwix Instruction Set

1. Open Kiwix
2. Open a single article of your choosing
3. Open another article of your choosing
4. Open a final article of your choosing
5. Close the tab that contains the three articles
6. Click on the “Undo Closed Tab” button that has appeared on the Kiwix browser

To keep measurements as fair as possible, we only timed the interaction from closing the tab to opening up the three articles open again on each version of Kiwix. Since our change only pertains to opening up the tab again, it did not matter what the user was doing before those steps, so we decided to scrap those times. The times recorded are only pertaining to steps 5-6 on the instruction sets.

Previous Version of Kiwix User Testing Questionnaire

[FOR TESTER ONLY] How long did it take to recover the tab that the user closed?

1:59

Would Kiwix benefit from having an “Undo Closed Tab” button?

Yes. It would make using Kiwix easier.

Why is it frustrating to recover a lost tab?

I am not used to Kiwix yet because it is similar but different than Google. It takes me longer to go back to where I was.

What are your thoughts on the Kiwix application?

I think it is good.

Updated Version of Kiwix User Testing Questionnaire

[FOR TESTER ONLY] How long did it take to recover the tab that the user closed?

0:17

Did you prefer the change over the previous version (Y/N) and why?

Y. It made getting my tabs back easier and took much less time.

Did the “Undo Closed Tab” button seem out of place with the rest of the Kiwix application?

No. It seemed to match well with the rest of the website.

Did our change make the experience of using Kiwix better for you?

Yes

Any other changes that we should implement?

It seems good to me. No changes!

Previous Version of Kiwix User Testing Questionnaire

[FOR TESTER ONLY] How long did it take to recover the tab that the user closed?

1:29

Would Kiwix benefit from having an “Undo Closed Tab” button?

Yes, it takes me much less time to bring back my tab on Google. I am more used to Google.

Why is it frustrating to recover a lost tab?

It is frustrating to get my tab back because I have no idea what I am doing and the website felt slow.

What are your thoughts on the Kiwix application?

It is cool that they were able to figure out how to give those with unreliable internet a way to look at the internet. I like it. I prefer Google though.

Updated Version of Kiwix User Testing Questionnaire

[FOR TESTER ONLY] How long did it take to recover the tab that the user closed?

0:16

Did you prefer the change over the previous version (Y/N) and why?

Y. It was much easier to get my tabs back, allowing me to continue looking at my articles.

Did the “Undo Closed Tab” button seem out of place with the rest of the Kiwix application?

No. It matched the rest of the website.

Did our change make the experience of using Kiwix better for you?

Yes

Any other changes that we should implement?

N/A.

Analyzing Questionnaire Results

After collecting results from our two testers, we concluded that our change to Kiwix was quite positive. It drastically made traversing Kiwix easier and faster, which is extremely important to technology users. We concluded that most if not all internet users would see our button as intuitive. We deemed it intuitive because we performed common testing techniques like not talking to them or holding their hand during the segments of the instructions that we wanted to test. Of our main metrics, we concluded that our change to Kiwix made using the system more usable and enjoyable based on the time required to complete the tasks and the overall mood of the testers and users that we tested. We will now discuss our official analysis of these questionnaire results.

Kiwix User Testing Analysis

Metrics

The change we wanted to make to Kiwix was all about efficiency. Creating a button that would bring back a closed tab is meant to be a shorter and easier way to get back to browsing through articles on Kiwix. Therefore, the shorter the amount of time to restore a closed tab, the better. The main metric used for our user testing survey was the amount of time it took in order to restore a closed tab. We also asked users what they thought of the placement of the button, and if it was visible enough for them to notice it.

User Testing

Our user testing survey consisted of asking the users to restore a closed tab in the old version of Kiwix and in our updated Kiwix. We conducted this test with two users, who were given the exact same set of instructions, and were timed on how long it took for each version of Kiwix.

Limitations

Of course, our testers are not the primary demographic of Kiwix, that being people without access to the internet, so our results do not guarantee that actual Kiwix users will be happy with our redesign.

Future Redesign Projects

For future redesign projects, we agreed it would be best to test pre-existing users of the application that we are redesigning. Either that or perhaps developers working on the project. Having stakeholders test the redesign will likely ensure that any changes remain consistent with the format, and improve the experience of the product. We would keep the same format for our user testing, asking the testers to perform a task in the original product and our redesigned product, and evaluate their experience.