Test plan for Contra-Hacker prototype

Link to prototype: <https://marvelapp.com/project/6877178>

# Introduction

This is the test plan for an usability/experience test for the prototype I made in Marvelapp, an online service to use for prototyping. The goal of this test is to find out if the gameplay feels hectic and if the player learns something new. I will also test the usability of the design, however I am going to explain some things beforehand which will be a tutorial in the final product.

# Instructions

The following will be read to the testee:

<I am going to let you play a prototype of a game. It will be your job to answer mails; you work for a company that is a sort of connection between bakers and potential clients, and you get paid for every mail handled correctly. On the news, you have seen that a new group of hackers has been using AI to generate fake mails. When you open the mailbox, you will see all of the mails; however, you mustn’t click them yet, only when I say that that specific mail has come in. I will also ask you to check your phone messages once in a while. In total, you will have five minutes to finish the game, and be sure to report something if it’s phishing.

You will have multiple options to handle the mail, such as forwarding it, deleting it, or completing the action given in the mail. If you handled it wrong, you will not get any money for it, and you’ll go back to your inbox.>

Players get five minutes to answer all five mails. This is to test the effects of time pressure and breaks in between the mails. A timer will be set to five minutes, and at the following intervals, the following should happen:

Timer:

* 30 seconds: first mail comes in
* 60 seconds: phone message
* 80 seconds: mail 2
* 120 seconds (2m): mail 3 and 4
* 150 seconds: phone message 2
* 180 seconds: mail 5
* 200 seconds: phone message 3

After the test, I asked the following questions:

* Were there any moments where you felt like you had nothing to do?
* Were there any moments where you felt like everything was hectic and you had to juggle things around?
* Did you understand why you got hacked, if you did?
* Did you feel like something was missing?
* What would you say about the game’s difficulty?

I also provided a list of words used to describe the game, and let the tester choose from them:

The game was:

Hectic  
Boring  
Wacky  
Realistic  
Abstract  
Scary  
Educational  
Fun  
Unfun  
Complex  
Simple

# Results

Testee 1:

* Were there any moments where you felt like you had nothing to do?
  + When they had removed mails
* Were there any moments where you felt like everything was hectic and you had to juggle things around?
  + A bit
* Did you understand why you got hacked, if you did?
* Did you feel like something was missing?
  + Phone ui
* What would you say about the game’s difficulty?
  + Wasn’t hard

Better feedback on lose

Delete button

Testee 1: words

Hectic .  
Boring  
Wacky  
Realistic .  
Abstract  
Scary  
Educational .  
Fun .  
Unfun  
Complex  
Simple .

Testee 2:

* Were there any moments where you felt like you had nothing to do?
  + At the start
* Were there any moments where you felt like everything was hectic and you had to juggle things around?
  + Not really
* Did you understand why you got hacked, if you did?
  + Yes (at the correctly coded one)
* Did you feel like something was missing?
  + Telephone messages
* What would you say about the game’s difficulty?
  + Is good

Feedback on wrong mail handle

Testee 2. The game was:

Hectic  
Boring  
Wacky  
Realistic  
Abstract  
Scary  
Educational  
Fun  
Unfun  
Complex  
Simple

Testee 3 (after mail wrong feedback accounted for):

* Were there any moments where you felt like you had nothing to do?
  + At the start
* Were there any moments where you felt like everything was hectic and you had to juggle things around?
  + Not really
* Did you understand why you got hacked, if you did?
  + Not hacked
* Did you feel like something was missing?
  + Phone part, may be hectic if put in
  + Why is it good
  + E-mail addresses
* What would you say about the game’s difficulty?
  + Difficult

Anything else:

Didn’t know things for sure, because game world is different from real world (like justitiesite.nl) and in general (.bat files)

Testee 3. The game was:

Hectic  
Boring  
Realistic  
Abstract  
Scary  
Educational.  
Fun  
Unfun  
Complex.  
Simple.

# Conclusion

## Observations

1. The game did not feel hectic, perhaps because of the small amount of mails in the prototype.
2. Despite having nothing to do at the start, the game did not feel boring.
3. The users enjoyed the shop.
4. There should be feedback on basically everything, whether you did it right or wrong.
5. Some red flags of phishing are missing, such as suspicious e-mail addresses.
6. The users did feel like they were in an office as intended.
7. The way that feedback was provided was good.

## Findings

Overall, the concept seems fun enough to people to continue on. The aesthetic of pressure is not met yet; perhaps a visible clock and a higher mail density would fix this.

Players had trouble with properly defining whether or not something is suspicious; in the prototype I used a link to a website that does not exist or is not used, so the testers regarded it as untrustworthy. I should make a way to let players confirm their suspicions.

More actions should have feedback.

I should take a good look at how the mails are built up and where exactly the red flags can be.

I updated the GDD 10-pager with the following:

1. Added more info to the “player feedback” section (correct actions should have feedback too.)
2. Added a new mechanic called “Antivirus Scanner”, which you can use to check if something is suspicious but takes time to scan.
3. Added a section with all information about mail setup. (which parts can be red flags etc.)