Usability test plan for Contra-Hacker

# Introduction

This is the test plan, including results, of an usability test held on 14/12/2023. The goal of the test is to validate the UI and many feedback portions the game has and to see if any changes or additions are required. The test was done with 5 testers.

# Instructions (for the tester)

The goal of the test is to find out if the controls of the game are intuitive and if the player understands what to do. Below is a series of assignments the player must perform. Encourage them to think out loud and pay attention to what they think is the right thing to do.

Ask for recording screen.

Explain the job to them. They are an administrative office worker in a large company that works as a mediator between artisans and big clients. They must manage the mailbox and do some things in the office itself.

Because the company makes so much money, a group of hackers has set it upon themselves to target them. They have been sending fake e-mails with the intent to break in and disrupt the work there. Take care to report any mails you find suspicious!

## Tasks, in order

1. You’re starting out in the office. There’s some things you can interact with. Can you focus on one? Give the duck a little pat.
2. Alright, now try to go back to the overview.
3. Go to the computer, and open a mail. Try to follow what it says and handle it.
4. Try to find a suspicious looking mail and report it.
5. Intentionally misreport a mail. Do you understand what you did wrong?
6. (if all done correctly) can you try to do something wrong with doing what the mail says?

Questions afterward:

1. Did you understand what the different options for mails were?
2. Did you understand how to report mails?
3. Could you navigate the office itself well?

# Results

## Player 1 (James)

Gave permission for OBS recording: Yes/No

General:

There’s little context in the mails.

Questions:

1. Did you understand what the different options for mails were?

Yes, though it took a bit to understand the report function.

1. Did you understand how to report mails?

Yes, understood but was a little doubtful on what the lighting up means, but was okay.

1. Could you navigate the office itself well?

Yes.

## Player 2 (Bart)

Gave permission for OBS recording: Yes/No

General:

Maybe a back button in navigation

Thicker outlines

Tutorial would be useful when starting

In report screen, perhaps make the text do something on hover, also increase the hitbox?

Questions:

1. Did you understand what the different options for mails were?

Understood report and delete, but not forward

1. Did you understand how to report mails?

Yes, aside from aforementioned general stuff

1. Could you navigate the office itself well?

Easy navigation, though doubts about the function of certain objects.

## Player 3 Fleur (for this test, the order of mail list was reversed.)

Gave permission for OBS recording: Yes/No

General:

Add a back button for the navigation

Questions:

1. Did you understand what the different options for mails were?

Yes, it was clear.

1. Did you understand how to report mails?

Yes, the message on the report screen helped (though I noticed some initial hesitation)

1. Could you navigate the office itself well?

Yes, navigation was clear.

Reversing the mail list order seemed to help, as the warning message was noticed sooner.

## Player 4 Felix (for this test, the order of mail list was reversed.)

Gave permission for OBS recording: Yes/No

General:

A list with contact information would be good for context

The warning from your boss is easily lost in the sea of mails, even when put on top

There is a bug with the background of reporting a hyperlink

Have a nicer view out the window.

Questions:

1. Did you understand what the different options for mails were?

Yes

1. Did you understand how to report mails?

Yes

1. Could you navigate the office itself well?

Yes

## Player 5 (reversed list order)

Gave permission for OBS recording: Yes/No

General:

Would like some better feedback on what they did wrong exactly.

Questions:

1. Did you understand what the different options for mails were?

Although they did it wrong, it was understandable.

1. Did you understand how to report mails?

Yes, it was clear.

1. Could you navigate the office itself well?

Office navigation was good.

# Conclusion

## Findings

Overall, the office navigation worked well, though a back button would be nice, and the players mostly understood what they did wrong if they failed to complete a mail or got hacked.

Some had trouble with the report menu, taking some time before seeing what they had to do exactly. A tip from one of my testees may help with this; a hover effect on the different selectable parts when you are in the report menu.

Some players had trouble with context; there was no real address book or something to use to check information. This should be a note on your desk or somewhere you can check it.

A lot of players had issues noticing the mails sent by the boss, even if they appear on top of the list of mails. (I had reversed the list of mails on the side, to see if it would help.) Either I will have to add some indicator to the mail preview to make them stand out or use a different way of feedback for this.

There were some small visual things; a bug where a clicked reported link wouldn’t show red, the view out the window was bland and one of the testees would like a thicker outline. A back button would also be nice for the navigation.

## Next steps

There is a next test coming soon, so I should incorporate some of this easy to implement feedback and create a way to predefine certain mails in a day. This allows me to make a tutorial and have a more controlled test.