

# **Big Hero 6: Usability Testing Prototype Feedback Documentation**

## **CONSENT FORM**

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**Rochester Institute of Technology**

**Department of Information Technology**

### **Informed Consent Form - Campus Marketplace**

**Project: Campus Marketplace Mobile App - Big Hero 6; 1/1**

**Principal Investigators:** Mathew Annechiarico, Owen Armstrong, Adam Badre, Bea Chin, Brandon Mata, Leeon Noun

The usability test you have volunteered to participate in will help us to better understand problem solving, decision-making, and perception in individuals as they use various types of software, products and/or equipment. We do not anticipate taking more than 10 minutes of your time. Performance in the usability test will not be assigned an academic grade.

#### **RISKS**

We do not foresee any risks associated with your participation in this study.

#### **BENEFITS**

This project is intended to get feedback from users and/or to gain an understanding of the usability of a product. In addition, you will gain the experience of being involved in a “real” usability test.

#### **CONFIDENTIALITY**

Data will be compiled and analyzed in an anonymous manner, and will only be reported in the aggregate and never by name. Publications related to this work will not make reference to individuals. The summary may include discussion of the demographics of the subjects. The session may be recorded on video and/or audio tape, and notes will be taken to record your opinions and actions. You will also be observed through a one-way viewing window. This document states that you agree to be video/audio taped and observed while participating in this study. This information, including the video tape, may be used to improve products and/or interfaces. It may also be shared with others for educational or promotional purposes. We will hold as confidential your personal information (such as name and phone number, and any images showing facial views) and use it only for research purposes.

## CONTACT

If you have questions at any time about the study or the procedures, you may contact the researchers:

- Matthew Annechiarico - [mta6737@rit.edu](mailto:mta6737@rit.edu)
- Owen Armstrong - [opa1958@rit.edu](mailto:opa1958@rit.edu)
- Adam Badre - [ab3147@rit.edu](mailto:ab3147@rit.edu)
- Bea Chin - [buc6376@rit.edu](mailto:buc6376@rit.edu)
- Brandon Mata - [bom5106@rit.edu](mailto:bom5106@rit.edu)
- Leon Noun - [lsn3369@rit.edu](mailto:lsn3369@rit.edu)

## PARTICIPATION

Your participation in this study is voluntary; you may decline to participate without penalty. If you decide to participate, you may withdraw from the study at any time without penalty and without loss of benefits to which you are otherwise entitled.

## CONSENT

I have read and understood the above information. I have received a copy of this form. I agree to participate in this study.

Participant's signature \_\_\_\_\_ Date \_\_\_\_\_

Participant's name (printed) \_\_\_\_\_

Investigator's signature \_\_\_\_\_ Date \_\_\_\_\_

Parent's signature \_\_\_\_\_ Date \_\_\_\_\_

(if student is under 18)

# SCRIPT

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## Introduction

Welcome to usability testing for Team Big Hero 6's Campus Marketplace application. The goal of this application is to provide a service similar to facebook marketplace or craigslist, with the major catch being for RIT students. In order to proceed, we will need you to sign a consent form, if you could put your email in the chat to facilitate this that would be excellent.

## Extra Information for Interviewee

What you will be testing is the prototype for our application. However, not all features and functionalities are working.

**When you have to fill in any information and you see a box with text inside, simply tap the box to input the premade answer.** We are limited in the way we are able to prototype, so we apologize if this may interfere with your process.

We will ask you to complete two main tasks and we ask that you think out loud so that we can take notes to better understand your thought process. When you are finished with a task, please say **"Task complete"**. This will let us know when you are done and we can move on to the next task. We also encourage you to ask any questions throughout the process.

## Roles

- Mathew Annechiarico - Observer, Note-Taker
- Owen Armstrong - Observer, Note-Taker
- Adam Badre - Interviewer, Time-Taker
- Bea Chin - Interviewer, Note-Taker
- Brandon Mata - Observer
- Leeon Noun - Note-Taker, Time-Taker

## Task 1

We will begin with Task 1. The main goal of this task is to purchase an item in the application. There will be 3 parts: creating an account, searching for an item, and making a purchase.

### Task 1 Prototype Link:

<https://www.figma.com/proto/iLleAbRBS66BIRL32eyGR7/ISTE260-Prototype?page-id=0%3A1&type=design&node-id=50-270&viewport=-307%2C480%2C0.29&t=CuA6C6wNYEtqgiiS-9&scaling=scale-down&starting-point-node-id=50%3A270&show-prototype-sidebar=1>

### 1.1 - Create an Account/Login to Account

- 1.1.1 - Open the 'application'.
- 1.1.2 - Input the necessary information.  
(If they forget, remind them that they can just 'Tap' the box to fill in the answer.)
- 1.1.3 - Login to the application.
- 1.1.4 - Wait for the application to respond.

### 1.2 - Search for an Item and Add to Cart.

- 1.2.1 - Select the 'Search' bar.
- 1.2.2 - Select the first item that appears.
- 1.2.3 - Message the seller.

→ 1.2.4 - Send a purchase request.

### 1.3 - Purchase Your Item

→ 1.3.1 - Go into your Cart.

→ 1.3.2 - Proceed to checkout.

→ 1.3.4 - Input the necessary information.

*(If they forget, remind them that they can just 'Tap' the box to fill in the answer.)*

→ 1.3.5 - Confirm the purchase.

→ 1.3.6 - Wait for the application to respond.

## Task 2

Now we will begin with Task 2. The main goal of this task is to create your own listing. There is only one part to this task.

### Task 2 Prototype Link:

<https://www.figma.com/proto/iLIeAbRBS66BIRL32eyGR7/ISTE260-Prototype?page-id=0%3A1&type=design&node-id=12-2&viewport=-307%2C480%2C0.29&t=CuA6C6wNYEtgiiS-9&scaling=scale-down&starting-point-node-id=12%3A2&show-prototype-sidebar=1>

### 2.1 - Create a Listing

→ 2.1.1 - Tap the '+' button.

→ 2.1.2 - Add photos to the listing.

→ 2.1.3 - Input the necessary information for Product Description.

*(If they forget, remind them that they can just 'Tap' the box to fill in the answer.)*

→ 2.1.4 - Input the necessary information for the Delivery Method.

*(If they forget, remind them that they can just 'Tap' the box to fill in the answer.)*

→ 2.1.5 - Input Location of Exchange.

*(If they forget, remind them that they can just 'Tap' the box to fill in the answer.)*

→ 2.1.6 - Select Preferred Payment Method.

→ 2.1.7 - Input price of item.

→ 2.1.8 - Post listing.

### Interview Questions:

1. What suggestions do you have for us after completing that task?
2. What difficulties did you experience during this task?
3. What did you like about the interface?
4. What didn't you like about the interface, what do you suggest for improving that features

### Conclusion

Thank you for participating in our Usability Testing. If you have any additional questions, feel free to ask us any time.

# DATA COLLECTION (BLANK)

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User #: [Insert Name and Email]

## Time Tracker

Start	
Task 1.1	
Task 1.2	
Task 1.3	
Task 2	

## Facial Movements

## Notes

## Interview Responses

- Task 1
  - What suggestions do you have for us after completing that task?  
■
  - What difficulties did you experience during this task?  
■
  - What did you like about the interface?  
■
  - What didn't you like about the interface, what do you suggest for improving that features  
■
- Task 2
  - What suggestions do you have for us after completing that task?  
■
  - What difficulties did you experience during this task?  
■
  - What did you like about the interface?  
■
  - What didn't you like about the interface, what do you suggest for improving that features  
■

## DATA COLLECTION FEEDBACK

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**User 1:** Casey Malley [cam8940@rit.edu](mailto:cam8940@rit.edu)

### Consent Form Signature

Participant's signature _____	Date <u>11/28</u>
Participant's name (printed) <u>Casey M.</u>	

### Time Tracker

Start	11:16 AM
Task 1.1	10 seconds
Task 1.2	20 seconds
Task 1.3	1 min
Task 2	1 min 36 seconds

### Facial Movements

11:16 AM - Staring around the screen and clicking by following Bea's instructions and steps.

11:26 AM - Can read the texts clearly and click required parts like putting time, date, etc.

### Notes

- Casey is able to understand the assignment. He hovers the mouse and clicks around fast like an expert.
- He clicked the book item and ordered the book through purchase confirmation.

### Interview Responses

- Task 1
  - It fits the iPhone aesthetic very well. It does have a flow. Standard set like Facebook marketplace because Campus Marketplace has message seller description and overall item information. Maybe use the post office as a location to drop and handle instead of having a specific location to exchange.
  - Suggested a cart and bartering system / message and negotiate has weird animation when purchasing the payment method.
  - Some buttons were not prototyped which caused a bit of confusion.
- Task 2
  - All item information works out pretty well except the delivery method. That part isn't completed. Mentioned that shipping will not accept cash because it's not practical.
  - Delivery method should have a handling time field, box to include shipping and handling information, interesting that we included courses of students.
  - Interface is consistent, but make headers, feels a bit cramped.
  - Worked out pretty well, no qualms about anything.

User 2: Cade Gilbert [wwg7211@rit.edu](mailto:wwg7211@rit.edu)

### Consent Form Signature

Participant's signature	<u>Cade Gilbert</u>	Digitally signed by Cade Gilbert Date: 2023.11.28 11:37:30 -05'00'	Date	<u>11/28/2023</u>
Participant's name (printed)	<u>Cade Gilbert</u>			

### Time Tracker

Task 1.1	9 seconds
Task 1.2	1 minute 30 seconds
Task 1.3	34 seconds
Task 2	46 seconds

### Facial Movements

- No camera.

### Notes


- None

### Interview Responses

- Task 1
  - Some inconsistencies to purchasing button, not direct to cart and goes to message instead which is a bit weird, purchase is more of interaction.
  - Interface is streamlined, looks good, well thought out, options to select a pick up time, visually intuitive.
  - The only difficulty is his first thought was to go for the cheapest item that was in his tab - interviewer fault as they did not properly clarify.
- Task 2
  - Interface was very streamlined, and it looked good. They seem to like it.
  - There's not a whole annoying process to go through. Making it very easy to start a listing, which they think is nice.
  - Emphasizes that they can tell that selling is a big part of the platform.
  - UI made it obvious to post a listing.

User 3: Ethan Butts [edb2875@rit.edu](mailto:edb2875@rit.edu)

### Consent Form Signature

Participant's signature 	Date <b>11/28/2023</b>
Participant's name (printed) <b>Ethan Butts</b>	

### Time Tracker

Task 1	12:08 PM
Task 2	12:12 PM

### Facial Movements

- No camera. His webcam isn't functional.
- Voice: Been hearing him say "umm/well" a few times.

### Notes

- Clicking message seller to send/view message then add item into cart.
- Checkout: Clicking this specific date for him to order an item. He chose cash.

### Interview Responses

- Task 1
  - Very similar to the FB marketplace, everything is streamlined.
  - Color scheme is nice, good contrast, good navbar, nice design.
  - Only issue was the filter was not functional and they tried to use it.
- Task 2
  - Interface was very streamlined, and it looked good. They seem to like it.
  - There's not a whole annoying process to go through. Making it very easy to start a listing, which they think is nice.
  - Easy to follow step by step.



**User 4:** Ricky Um

**Consent Form Signature**

Participant's signature _____	Date <u>30/11/2023</u>
Participant's name (printed) <u>Taewoong (Ricky) Um</u>	

**Time Tracker**

Task 1	11:14 AM
Task 2	11:23 AM
End	11:28 AM

**Facial Movements**

- Still staring at the screen.
- Barely has any facial movement but staring at the screen and keyboard - he noticed something wrong with the payment method.

**Notes**

- Last 2nd task question, he took time to figure out what to answer the question.

**Interview Responses**

- Task 1
  - Simple design; however, there is an error in the payment method where card/cash changed to delivery and pick up.
  - Simple modern design, color scheme fits well into the RIT theme.
  - Fix the payment method part and then it would be good.
- Task 2
  - There was a part where editing a listing does not have a button to save the edit so adding that would be nicer.
  - For some people it might be confusing what the + button does.
  - Listing part is very simple and easy to use, detailed, the places in RIT are well shown.
  - Add another listing other than + button on the main page, other than that it looks fine.

**User 5:** Jason Chen

### Consent Form Signature

<b>Participant's signature</b> Jason Chen	<b>Date</b> __11/30/2023__
<b>Participant's name (printed)</b> _____ Jason Chen _____	

### Time Tracker

Task 1 - Start	11:42 AM
Task 1 - Questions	11:47 AM
Task 2 - Start	11:51 AM
Task 2 - Questions	11:53 AM

### Facial Movements

- No camera.

### Notes

- Was confused on where to go since most of the functionality is unavailable.

### Interview Responses

- Task 1
  - To be honest, everything is fine, well, there is nothing that I have struggle with
  - If I were to message the seller, and the seller doesn't reply back. Where would that be saved? I think it would be better to have this saved conversation in a better place.
  - For the interface, I like the font size and honestly, it is perfect. I could tell what I have to read and all the information is. The layout is very nice, very nice order.
- Task 2
  - Did not experience any difficulties.
  - I like the layout and it's really organized. I like how the product goes first and then everything else.
  - Suggested that the time could be cut down by making it smaller.

**User 6:** Trevor Yee

### Consent Form Signature

Participant's signature	<u>Trevor Yee</u>	Date	<u>11/30/23</u>
Participant's name (printed)	<u>Trevor Yee</u>		

### Time Tracker

Task 1 - Start	12:12 PM
Task 1 - Questions	12:15 PM
Task 2 - Start	12:17 PM
Task 2 - Questions	Disrupted by Zoom abruptly ending

### Facial Movements

- Looking away from the screen while listening to Adam's instructions.

### Notes

- None

### Interview Responses

- Task 1
  - It is really good, there's good user feedback when I add something to the cart. When I press the button, it lights up a green screen showing confirmation. So I think it's a good design.
  - The font is a little small on his screen.
  - Interface is pretty clear and precise. Really like the user feedback.
- Task 2
  - None