



Group02 - Moderated Usability Tests

Events United

Bringing people back together

User profiles

- User #1: Devreese Brix, third year computer science major.
- User #2: Poitier Gino, third year computer science major.
- User #2: Thibaut Wittevrongel, third year computer science major.

Tested scenarios

Research question	Can users create events on our application?
Scenario:	You are the organizers of Rover Fest, an event that happens annually on the 39th of January. The event happens at Rover Cave and entrance costs Martians 15 MarsCoin (MC).
Inputs/data:	Title, description, location, start and end-date, theme, price (MC)
User paths:	
User #1 (Devreese Brix)	Clicked on create event checked out the form confirmed the creation
User #2 (Poitier Gino)	Found "add events" flawlessly
User #3 (Thibaut Wittevrongel)	User on home page clicks on add event tries to fill in form (but not included) Clicks on confirm message
General conclusion after testing:	
Keep it, this works!	Modifications
	<ul style="list-style-type: none">• Text after creation could be better styled.• Create another instead of 'request event'• Give indication to icon of the page you are currently on

Research question	Can users buy tickets?
Scenario:	You have a day free from work as a miner, so you decide to attend an event organized by Events United. You heard about 'Leader evening' on the radio and want to check if it's one of the upcoming events. Not only that, but you want to skip the queue at the event itself, so you buy a ticket beforehand.
Inputs/data:	Event to click: 'leader evening'. Amount of tickets wanted: 1
User paths:	
User #1 (Devreese Brix)	Clicked on the inspect event icon Clicked on buy ticket
User #2 (Poitier Gino)	Checked tickets first (but did not buy it yet), went back to home page Clicked on view more and bought a ticket then went to the tickets page again.
User #3 (Thibaut Wittevrongel)	Tries to find a buy ticket button on upcoming events. Went flawlessly afterwards
General conclusion after testing:	
Keep it, this works!	Modifications
Easy to buy tickets Clear flow	Add an unhappy path for sold-out tickets. We don't think an extra pop-up to confirm your payment is needed. You need to take too many steps beforehand. (so no accidental purchase can be made)

Research question	Can users change their interest?
Scenario:	You are a new user of our application. You are interested in music, so you want to add this as an interest of yours. (You will get recommended events based on your interests)
Inputs/data:	Add music as an interest
User paths:	
User #1 (Devreese Brix)	Went to profile, tried to drag and drop, but this isn't implemented in wireframes.
User #2 (Poitier Gino)	No troubles in flow.
User #3 (Thibaut Wittevrongel)	Went to profile. Found it without struggle.
General conclusion after testing:	
Keep it, this works!	Modifications
	Give an indication that interests can be dragged and dropped between the 2 containers.

Research question	Can users view their tickets?
Scenario:	You are at the entrance of Rover Race and need to show your ticket in order to get in. You are prepared and bought a ticket beforehand.
Inputs/data:	/
User paths:	
User #1 (Devreese Brix)	Found tickets page immediately, liked the enlarged QR code when clicking on the ticket.
User #2 (Poitier Gino)	No troubles in flow.
User #3 (Thibaut Wittevrongel)	Went to tickets. Found it without struggle.
General conclusions after testing:	
Keep it, this works!	Modifications
The enlarged QR code when clicking on the ticket	Change the 'buy ticket' button to 'view tickets' if you already bought a ticket.

Research question	Can users message their friends?
Scenario:	You were browsing through events when you saw an ad for a sand surfing event, and you remembered that your friend Niels Soete was interested in this, so you would like to message him about this awesome event.
Inputs/data:	Text message
User paths:	
User #1 (Devreese Brix)	Tried to find a 'share' button on the event page. Then went to the friends page to send the message.
User #2 (Poitier Gino)	No troubles in flow.
User #3 (Thibaut Wittevrongel)	Went to friends. Clicked on message.
General conclusions after testing:	
Keep it, this works!	Modifications
Breadcrumbs should stay.	Add a share button to detailed event info page

Research question	Can users see a map of all people at an event?
Scenario:	You are at an event, and you are wondering if there are any females at the event who are interested in music.
Inputs/data:	/
User paths:	
User #1 (Devreese Brix)	
User #2 (Poitier Gino)	Was not sure which icon in nav to click on, searched on the event page. Then found the correct icon and went to the map.
User #3 (Thibaut Wittevrongel)	Clicked on map icon immediately, but only because he found it on accident while testing other scenarios
General conclusions after testing:	
Keep it, this works!	Modifications
	Change the icon of the map to something more obvious. 🗺️

Research question	Can a user add another user as a friend?
Scenario:	You went to an event and met Niels Soete. You had a nice conversation with him, but forgot to send them a friend request. Furthermore, you try to add him as a friend afterwards.
Inputs/data:	Add Niels Soete as friend
User paths:	
User #1 (Devreese Brix)	Had no trouble finding the friend request
User #2 (Poitier Gino)	No troubles
User #3 (Thibaut Wittevrongel)	Clicked on friends. Didn't like the name 'suggestions'.
General conclusions after testing:	
Keep it, this works!	Modifications
	Change the 'friend suggestions' label to 'recently met'. Add 'pending friend request' field Add the ability to search users by name.