# User Interface evaluation

[ Recording screen

Successful task completion

Time on task

User feedback during tasks ]

Selected methods

Defined evaluation approach

Evaluation plan

Issues around plan / practical issues

Discuss consent forms and ethical issues

Evaluation results

* How it went
* Key issues identified with UI
* User experience of using the UI
* Compilation of the data

Considerations based on results

* Redesign recommendations
* Relate it back to the results

## Selected evaluation method

In order to effectively evaluate our implemented user interface a number of key evaluation test metrics were implemented in our final usability testing method. The method selected involves a scripted lab based usability test. Users undertake a series of ‘typical’ tasks on the system, these tasks (seen on appendix 2) involve the user interacting with different aspects of the system covering all user interface screens. Throughout the testing users will be invited to talk us through their thought process allowing insight into the difficulties and errors occurring in the completion of their task. Further to their own feedback we will be recording data relating to their interaction with the system such as comments and screen captures. Recording their activity on screen gives allows us to correspond their comments to specific tasks and see how their movements on screen were affected by the UI design choices. Particularly we can calculate the amount of time taken for them to complete each individual task. When all data is collated, a longer than average time to complete each task can suggest difficulty with navigation particularly when correlated to the comments given throughout.

The reason a task based testing method was selected was it allowed us to see the users understanding of the UI and how the UI can be used in order to complete their task. Our system involved key functionality that would be performed by typical users. A task based approach allowed us to ensure the UI eased access to these areas of functionality and not confuse or restrict. In order to reduce the amount of time required of the user we have limited the amount of tasks to 5, this was short enough to keep users engaged throughout the testing.

## Evaluation plan

Appendix 2 shows our evaluation plan giving room for recording user feedback and completion times. For this study 5 participants were used, with at least one Tester recording their progress. These participants were scheduled in 30 minute intervals with 20 minutes for each task and a final 10 minutes for further feedback about their experience on each task and for resetting the system. After agreeing to undertake the study each participant was given a brief overview of the study and what was required. During the test the user was first presented with the starting login screen of the system. From here they were told to work through each task communicating their current thought process as well as any difficulties encountered. The Testers were to write down all user comments separating them by current Task. Upon completion the Users end time was recorded along with the user’s final rating for their experience in completing that specific task. However in order for the test to maintain some validity the Testers role will be to record and not to advice. Any advice in how to use the system will alter the results as users will no longer rely only on their understanding of the UI.

## Ethical considerations

Appendix 1 shows the consent form presented to potential participants before the study begins. As this study involves recording of their information, through screen capture and comments, effort has been made to communicate the use of this information to participants. We have decided to anonymise each participant’s comments and results in order to welcome more honest comments from users. This anonymity reduces the ‘human factor’ from the data for the Testers putting more focus on the results instead of who may have given them. All of this is communicated to the user in the consent forms, equally however before each test participants are informed again of their ethical rights and reminded that they can withdraw from the study at any time.

## Evaluation results

…