

UNIVERSITY OF YORK  
DEPARTMENT OF COMPUTER SCIENCE

# User Evaluation

## Group 20

Formerly Group 16

## Group Members:

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For our user evaluation, we decided to recruit a group of users who were both informed of the overall product brief and represented the group that will be playing Heslington Hustle - students. This is because the game is designed for open days to give prospective computer science students an overview of the ENG1 module.

Considering the different lifestyles of the users, the only task they were given was to attempt to go about their normal exam preparation routine (within reason). Due to this, every player went about their evaluations very differently and every implemented aspect of the game was commented on in some capacity.

The users were evaluated either on campus or within their homes, as these are the 2 likely contexts that Heslington Hustle would be played within. On campus, the users were evaluated in a fairly busy space that simulated the activity of an open day.

We decided to conduct in-person interviews where the users would take part in think-aloud protocols, and were asked questions leading on from their comments. The specific protocol used was the concurrent verbal protocol. Each issue that users encountered was documented, graded from 0-5 (with 0 being more of a comment than an issue) and any additional notes/suggested fixes were noted. Users were also asked to give some closing feedback about their experience with the game, in case there was anything they hadn't yet voiced.

After each evaluation, the data gathered was placed into a table (seen below) so that it could later be used to suggest additional requirements and design changes.

Issue	Severity	Suggested fix/notes (if any)	User
Doesn't give any kind of overall score	5	Give a grade and whether you passed	2
Glitchy text box at the start of every day	5	Very annoying	5
Don't know where things are	4		1
Repetitive, hence a bit boring	4		1
No map	4		2
No awards for doing specific things	4	Achievements	5
Can't click through dialogue boxes	3	Map/Minimap	1
Walking too slowly	3		1
Not enough variation in activities	3		2
No map	3		3
A bit repetitive	3	Another social activity	3
No map	3		4
Ended up in wrong building	3	A map!	5
No people you can talk to	3	Would be nice to have little pointers of what to do and where to go	5
End leaderboard against other players wanted	3	Good for competitive players	5
No overall end score	3	No drive to play again	6
Building size inconsistent	2		2
Walking speed inconsistent with how long it takes in real life	2		2
Can't do enough in a day	2	Be able to perform one activity past energy limit for some sort of negative side effect	3
No finishing grade	2		3
No NPCs, boring surroundings	2	Add some animal NPCs	4
Not enough recreational activity variation	2	Would just be more interesting	5
No gym, missing part of campus east	2		5
It says don't overwork yourself too much, repetitive	2		5
Only one area to study in	2	Other places to study	5
No leaderboard	2		6
Can study for too long	1		2
Paths inaccurate, ugly and disinteresting	1		2
Eating 10 meals in a day is unrealistic	1	Activity limiters	2
No penalty for cramming	1	Would just be a fun extra thing	3
No york shambles	1	Fun addition that's very relevant to student life	5
Day/Night cycle	1	Would be fun, not too important	5
Don't find out whether you pass exams	1	There's an end goal that isn't resolved	5
Menu inconsistency with clicking and keyboard input	1		6
Energy bar see-through	1	Ugly	6
Can't scroll using scroll wheel	1	Just an inconvenience	6
Trees don't rustle	0	Would just be fun	4
Character sprite too big compared to scenery	0	Simply an observation	6