

CS325
Project 4.6:
User Testing

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Introduction

In project 4.5, we made a low-fidelity prototype of our group's application out of paper. The purpose of 4.6 is to test the navigation and usability of our application. By providing our test subject three tasks that we believe best represents the general use of the app, we observed their approach to the tasks and critiques in order to reevaluate and improve our application.

Methods

Participants

Three different subjects were recruited. All were undergraduate students from a 5 College institution - our target demographic.

Environment

All testing was held in the Engineering Library. Subjects were seated at a table and provided instructions and context before starting the experiment. We instructed the subjects to perform whatever actions they think is necessary to complete the task, and to verbalize their thought process. We observed them silently, answered any questions and asked them questions after a task was finished.

Tasks

1. **Easy Task:** You are a user trying to communicate with a driver "Michelle." Starting from the homepage, make a call to driver "Michelle" and message "Michelle" on chat.
2. **Medium Task:** You are a new user and you have just downloaded and opened up the app. Sign up.
3. **Hard Task:** Starting from the homepage, create a post offering a ride to Boston. Secondly, find a post offering a ride to Boston using the filter/search function.

Results and Discussion

*Severity Rating is abbreviated as SR throughout this document.

Subject 1 Observation

Subject 1 is a Mount Holyoke student.

Task 1

The this task went smoothy. However, some of her performances did not match our expectation. When she was asked to send a message to driver “Michelle”, she initially pressed chat icon on the bottom icon bar. We expected users to contact the driver through the detail post of an entry. (SR 0)

Task 2

She performed the task smoothly matching expectation. However, she was not sure about whether she had finished registration or not since there is no notification. (SR 3)
Also, she questioned the use of the rating system since there is no instruction provided on it. (SR 0)

Task 3

The subject completed this task easily. When entering location (for pickup/destination), she wanted to have a flexible option. (SR 1)

Overview

Compared to other subjects, Subject 1 paid more attention to detail. Based on observations, couple of changes that will be considered: adding a confirmation notification after registration; adding a flexible pick-up/drop-off option.

Subject 2 Observations

Subject 2 was a UMass student recruited onsite at the Engineering Library.

Task 1

He performed the task smoothly without any confusion or mistakes. His performance matched expectation.

Task 2

For this task, he initially started filling out username and password in the main page which was meant for signing in. He noticed his mistake and corrected himself by clicking on the sign up button. He then completed the sign up task without confusion. (SR 0)

He used the "Description" section provided in the signup page for a use other than what it is was designed for. The subject used it to provide a fun memo rather than an important information about himself. (SR 2)

The subject was confused by his level of initial rating which is zero stars out of five. (SR 1)

Task 3

The subject easily completed this task. However, he confused price for price per passenger as the price for the whole trip for total number of seats he offered when making a ride offer post. (SR 3)

Overview

Based on observations from his performance adding an elaborative instructions next to the "Write about yourself" section as well as a piece of information that differentiates "price/seat" from "price" in the offer page should be considered.

Subject 3 Observations

Subject 3 is a UMass student recruited onsite at the Engineering Library.

Task 1

She flawlessly completed the task of calling and messaging user "Michelle" using the steps we intended for.

Task 2

She did not confuse the sign-in and sign-up buttons and filled out the information easily and without error to join her account. She was a little confused by the purpose of the "Write About Yourself" input field; when given an explanation, she thought the description "I am allergic to cats" or "I am a student of umass" are appropriate inputs for the "Write about yourself." (SR 1)

Task 3

She pressed the "Offer" and "Post" buttons in the proper order to make post offering a ride. Unlike subject 2, she did not confuse the purpose of the price input.

Overview

According to the observation of the second task, the “Write about yourself” section caused confusion because it did not specify exactly how it would affect the user. We will improve this by putting out a blurb that says “(Maybe something about yourself that will make your next trip better...)”.

Conclusions

Based on subjects performance and their interview results, the prototype was generally easy to use and it seemed familiar to them. Subjects had concerns about the optional input under “Write about Yourself”. They either did not seem to think it is necessary or did not get the purpose of it. The calendar and map was the features they liked. The pricing section was confusing and will be changed to clearly state that it is indicating price per passenger. A confirmation message after the successful completion of tasks like sign up task, or requesting a ride will be added. An add on feature, suggested by one of the test subjects, is to have a flexible pickup location for the driver when offering a ride.

Work Break Down

Michelle: Found test subjects; facilitated the test (gave instructions and context, and asked questions to subjects); wrote the introduction, methods, and tasks for report; checked grammar and spelling

Cici: took notes during usability tests, conducted interviews with test subjects, helped with report

Jason: observed and took notes during the user testing, wrote the subject 3 observation.

Foroogh: observed and took notes during the session, helped with report

Interview Notes

Subject 1

1. What do you like about this application?
 - a. I like the idea of this application. Its pretty easy to use over request/offer/chat.
2. Tell me two things that you specifically liked about this prototype.
 - a. Blue/yellow color express about the features
 - b. Icon on the bottom with text under
 - c. The calendar for the picking up date
3. Tell me two things that you would improve about this prototype.
 - a. Pick up location
 - b. Confirm page after register
4. Tell me if there was anything surprised you about this prototype.
 - a. Scroll bars
 - b. There is no preferences location setting
5. Did make sense during prototype.
 - a. Pick up location

Subject 2

1. What do you like about this application?
 - a. The paper prototype interaction matches the actual application.
2. Tell me two things that you specifically liked about this prototype.
 - a. Didn't need to go deeply to find feature. Everything was two clicks away.
 - b. The prototype is easy to use..
3. Tell me two things that you would improve about this prototype.
 - a. Search filter is not clear (not sure about offer/request)
 - b. For button icons, I have no need to use them..
4. Tell me if there was anything surprised you about this prototype.
 - a. Personal info, didn't see the need for this field
5. Did make sense during prototype.
 - a. No

Subject 3

1. What do you like about this application?
 - a. The idea is great. I would like to use it later
2. Tell me two things that you specifically liked about this prototype.

- a. Able to walk through it easily.
 - b. Able to get quickly responses about question.
- 3. Tell me two things that you would improve about this prototype.
 - a. Personal detail on the Sign up part should leave blank which allows user to put what she thinks is important
- 4. Tell me if there was anything surprised you about this prototype.
 - a. Model is familiar, nothing was surprised.
- 5. Did make sense during prototype.
 - a. No.

Notes 1

Subject 1

Task 1

She understand the use of colors (blue and yellow). For sending the message part, she pressed message icon but did not see the name of Michelle.

Task 2

She questioned about the use of rating page when it first showed up after registration. Also after completing all the register process, she said "I'm not sure if I finished everything or not since there is no confirmation page... I wish to have a preference address saved in my profile thus posts on the home page will be depended on the address."

Task 3

she didn't use the Map icon while entered location and wished to have a flexible option about pick up/drop off location. She think the price mean the price per person and wanted a checkbook when doing ride search.

Subject 3

Task 1

She asked about what request and offer means in our application. When using the chatting features, she said "This looks like a regular message setting, everything make sense."

Task 2

Sign up process is easy while user was smiling all the time. She doesn't want to put personal information and said "I don't think allergy is related to this app ." She did the profile picture as the last step of registration process due to personal habits.

Task 3

When entered location, he clicked the map icon. He think the price is per person.

After using filter to find rides to Boston, the prototype displays the general area of Boston which made sense for her.

Notes 2

Subject 2

Task1.1.

Clicked on Michelle.

Pressed the phone.

Task1.2.

Pressed michell.

Pressed mail.

Pressed yellow bar.

Typed something and return.

Pressed request.

Task2.

He sign up using email and password which was meant for sign in. So he correct his path and sign ups this time and inputs all the information.

He skipped profile picture since there is no asterisk there.

For the write about yourself part he put something.

The stars he thought means he is a 4 star driver although the color was blank.

Task3.1.

Price is for however many seats he has. Basically for example \$10 for the entire trip not per passenger.

Task3.2.

Done easily.