

A COMPREHENSIVE REPORT OF EVALUATION: UL CAMPUS CUPBOARD STUDENT DONATION APP; OBSERVATIONS, USER RESPONSE, AND ISSUES TO CONSIDER.

Team Members

NANA FIRDAUSI HASSAN

BUSAYO L. AYODELE

AFEEZ JIMOH

EVALUATION: UL CAMPUS CUPBOARD STUDENT DONATION APP

1. TESTING MATERIALS

Introduction

This report marks a key milestone in the development of the "Campus Cupboard Donation" mobile app. It summarizes the usability testing conducted to evaluate the app's effectiveness in providing students with an easy donation platform. The report incorporates meticulous observations, user responses, and critical insights to refine the app's user experience.

Purpose: The purpose of this study is to gather feedback on the usability and functionality of the app, using our paper prototype to identify areas for improvement.

Study Briefing:

The usability testing session invites participants to help us improve the campus cupboard donation app by participating in a usability testing session where they'll create an account, explore donation options, initiate, and complete a donation to the campus cupboard, schedule pick-up/drop-off, and even test the social sharing feature. Letting them know the importance of their feedback on these tasks as it is instrumental in making the app user-friendly and efficient.

Users Briefing:

Welcome to the user study for the UL Campus Cupboard Student Donation App prototype. UL Campus Cupboard Student Donation App is designed to help Students make donations easily to the campus cupboard. Today, you will be asked to perform tasks within the app prototype to evaluate its usability and user experience. Your feedback will be valuable in identifying any areas for improvement. There is a high level of confidentiality in this project; Users participation and responses will be kept confidential, as names will not be recorded or associated with any feedback provided. Please let me know if you have any questions before we begin.

Procedure: Users are asked to perform various tasks within the app while thinking aloud about their actions and experiences. Users feedback is invaluable in helping us enhance the user experience.

Task Descriptions (Given to the User During the Study):

All users were prompted to envision themselves as having downloaded the student donation application.

The users were tasked with engaging real-life scenario "Imagine having so many clothes that doesn't fit anymore and you decide to donate them to other students in ULL" or "You have always donated money to charity but this time you choose to donate the money to ULL's campus cupboard" can you make donations using the app's paper prototype independently,

The primary tasks assigned to the users include:

Task 1: Log in to the app using your student credentials or create an account.

Briefing: Your task is to sign up for a Campus cupboard donation app using your email address and

create a password or login to an existing account.

- Task index: Sign up for a Campus cupboard donation app using your email address and create a

password. Once signed up, you'll receive a verification email to confirm your account.

Task 2: Find the option to donate household items to the campus cupboard.

- Briefing: Your task is to donate household items to the campus cupboard. Once you find the option you like, try to click it.

- Task index: Browse through the donation options available on campus cupboard donation app, select one that interests you, and proceed to use it.

Task 3: Complete a one-off or recurring monetary donation to the campus cupboard.

- Briefing: Your task is to complete a one-off or recurring monetary donation to the campus cupboard. Once you find the right option for you, select it.

- Task index: Browse through the monetary donation options available on campus cupboard donation app, select one time or recurring.

Task 4: Schedule a pickup or drop off.

Briefing: Your task is to Schedule a pickup or drop off. Once you find the right option for you, click the calendar and time to schedule.

- Task index: Browse through the Schedule a pickup or drop off options available on campus cupboard donation app, select your choice

Task 5: Share on social media.

Briefing: Your task is to Schedule a pickup or drop off. Once you find the right option for you, click the calendar and time to schedule.

- Task index: Browse through the Schedule a pickup or drop off options available on campus cupboard donation app, select your choice.

End of Study Questions

- i. How would you rate the overall usability of the app on a scale of 1 to 5?
- ii. Did you encounter any difficulties or challenges while completing the tasks? If so, please specify.
- iii. What features or functionalities did you find most helpful or intuitive?
- iv. Were there any features of the app that you particularly liked or disliked?
- v. What aspects of the app do you think could be improved?

2. OBSERVATION

Users 1 and 2 represent Persona 1, while Users 3 and 4 represent Persona 2

We asked our users to test our prototype and share constructive feedback and recommendations.

The usability evaluation involved four users who were assigned different tasks during the testing.

The users were observed and monitored as they execute the tasks assigned to them. Some of the

key takeaways during the prototype evaluations includes:

- Users did not encounter difficulties navigating between different sections or menus.
- Users easily navigated the donation preferences/settings within the app.
- All user's expression were satisfactory about the terminology used within the app.
- It was observed that we have added much flexibility to this prototype as some of the selections made by the users have not been designed for at this testing stage.

Overall, the sign-up/create account process was straightforward and well-received by users, with no significant issues reported.

3. USER RESPONSES TO END OF STUDY QUESTIONS

The following are some of the responses of the users to the study questions at the end of the evaluations:

i. User 1: Rated the app 4.5/5, usability as easy to use, the app was incredibly user-friendly. Signing up, browsing donations, and scheduling a pick-up for their contribution were all very intuitive. It felt like a breeze navigating. Appreciated the pickup method of delivery; particularly appreciated the pickup option for donations. It eliminates the hassle of figuring out how to get my items to the campus cupboard, making the entire donation process much smoother.

ii. User 2: Rated app 4/5, usability as satisfactory as issues were not encountered while navigating through the app.

The app's layout was clear, and information was easy to find, making navigation straightforward, completing tasks within the app felt smooth and intuitive, allowed user to easily browse donation options and schedule a pickup for their contribution.

iii. User 3: Rated 5/5, usability as satisfactory and doesn't consume time. Generally found the donation process straightforward.

"It took less than 5 minutes, which is much faster than other online donations I've made". The process was great, but maybe adding a progress bar would be helpful.

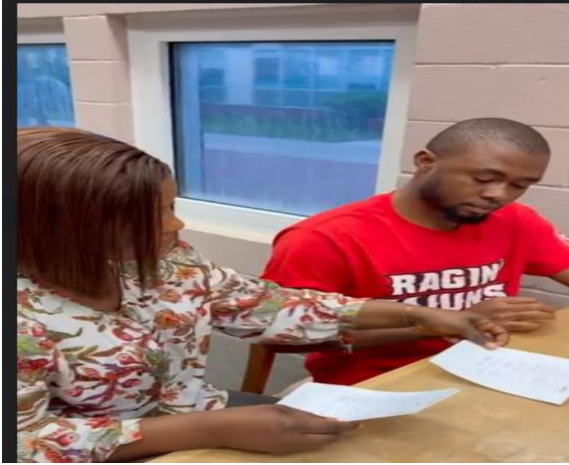
iv. The users expressed their optimism regarding the app's benefits, simple and easy navigation.

Users were excited about the potential benefits the app offered. They particularly appreciated how easy it was to navigate and find what they needed. This smooth user experience likely contributed to their overall positive impression. "One user said, 'This app is so easy to use, even my grandmother can use it without help'".

4. VIDEO LINK OF A USER TESTING SESSION

Attached below are links of the videos of testing sessions of our users during evaluation process.

User 1 –



User 2 –



User 3 –



SUGGESTIONS

- More defined home button
- Improved labelling.
- Improved security for monetary donations

5. Issues to Consider

Based on the findings from the user studies, the users found the app easy to use and learnable. But from our observation, few improvements could be made to the prototype, such as:

1. Enhance navigation: Simplify menu structures and improve labelling to make it easier for novice users to find relevant options.
2. Option for users to update their donation preferences or frequency.
3. The home page could also be redesigned to accommodate more functions

Conclusion

In conclusion, while user feedback highlighted the app's potential and ease of use, there's room for improvement. Simplifying menus and labels would further enhance navigation for new users. Additionally, allowing users to customize donation preferences and exploring a more functional home page design would provide greater control and value. With more time, developing a backend prototype and conducting further usability tests would solidify these enhancements and ensure an optimal user experience.