User Testing Plan: Growing Gamers

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1.0 Users

1.1 Envisioned Users

There are two types of envisioned user for this product:

a. Parent User - Has an interest in the child's hobbies and well-being. Is an adult. Primary interest and use of the product will be the parent portal and sms functionality.
b. Child User - Supervised by the Parent User. Is a child. Primary interest and use of the product will be the app's front end and messaging functionality.

1.2 Users For Testing

Users for testing will include:

a. A single trusted parent child pair will use the product for a number of days.
b. Actors selected from our peers and acquaintances who will carry out scripts as defined in section 2.0 Testing Scripts.
c. Some low-value user testing will be carried out by team members.

2.0 Testing Scripts

2.1 Parent User Script - Should be asked in and out of order, record order in results.
   a. Access the app.
   b. Access the parent portal.
   c. Set your preferences.
   d. Check your child's stats.
   e. Receive a violation SMS.

2.2 Child User Script - Should be asked in and out of order, record order in results.
   a. Access the game/app.
   b. Get into a game.
   c. Get into another game.
   d. Receive a violation message.

2.3 Account Script
   a. Create an account.
   b. Login to the app.
   c. Login to the parent portal.

3.0 Results

3.1 Parent Child Pair Results/Feedback

3.2 User Results

User	Script	Result
User a Acting as x	item a	Result a
	Item b	Result b
	Item c	Result c
User b Acting as Y	…	…
	…	…

User	Script	Result
User 1 Acting as Parent	Access App	League took priority over the app on first launch and hid the app, needed outside help to bring it back up Correctly chose to launch league of legends
	Create account	Did not know that she needed phone on hand Entered cell number with dashes Correctly made account Hit 'Let's Get Going" instantly after seeing it. Thought it would forward her progress. Needed help bring app back Did not understand what would lead her to the next step.

		Let's get going did not continue account setup as she expected
	Login to app	No issues accessing the app further
	Access Parent portal	Thought the next step would be to click the big button that said let's get going. Got stuck on this part. Needed help to find app again after hiding it Got confused from the customer help guide. It said find parent portal link on the Growing gamers app. "What is a growing gamers app?" "do i need it on my phone" searched growing gamers on mobile app store Had to be directed back to the windows app, had to be pointed out the top left link. Was invisible until pointed out. Realized it was a link only after seeing the on hover effect. Finding parent portal was hard
	Login to parent portal	Doesn't think she should need to enter cell number after after she just did Entered cell number without dashes on second try, caused issues. Needed to come in and get her to enter it with dashes Otherwise logged in properly Didn't see any changes when she submitted the verification code. " Am I in?" "nothing changed"

		eventually scrolled down and continued
	Set preferences	On the first run she didn't set cell num and tried setting preferences. Had to be guided to first set cell num
Was reading the testing messages that were visible on the webpage
Found the game limit hover message after being confused about what it was. Still did not understand. "Is the game limit the next level they play?" "Is switching to another title considered another game?"
"I think i've set my preferences" after submitting
Wanted a clear indication that it was submitted
Would like feedback on correct submission and incorrect

Felt it was very easy to fill out. Only needed to enter a cell number and was ready to go. "I didn't need to enter my name or anything, it makes me feel like it isn't secure." "what happens if i change my cell number?" |
| | Check child statistics | No legend for color coding, doesn't know how to interpret bars
"These don't tell me anything" "what do the bars mean"
Wants a legend |

	Receive violation SMS	Waited for a game to be played and received text and was satisfied
User 2 Acting as Parent	Access App	"What does that mean how do i do that" Heard league of legends was the game i mentioned in intro so opened it League overlaid over app and needed to step in to unhide it
	Create account	Had trouble opening phone and finding the text Otherwise no issues Instantly hit the lets get going button after seeing it Hed to step in to bring back app Thought league of legends was the parent portal since that was what was brought up after hitting the button
	Login to app	No trouble
	Access Parent portal	Found the parent portal right away after accessing the customer help guide. Didn't see the parent portal link until checking guide Followed the account setup guide step by step.
	Login to parent portal	No issues
	Set preferences	"I'm wondering will this control the amount of time my child games? How?" Clicked the cell num submit after setting preferences. Continued to repeat actions. Frustrated at receiving verification texts after submitting preferences. Felt like he

		was going in circles. Entered verification code every time Didn't know what the game limit meant. After being shown the on hover text understood "Bedtime should be end play time" "Should be titled - games played limit" The apply changes at the bottom "shouldn't be available until i've made changes"
	Check child statistics	Found stats easily "What is a kill death ratio?" "What does a kill mean? Why is it important?" Ratios should be numbers not bars What do the habit bars mean? No numbers on the bars at all Wants a legend. "Tell me what this bar means, if the abr was full what would that mean" What is the time frame for these? Is bedtime the last time they went to bed? Is it an average? Over the week? month?
	Receive violation SMS	Was happy with it
User 3 action as child	Access game/app	Easily done
	Get into a gme	Easily done, dismissed the app pop up quickly without thought

	Get into another game	Easily done
	Receive a rule violation	Paused on the window when new red text popped up. Asked what should i do Closed game
User 4 Acting as Parent	Create account	Knows they should open the app to make an account. Looking through programs looking for how to launch the app. Messing with graphic drivers. Gave access to the User Help document. Opened app and easily created account and used verification code.
	Login to app	Easily done - Authentication is buggy, would not actually accept verification code. Had to troubleshoot.
	Access Parent portal	Easily done
	Login to parent portal	Easily done - lack of login indication is tough
	Set preferences	Easily done - Unsure about the meaning of "Game limit"
	Check child statistics	Easily done
	Receive violation SMS	Received message
User 4	Create account	Began by opening overwolf (this would be correct when app is deployed), quickly opened LoL when unsuccessful.
	Login to app	Easily done
	Access Parent portal	Easily done from the in app link.

	Login to parent portal	Easily done
	Set preferences	Easily done - Game limit not a meaningful name, tooltip was helpful.
	Check child statistics	Easily done
	Receive violation SMS	Went over well

3.2 Findings

- Initially accessing the app can be difficult. This can be eased by publishing the app to the Overwolf app store.

- Generally tasks were easy to complete and found to be useful by the users.

- A lack of signifiers causes some confusion with knowing whether or not the user is logged in to the parent portal.

- Some names are not meaningful (i.e. "game limit" on parent portal or "let's get going" on app button).

- More indicators for correct submissions and additional signals for user guidance will be beneficial. (For both logging in and updating settings).