

Usability Study Document

What's HappNin

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Purpose

The purpose of conducting a usability study is to get feedback on our What's HappNin application from users that match our target demographic. The results of our usability study will be used to further enhance and improve What's HappNin to create a better experience for our potential users.

Script

The following script will be used to conduct the usability study:

"Welcome and thank you for being here today. The purpose of this usability study is to get your feedback about our new social app "What's HappNin".

My name is **insert name here**, and I will be the moderator in today's usability study. Before participating in this usability study we ask that you read and sign our consent form. Your names and information will be removed and made anonymous in our final report. We will be also voice recording this usability study. The voice recording will only be used to ensure that our notes are correct, and will not be listened to by anyone other than our group members and our professor. Before beginning our usability study, I will briefly explain what our app is about.

briefly describe application

At this point in time we will begin the usability study. Is there anyone who does not wish to continue? **pause briefly**

show participants application

allow participants to test application

Now we will ask you a few questions based on your perception of the app.

1. What did you like the most about our application?
2. What did you like the least about our application?
3. On a scale of 1 - 5 with 1 being unusable and 5 being completely usable, how would you rate the following features?
 - a. Creating an account
 - b. Viewing the map
 - c. Finding events
 - d. Creating an event
 - e. Adding media to an event feed
 - f. Editing your profile
 - g. Updating your settings
4. Do you have any additional feedback on how we can improve our application?

This concludes our usability study. Thank you for your participation."

Results

Summary

Participant Analysis

All participants tested the What's HappNin application with the help of an Investigator. The investigator instructed the participants on how to use the app so that the participants would have an easier time understanding it and trying out all of the features the app provides.

Participant 1

1. What did you like the most about our application? Simple account creation/editing
2. What did you like the least about our application? Map was slow, shouldn't have to create a profile if I have an account
3. On a scale of 1 - 5 with 1 being unusable and 5 being completely usable, how would you rate the following features?
 - a. Creating an account 4
 - b. Viewing the map 1
 - c. Finding events 2
 - d. Creating an event 4
 - e. Adding media to an event feed 1
 - f. Editing your profile 4
 - g. Updating your settings 3
4. Do you have any additional feedback on how we can improve our application? Make the map load faster, combine profile and account

Participant 2

1. What did you like the most about our application? Easy to create events
2. What did you like the least about our application? Application is slow
3. On a scale of 1 - 5 with 1 being unusable and 5 being completely usable, how would you rate the following features?
 - a. Creating an account 4
 - b. Viewing the map 1
 - c. Finding events 1
 - d. Creating an event 4
 - e. Adding media to an event feed 1
 - f. Editing your profile 4
 - g. Updating your settings 3
4. Do you have any additional feedback on how we can improve our application? Improve the display of the map and increase the app's speed

Participant 3

1. What did you like the most about our application? **Color scheme**
2. What did you like the least about our application? **The app was slow**
3. On a scale of 1 - 5 with 1 being unusable and 5 being completely usable, how would you rate the following features?
 - a. Creating an account **4**
 - b. Viewing the map **2**
 - c. Finding events **3**
 - d. Creating an event **4**
 - e. Adding media to an event feed **1**
 - f. Editing your profile **3**
 - g. Updating your settings **4**
4. Do you have any additional feedback on how we can improve our application? **Make the app go faster**

Participant 4

1. What did you like the most about our application? **Creating/editing account info**
2. What did you like the least about our application? **Did not like event icons, profile creation**
3. On a scale of 1 - 5 with 1 being unusable and 5 being completely usable, how would you rate the following features?
 - a. Creating an account **5**
 - b. Viewing the map **2**
 - c. Finding events **2**
 - d. Creating an event **3**
 - e. Adding media to an event feed **1**
 - f. Editing your profile **5**
 - g. Updating your settings **4**
4. Do you have any additional feedback on how we can improve our application? **Should allow people to create private events, make it easier to create a profile**

Participant 5

5. What did you like the most about our application? **It's easy to use**
6. What did you like the least about our application? **The feed doesn't work correctly**
7. On a scale of 1 - 5 with 1 being unusable and 5 being completely usable, how would you rate the following features?
 - a. Creating an account **5**
 - b. Viewing the map **1**
 - c. Finding events **2**
 - d. Creating an event **4**
 - e. Adding media to an event feed **1**
 - f. Editing your profile **5**

- g. Updating your settings 3
- 8. Do you have any additional feedback on how we can improve our application? **Improve the event feed so that content is actually displayed**

Conclusion

Based on the results of this usability study, it is clear that the What's HappNin application has a lot of room for improvement. Most of the participants criticized the speed of the application, while a few disapproved of the current display of the map and other features. We will take the feedback that we have received into consideration and use the results of this study to improve the What's HappNin application.

Appendix A: Consent Form Artifact



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UNIVERSITY.

Department of Computer Science

Usability Study Consent Form

Project Title: What's HappNin

Investigators: Rehan Ayoub, Lauren Finley, Zack Luckman

- I agree to participate in this focus group carried out by Rehan Ayoub, Lauren Finley, and Zack Luckman of Texas Tech University, to aid the research of the What's HappNin app.
- I understand the topics to be discussed in the usability study.
- I am fully aware that I will remain anonymous throughout the process of data collection and that I have the right to leave the usability study any time as I wish.
- I understand that the data collected will be stored securely and safely according to the Data Collection Act (1998).
- I am fully aware that I am not obliged to answer any questions that I do not want to.
- I agree to have the usability study meeting recorded.
- I am aware that I can make any reasonable changes to this consent form.
- I have read the consent form and understand the aims of the project.

Printed Name

Participants Signature

Date