ROOM RAIDER

Room Raider™ Evaluation Plan Proposal

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1   Description

Room Raider™ is a mobile app for students in study groups. Students can use Room Raider™ to coordinate meeting times and find places for group study or collaborative work. Room Raider™ also offers students group chat. Having chat and meeting booking in the same application allows all the group members to coordinate properly. Room Raider™ has group management and creation capabilities as well as the ability to register/sign in through UVic's Netlink system.

2   Objectives

The objective of this study is to determine the overall ease of use and efficacy of the Room Raider™ application, in addition to finding any potential usability flaws it may currently have. Usability requirements that will be tested are understandability, learnability, and operability.

The system should be easy to understand and learn. The interface should be consistent and the user should be able to recover from errors. The information gathered from this study will be used to modify and improve the interface of Room Raider™.

3   Methods

Potential users will be recruited to participate in this study. These potential users will complete a series of tasks to produce data from which an evaluation of the efficacy and ease of use of the system will be gleaned. The series of tasks should take approximately 30 minutes.

3.1   Participants

We plan to interview UVic students varying in age, but with the majority falling between 18 to 30 years old. Due to the nature of our app, participants will need to be somewhat familiar with the use of smartphones. We plan to recruit people in a couple different ways. We want to use our personal connections to find possible participants. Some users will be recruited by finding people in the area's we study. We feel that this will be the most effective method to get truthful answers from our key user base.

There will be five participants total and they will work alone to complete a predefined list of tasks. Every Room Raider™ developer will be responsible for recruiting one participant. The evaluation methodology selected does not allow for interaction and participants will be asked about problems after. Developers will observe participants accomplishing tasks and record quantitative data. After testing is completed, group members will interview participants for qualitative data.

3.2 Tasks

Participants will perform tasks which can be accomplished using the system. Since the prototype has some information hard-coded, these tasks will be facsimiles of actual tasks in the software. Using Room Raider™, participants will perform the following tasks:

- Register a username and password with the system, then log out
- Log in to the system after registering and logging out
- Create a group
- Add users to a group
- Chat with users in that group (other users in the group will be simulated)
- Search for a specified URL in group chat URL history, and
- Book a room at a specified time and place
- Delete a group

3.3 Setting

Due to the nature of our prototype, the participants must perform the evaluation on a computer. The study will take place in a common public area where participants can feel comfortable evaluating the application. It is important that the study does not feel like a staged performance evaluation. If the participant feels like they are just scrolling through a new app it will decrease stress and performance anxiety. It is important to get accurate results that represent what a user will actually experience with Room Raider™.

3.4   Measures

3.4.1 Qualitative measures

- Ease of use
- Overall thought of the interface design (attractiveness)
- How much the participant enjoys using the system (UX)

3.4.2 Quantitative measures

- Time it takes to complete each task
- Number of times the back button is used
- Number of times the participant expresses distress
- Success / failure report for each task

3.4.3 Verbal protocol

1. Natural observation
   - Actions taken by the test users
   - Difficulties encountered by test users
   - Reasons for frequently used actions or workarounds of difficulties
2. Question asking
   - "On a scale of one to ten, how would you rate Room Raider on its usability?"
   - "Did you enjoy using Room Raider?"
   - "What did you like about Room Raider's UI? What didn't you like?"
   - "Were there any problems that you encountered while performing a task? What were they? What task were you performing at the time?"