

## **InfoTreff Connect - Test**

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**26.01.2024**

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## Introduction

InfoTreff Connect is an application that provides people at the h\_da with the newest information about the student café. It includes the menu list and all the events that are planned for the upcoming semester. The purpose of the app is to keep everyone up to date without having to check multiple sources.

We conducted an on-site test with the web-application of InfoTreff Connect on the Laptop of the supervising tester. The reaction and feedback of the participants were written down parallel to testing. The test supervisor was present while the tests were running. The session captured each participant's navigational choices, task completion rates, comments, overall satisfaction ratings, questions and feedback.

## Methodology

### Sessions

The test administrator contacted and recruited participants on-site in the café. Each individual session lasted approximately ten minutes. During the session, the test administrator explained the test session and wrote down key facts of the participants. Participants read the task scenarios and tried to find the information on the website.

After each task, the administrator asked the participant to rate the interface on a 5-point Likert Scale with measures ranging from Strongly Disagree to Strongly Agree. Post-task scenario subjective measures included:

- How easy it was to do the task in the web app.
- Ability to keep track of their location in the app.
- Accurateness of predicting which section of the app contained the information.

After the last task was completed, the test administrator asked the participant to rate the website overall by using a 5-point Likert scale (one to five stars) for eight subjective measures including:

- Ease of use
- Frequency of use
- Difficulty to keep track of location in the app
- Learn ability - how easy it would be for most users to learn to use the app
- Look & feel appeal – home screen's content makes me want to explore the app further
- App content – app's content would keep me coming back
- App organization

In addition, the test administrator asked the participants the following overall app questions:

- What the participant liked most.
- What the participant liked least.
- Recommendations for improvement.

## Participants

All participants were people related to the FBI of the h\_da.  
Six participants were scheduled over the testing day. Of the six participants, four were male and two were female.

### Role in h\_da Community

Participants selected their role in the h\_da community from a general list. Roles included student, professor, lab engineers and café team members. Some participants were involved in multiple roles.

## Role

Student	Professor	Lab Engineers	Café Team
4	-	-	2

### For Example

Test participants attempted completion of the following tasks :

- Find a menu item detail description.
- Show that they will attend an event.
- Give Feedback to the café team.
- Look at their favorites.
- Export an event to the personal calendar.
- Look at the special for the Halloween event.

## Results

### Task Completion Success Rate

#### Task Completion Rates

Participant	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
1	✓	✓	✓	✓	✓	✓
2	✓	✓	✓	✓	✓	✓
3	✓	✓	✓	✓	✓	✓
4	✓	✓	✓	✓	✓	✓
5	-	-	-	-	-	-
6	-	-	-	-	-	-
Success	4	4	4	4	4	4
Completion Rates	100%	100%	100%	100%	100%	100%

### Task Ratings

After the completion of each task, participants rated the ease or difficult of completing the task for three factors:

- It was easy to find my way to this information from the homepage.
- As I was searching for this information, I was able to keep track of where I was in the website.
- I was able to accurately predict which section of the website contained this information.

The 5-point rating scale ranged from 1 (Strongly disagree) to 5 (Strongly agree). Agree ratings are the agree and strongly agree ratings combined with a mean agreement ratings of > 4.0 considered as the user agrees that the information was easy to find, that they could keep track of their location and predict the section to find the information.

### *Ease in Finding Information*

All the participants found it easy to find information in the app (5.0). Only while searching for the feedback function some users had to think which icon was the correct to choose (4.3).

### *Keeping Track of Location in Site*

All the participants found it easy to keep track of their location in the app while finding any information (5.0).

### *Predicting Information Section*

#### **For example:**

All the participants agreed it was easy to predict where they have to go in the app (5.0). Some Users had a small issue to identify which icon was the correct to choose for giving feedback (4.3).

### **Test 1 – Mean Task Ratings & Percent Agree**

Task	Ease – Finding Info	Location in Site	Predict Section	Overall
1 – Find News Item	5.0	5.0	4.0	4.67
2 – Obtain Funding	5.0	5.0	5.0	5.0
3 – Find Treatment Info	4.3	5.0	4.3	3.4
4 – Find FAQ (HIPAA)	5.0	5.0	5.0	5.0
5 – Find Testing Day	5.0	5.0	5.0	5.0
6 – Find Brochures	5.0	5.0	5.0	5.0

### Time on Task

The testing software recorded the time on task for each participant. Some tasks were inherently more difficult to complete than others and is reflected by the average time on task.

Task 1 and 2 took participants the longest time to complete (mean = 30 seconds). However, completion times ranged from 10 seconds to 60 seconds with most times less than 30 seconds.

### Time on Task

	P1	P2	P3	P4	P5	P6	Avg. TOT*
Task 1	10	30	20	60	-	-	30
Task 2	20	30	30	40	-	-	30
Task 3	10	10	20	40	-	-	20
Task 4	15	20	5	5	-	-	11.25
Task 5	20	20	10	20	-	-	17.5
Task 6	10	15	10	10	-	-	11.25

### Errors

Fabian Lehr captured the number of errors participants made while trying to complete the task scenarios.

Most (75%) of the participants tried to click on the text on the home screen to navigate to a submenu, instead of clicking on the arrows which would have lead them there.

### Summary of Data

The table below displays a summary of the test data. Low completion rates and satisfaction ratings and high errors and time on tasks are highlighted in red.

For example:

#### Summary of Completion, Errors, Time on Task, Mean Satisfaction

Task	Task Completion	Errors	Time on Task	Satisfaction*
1	4	3	30	4.67
2	4	0	30	5.0
3	4	0	20	3.4
4	4	0	11.25	5.0
5	4	0	17.5	5.0
6	4	0	11.25	5.0

\* Satisfaction = Mean combined rating across three post-task measures: ease of finding the information, ability to keep track of location in site, and site information prediction accuracy.

## Overall Metrics

### Overall Ratings

After task session completion, participants rated the site for eight overall measures. These measures include:

- Ease of use
- Frequency of use
- Difficulty of keeping track of where they were in the app
- How quickly most people would learn to use the app
- Getting information quickly
- App exploration experience
- Relevancy of app content
- App organization

### Post-Task Overall Questionnaire

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean Rating	Percent Agree
Thought App was easy to use	0	0	0	0	4	5	100%
Would use app frequently	2	0	0	0	2	3	50%
Found it difficult to keep track of where they were in app	4	0	0	0	0	1	0%
Thought most people would learn to use app quickly	0	0	0	1	3	4.75	100%
Can get information quickly	0	0	0	0	4	5.0	100%
Home screen's content makes me want to explore site	0	0	0	0	4	5.0	100%
App's content would keep me coming back	0	0	0	0	4	5.0	100%
Website is well organized	0	0	0	0	4	5.0	100%

*\*Percent Agree (%) = Agree & Strongly Agree Responses combined*

### 4.6.2 Likes, Dislikes, Participant Recommendations

Upon completion of the tasks, participants provided feedback for what they liked most and least about the website, and recommendations for improving the website.

#### Liked Most

The following comments capture what the participants liked most:

Design and Simplicity of the App.

#### Liked Least

The following comments capture what the participants liked the least:

That the home screen elements are sometimes misleading.

#### Recommendations for Improvement

All participants suggested that the text on the menu should be buttons.

## **Conclusion**

Most of the participants found InfoTreff Connect to be well-organized, comprehensive, clean and uncluttered, very useful, and easy to use. Having a centralized app to find information is key to many if not all the participants. Implementing the recommendations and continuing to work with users will ensure a continued user-centered app.