

User Testing Report

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ENSE 400/477(2022-2023): SSE Capstone

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Introduction

This report documents the user testing for URXperience. This testing phase was conducted with the students currently living in residence at the University of Regina. The testing was conducted with a total of 5 users and each category (Participants) are divided into the following:

- International Students
 - 1 Male
 - 1 Female
- Domestic Students
 - 1 Male
 - 1 Female
- Resident Assistant

The reason to choose 5 students is because with 5 participants a good quantifiable amount of user feedback can be gained while keeping the user testing achievable. Not only this, with 5 participants, one can frequently identify user patterns, problems in the application, and a small number of participants allows more detailed communication with the users, which leads to in depth feedback from the users. URXperience is also a less complex application than other applications and because of this reason 5 participant is a suitable number for user testing. These categories help with getting feedback from students of different backgrounds. There are different challenges that domestic students face from international students, URXperience is built to enhance the experience of living on campus for both of these domains. This application aims to capture such experiences to build a smooth application for both worlds. For example, many of the international students know less students living on campus or have less friends living on campus, and networking can be one of their priorities. URXperience can fulfil this specific priority through the chat systems however to fulfil a quality experience for our international student using this application, user testing is the strategy applied to observe and learn how to provide the international student with the best experience when they are using the application. The strategy is the same for domestic students and their priorities.

The main goal of user testing is:

1. To be able to discover problems in the application
2. Find out opportunities to enhance the application
3. Acquire knowledge about what the users want and their behaviour when they are interacting with the application

The key elements of user testing:

- Facilitator: 4 Team Members [Abraham, Dhruv, Dinesh, Favor]
- Task: Open Ended: Interacting with the application's features and processes
 - Chat System Exercise

- Real time communication to check if the application allowed two users to send messages in real time
- Participants: Listed Above

Note:

The user feedback part of the report has been divided into “Keeps” and “Changes” and the two users' reviews for each category has been combined into one feedback (Resident Assistance, being an exception because that is only tested with one Resident Assistance). The “Keep” expresses the positive experience that the users had while testing the application and “Changes” expresses the improvements in the application for better user experience and reveals the bugs in our application we will need to fix. Each category also includes a questions section where the users are asked questions regarding the application.

There are also screenshots provided for the key points in the “Changes” section and “Keeps” section. The figures in the “Changes” sections represent the solutions to the changes participants suggested during the user testing. The figures in the “Keeps” represent the positive user experience.

International Students - User Testing

Keeps:

- Easily able to determine that they are a normal user on our application
- Easily able to navigate the Chat System (see Figure 1)

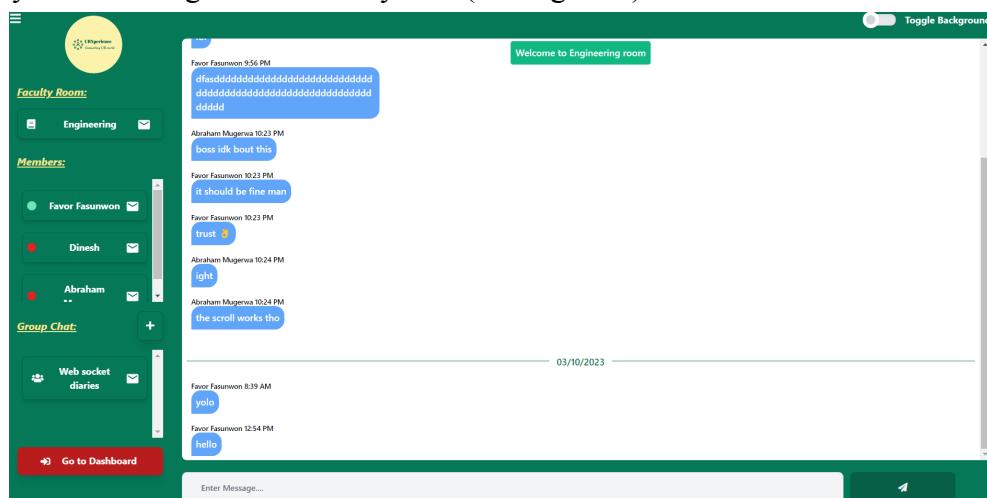


Figure 1 : Chat System Page

- Easily able to navigate the Recipe Page and are able to find recipes according to the input in the Recipe Page search bar
- Chat System validations are prompt and provide correct guidance (see Figure 2)

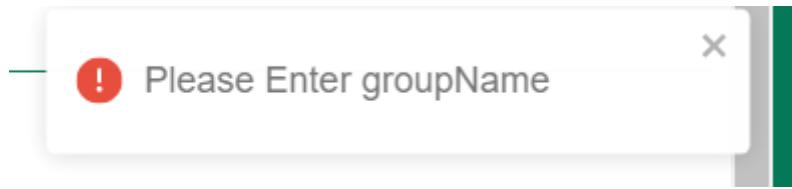


Figure 2 : Example of a validation, part of the Chat System

- Pop-up Box when deleting account helps with giving additional coverage when mistakenly tried to delete their account
- User is aware of the message notification when a new message arrives
- Delete functionality for the account is working correctly which also deletes a user's complaint and their group chat with their messages.
- Mobile version on the application is aesthetically pleasing and is working smoothly
- User finds Complaint Box feature is interesting (see Figure 3)

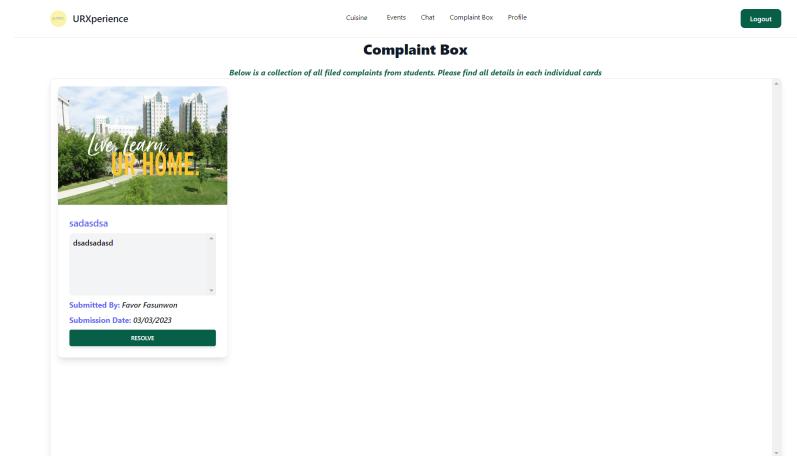


Figure 3 : Digital Complaint Box Page

- Takeouts can help newcomers (see Figure 4)

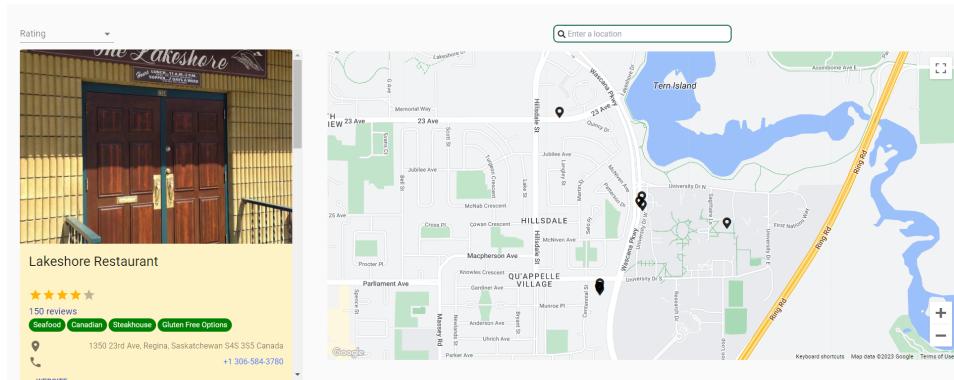


Figure 4 : Takeouts page

- User finds the new user registration smooth

Changes:

- Password needs to be 8 character long with special characters (see Figure 5 for solution]

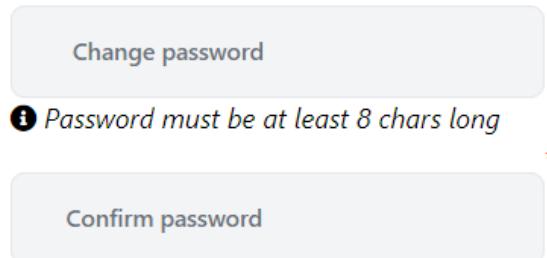


Figure 5 : Added a signifier for the users for the requirements of the password

- Email notification (User has to activate their account through their email) was not prompt enough (see figure 6 for solution) shows improved version

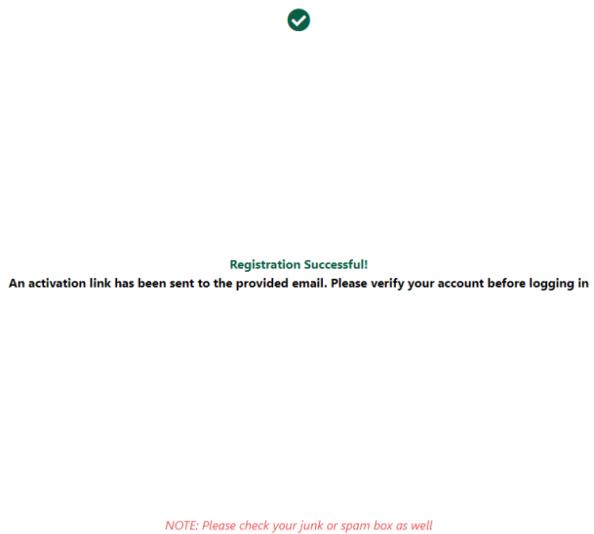


Figure 6 : Added a prompt email notification page that way users have clarity for checking email once they register

- Highlighted dates on the calendar for the Event feature
- For Profile page, we required written signifiers for each input
- Signifiers for the online and offline need to be more explicit, user are not able to determine with the current signifier if the other users are offline or on away status
- A central notification system, filtering a student who sends a message to the top of the list on members subsection in the sidebar (see Figure 7 for solution)

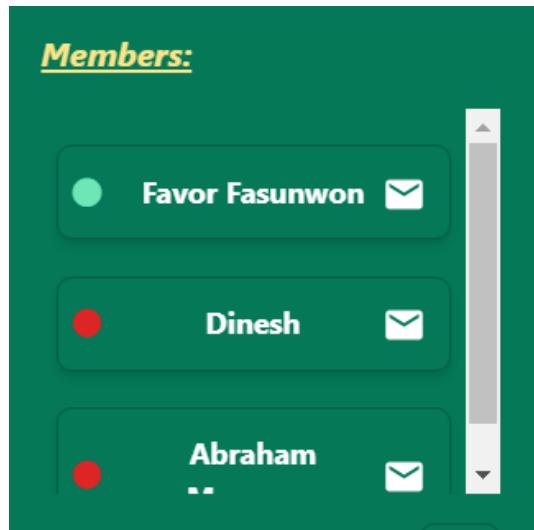


Figure 7 : Added a filtering system to our Chat System, that way the student who are online will be the top of the list for the viewing student

- Allowing the transferability of group chat from one user to other, switching admin of the group chat
- A brief information at the top about the Complaint box functionality on the Complaint page
- At the Takouts page, shrink the map and move the search bar to the middle

Domestic Students - User Testing

Keeps:

- Events and Online Members on the Dashboard page (see Figure 8)

Figure 8 : Displays the Events and Online Members sections on the Dashboard Page

- User likes the Takeouts page
- Find button on the Recipe page is of correct size
- Side panel with different rooms and the ability to send a message to all faculty members all at once
- Recipes on the Recipe Page are likeable (see Figure 9)

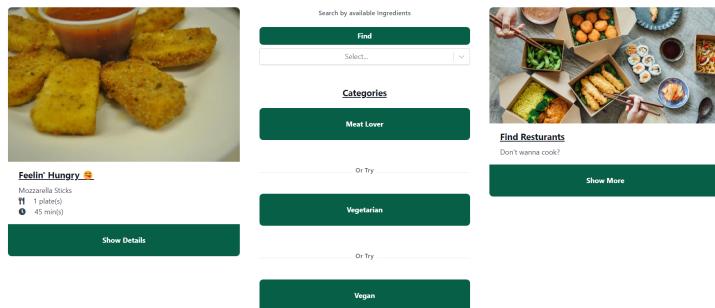


Figure 9 : Recipe Page

- The user has smooth experience on the Recipe Page search mechanism to find specific recipe according to the custom items (see Figure 10)



Figure 10 : Recipe page search mechanism to find custom recipe

- The application is able to create that digital ecosystem for the students with the features and functionality its offers
- Chat System is working smoothly
- Our overall general idea expressed with this application is great

Changes:

- Pop-up will be better signifier to activate your account instead of top right prompt (see Figure 11 for solution)

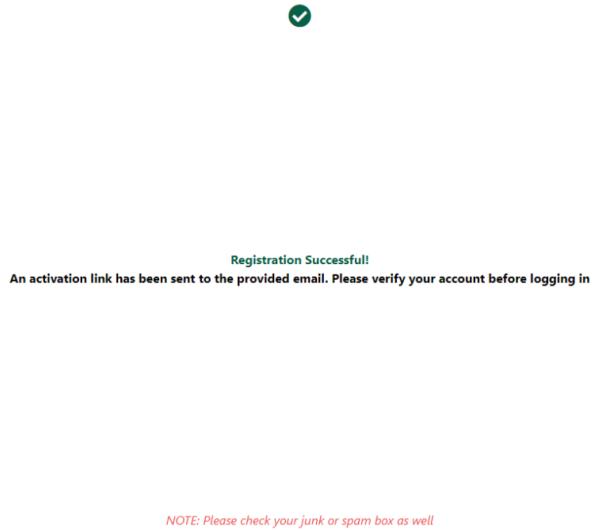


Figure 11 : Added a prompt email notification page that way users have clarity for checking email once they register

- Dashboard Page is not aesthetically pleasing, the dashboard top part is blank
- Chat option in the navigation bar has an error (not able to click properly, only able to click on specific areas of the tab, user should be able to click on the entire div box])
- Community is the most clickable feature, we should move it to the middle
- Resolve typo errors in the application (all spelling should be correct)
- Recipe does not mix with Events and Online Members on the Dashboard page
- Edits on the recipe part of the Dashboard page (For example, no direct path to Recipe page, no signifier to go to the landing page of recipe, instead it takes the user “Recipe of the Day”) (see Figure 12 for solution)

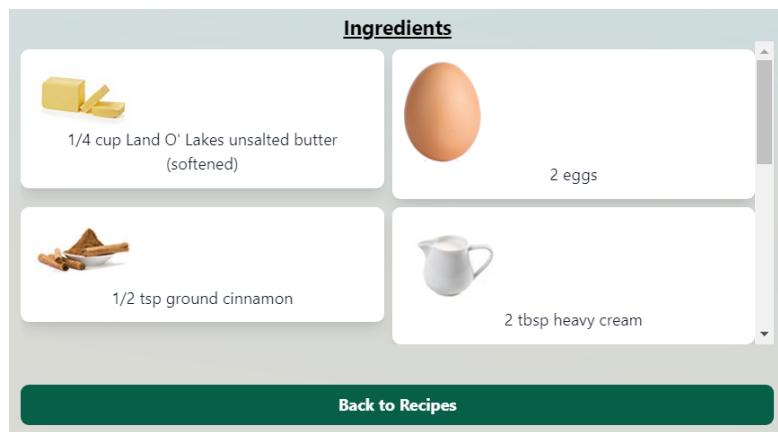


Figure 12 : Added a “Back to Recipes” button to go back to Recipe’s home page

- The word “normal” on the user type is confusing to the users on Profile page (users could also be offended by that word) (see Figure 13 for solution)

Profile Page



The only changeable fields are marked with the asterisk * symbol

dmh705@uregina.ca *

Dhruv Modi *

Change password
 ⓘ Password must be at least 8 chars long *

Confirm password

 Update

Figure 13 : Updated Profile page that removed information that cannot be changed by the user, only kept input fields that the user can change

- Include a confirm password on the Profile page (see Figure 14 for solution)

Change password

ⓘ Password must be at least 8 chars long *

Confirm password

Figure 14 : Added a “Confirm Password” on the Profile page

- Submitting button does not change after clicking on it
- Changing password on the Profile page needs all the sign up requirements
- Add a button to the leave the Chat page and going back to the Dashboard Page

- Add a link to Logo, that way the user can go back to the Dashboard page from the logo in the side panel of the Chat page
- Filtering a student who sends a message to the top of the list on members
- Add only the complaint that the student complaints to the complaint box, the student cannot see the complaint of the other student, RA's can see all the complaints
- A brief information at the top about the Complaint box functionality on the Complaint page
- Navigation bar could be left aligned
- For events, if user can sign up for some specific events on the application
- Change background for recipe (see Figure 15 solution)

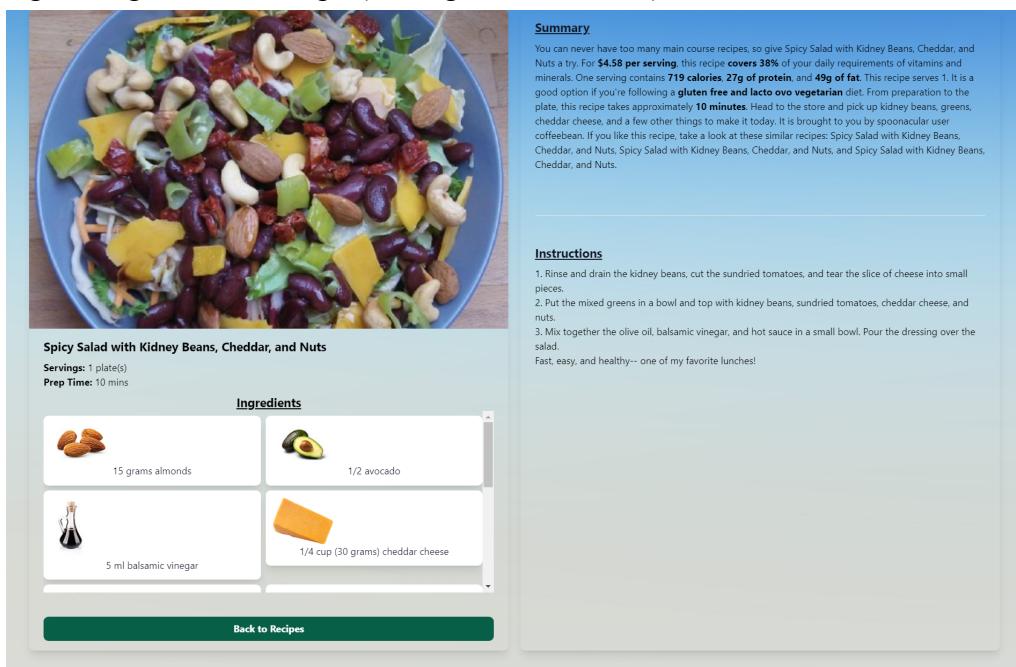


Figure 15 : Changed the background for more clear and legible reading by the user while viewing a recipe

- For Events page, add a info box at the bottom for contacting the RA when the user wants to attend the event
- Make food image smaller for recipe page so the ingredients can fit in the screen that way the user does not miss any information about the recipe
- Takeouts page, change the colour of the location marker (Figure 16]

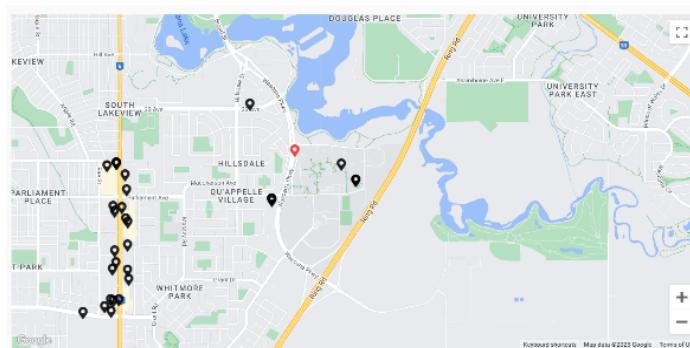


Figure 16 : The location marker colour is now black and when the user hovers over it changes to red

- Make the search bar bigger and in the middle of the Takeouts page (see Figure 17 for solution)

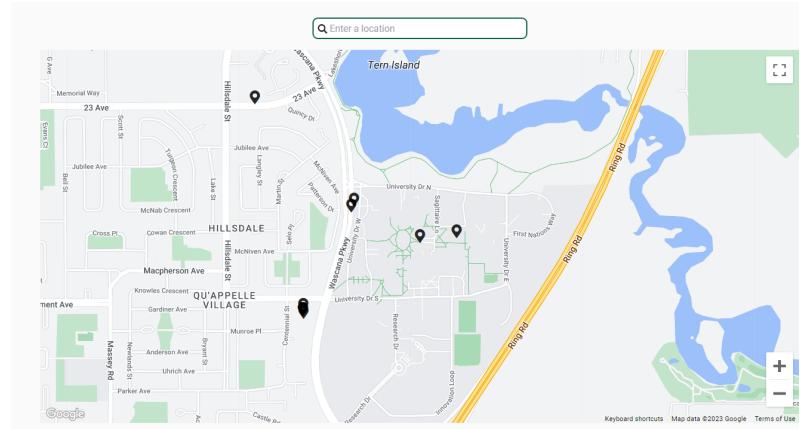


Figure 17 : Updated the Takeouts page, the search bar is in the middle of the page

- Complaint page, remove the underline for the complaints
- For the Profile page, remove the role part
- In the navigation bar make the Chat and Complaint Box independent components (see Figure 18 for solution)



Figure 18 : Updated the navigation bar, the Chat feature and the Complaint Box feature are independent

- Add identifiers on the Profile page for each element
- For forgot password, add identifier for the password element
- Profile page should have all the information the user has given and should contain elements that the user can change
- At the profile page, it can be confusing on what the user can edit and not edit, for example user role cannot be changed however user password can be changed

Resident Assistant - User Testing

Keeps:

- The ingredients for a recipe is right below the picture (see Figure 19 for solution)



Figure 19 : The ingredient are directly below the photo of the recipe while viewing a specific recipe

- Chat System/Page is good
- Recipe feature will save time in terms of cooking/food
- Navigation bar in the middle great
- Events page will great for promoting events
- Great food options

Changes:

- Change the notification prompt for email on the Profile page to pop up box
- Change the background when on a recipe
- Adding a registry button which leads to a paragraph that says “register for events contact housing” or something similar (see Figure 20 for solution)

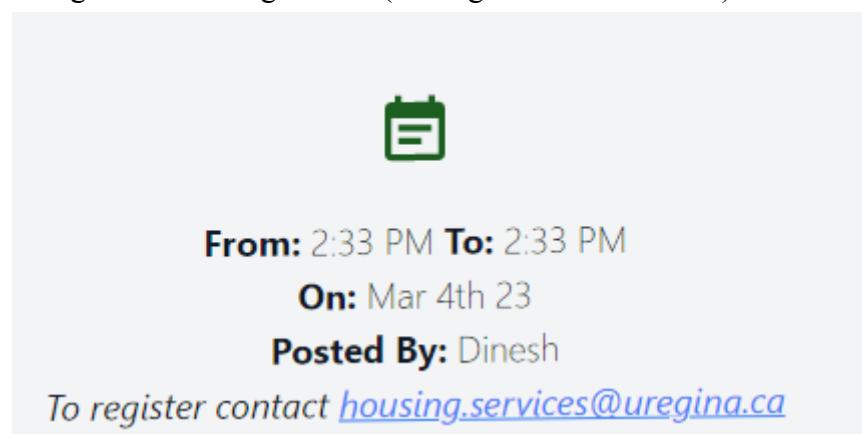


Figure 20 : Added additional line on the Events Page that provide instructions to the user who would like to register for the event

- When the account of a user is deleted the complaints also get deleted

- When the account is deleted the complaints at the Complaint Page will still stay however the resolve button will disabled
- For the Profile page, show the section role for admin account however don't show the role section for the student account
- For home page of Recipe, add a placeholder for search “select & type” (see Figure 21 for solution)
- Too many prompts on the Registration page

Overall Ratings

After concluding the user testing, the users rated the application and the results are outputted in Chart 1 below. In summary, URXperience is useful and effective, and is something that the students in residence need.

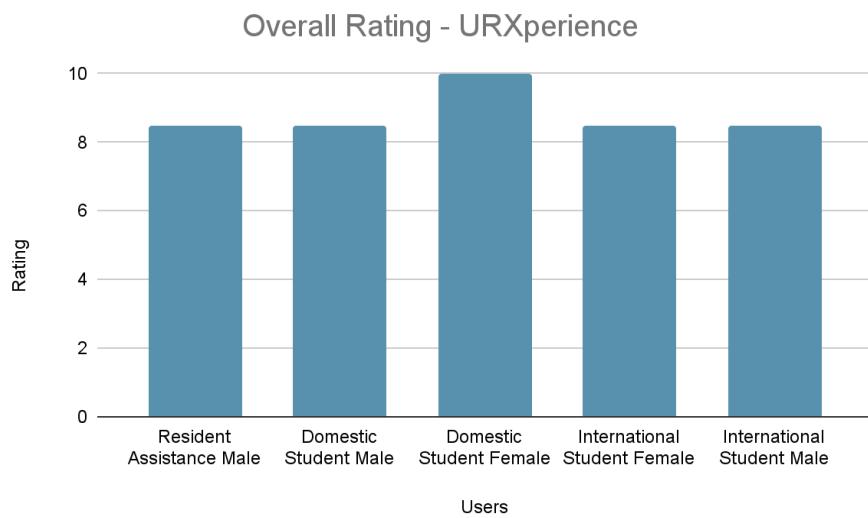


Chart 1. Overall Rating