**Usability Test Results**

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Version: 1.1

**Revision History**

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| **Date** | **Author** | **Version** | **Changed details** |
| 6/6/15 | Kevin | 1.1 | * Added five answers from five participants |
| 6/8/15 | Yohanness | 1.1 | * Added Usability test result analysis |
| 6/10/15 | Kevin | 1.1 | * Divide up Usability test result analysis * Added Successful results, Additional features that the stakeholders want, and Bugs that were found. |

**Summary**

Usability testing of The LANguage App, for the features of quiz mini game and progress report, was conducted with five participants. The purpose of this study was to identify any usability problem with the two features. All participants performed two different tasks: playing the quiz mini game and verifying the progress report contents. All tasks were completed successfully.

**Pre-Survey Results:**

Question: Have you ever learned a language or is currently learning language(s)? If yes, what was/is the language?

Response:

1. Yes. German
2. Yes. English, spanish, currently studying French and Arabic.
3. Yes, English
4. English
5. Yes: english

Question: Also if yes, what kind of resources did you turn to that helped you learn? (online dictionary?...)

Response:

1. High school, dictionary, Rosetta stone
2. Translate, mobile app (Duolingo, and Brilliant).
3. I used online dictionary (Merriam-Webster: Dictionary)
4. Both online and hard copy dictionary and as well as tutoring centers.
5. DICTIONARY HARD COPIES

Question: What are your current impression of this extension that you are about to experience? expectation?

Response:

1. It’s convenient that it’s English to German.
2. I expect it to be good translations.
3. It is very good because I can access easily and find the meaning of the word that I do not know. It is also help to learn new words.
4. I am curious.
5. My expectation was to have a language extension app that has a user provision to put a word that I found difficult to understand

**Post-Survey Results:**

Question: Was there any steps you felt were missing or steps that were confusing?

Response:

1. No.
2. Sometimes / at the beginning test instructions were not there
3. Yes, I was little bit confused to track from step 10 to 11. Because I thought the icon is Inside the web page but it is in the upper right corner of the page.
4. Yes, step 17 is stated after I completed selecting the highlighted words and I have no any chance to write a vertical line for each attempt. I was also a bit confused with the steps on how many tabs to open before I start using this test.
5. **Ste 13:**
   * The highlighted words are shown in the same color as the translator website highlight/underline colors and for my case it was green, thus it was difficult as a user to verify if the highlight is from the extension or the existing translator web highlights.
   * The highlighted words don’t show up/appear consistently every time I choose to translate a word. It come randomly once in every trial( It was intermittent). I made 23 trials I only have seen six highlighted words.
   * The extension highlights random words, but for users convenience it should highlight the word based on user's request.
   * The highlighting of words disappeared for ever after the chrome was closed and re-opened back.

**Step 15:**

* The quiz window color was grey which looks corrupted window.
* The quiz gives two button options only in German ,
  + one for the random word translation and
  + another a closing button. So the option of the quiz was only one word.
* When I choose Button-one /the first button gives congratulation message and stays there till I choose the close button, doesn’t give option whether to continue translating or exit, the extension doesn’t show the message in a separate feedback window.
  + The second option is window close button, in German.
  + Doesn’t give chance if I need anymore translations.

Question: What is your impression now about this extension?

Response:

1. Fun.
2. This has potential to be either a game, or a great tool for translating.
3. It is very good for anyone who have a motivation and interest to learn language by themselves.
4. This extension is really cool that I don’t have to copy and paste each word for translation and all I need is just clicking highlighted word.
5. It is excellent job and my impression was with how this extension was integrated with chrome and the extension icon easily appears even though the icon is not easily visible to users.

Question: Were you surprised by what this extension is capable of?

Response:

1. Yes.
2. I was surprised by the capabilities
3. It is easy to access. However, the quiz is straightforward because it has only one choice.
4. Yes, I usually disable any extensions and this one is really helpful that I want to use it for translation
5. Yes I was surprised by how it picks up a random word from the web page

Question: Did you enjoy the quiz mini-game?

Response:

1. Yes.
2. Yes I did
3. Yes
4. Yes, it was fun trying new things related to language.
5. Yes I enjoyed the mini quiz but hard to say mini game for many reasons.

Question: Are there any problems with the mini game?

Response:

1. The counter increments incorrectly.
2. I think the backgrounds was iffy, but I didn’t notice
3. The background of the mini game board is black so it is hard to read the answer once the user clicked his/her choice. And to make the game more challenging if you make it the choice to have at least two choice would be great.
4. Only some steps were not clear for me.
5. Refer to answers numbers 1 and 2

Question: Did you enjoy using this extension?(overall) (scale from 1 to 5) (1 being not at all, 3 being okay, 5 being very fun)

Response:

1. Yes. 5.
2. 4
3. 3, but if it get some modification I hope it will be very enjoyable.
4. 5
5. 3

Question: What was your favorite part about this extension?

Response:

1. Quiz.
2. The quiz
3. I like it because for each trial or guess I got the right answer. It also good to learn either German or English. It is also less expensive for users.
4. Seeing the highlighted words and the curiosity for their meaning in German language
5. My favorite part about this extension was the trial counter, I was happy with the efficiency of the counter but the counter was counting both the highlighted translations as well as the words I picked translate on the translator web ,

Question: Was there anything that you wish this extension could had have? (additional features)

Response:

1. Additional languages
2. More translation options: spanish, Chinese etc.
3. If it update the results of the quiz would great. Because right now it keeps the previous result so that a user cannot know what score they got from the game unless it recorded initially.
4. Yes, more words to choose (highlighted words)
5. Yes ! this counter was not counting the translation of the highlighted only words, but it was also counting all trials I made as a user . So as developer you need to verify what the counter is intended for. If it is required to count the number of words translated after every highlight, that didn’t work correctly on my test. however, if the intention of the extension is to count any number of words that the user tried to translate? Congratulations it worked perfectly.

Question: Are there any improvement you would suggest for this extension? (on existing features)

Response:

1. Additional languages
2. Language selection option
3. It needs some improvement such as making the game/quiz challenging and enjoyable, try to update the score
4. More clear instruction and order of steps. For example using side figures to show the user how to follow some steps.
5. Suggestion: the extension feature should have an option such as a text box for users to write a word for translation based on their interest.

Note:

* The app was highlighting words by choosing specific areas on the website, for example on center right corner, center and top right corner of the translator page I was using .
* Also the extension App chooses hyperlinked words of a button. So when I choose the highlight the link also opens on a new page.

-should be user based options to choose words

Question: If you are not learning a language or if you are, picture that you are learning a language, would you want to keep using this extension?

Response:

1. Yes.
2. I could see myself using this, yea
3. I think so.
4. Yes, but only if it works and has the translation for the language that I am learning for.
5. Yes I would like to use this extension after the problems I faced while using get fixed

**Bugs that were found:**

Results of the study revealed that there were many bugs with the quiz mini game and the progress report.

For the quiz mini game,

* Every time the users initiate the quiz, it is supposed to give around four to five choices for the users to choose from as answer. However, on certain websites, the quiz will only provide users one choice which is the answer. This bug will be on our top priority to solve since it ruins the purpose of our quiz.
* The answer to the quiz is always the one on the right. If the users tried out the quiz more than three times, they will realize this bug.
* Highlighted words should be highlighted using a more identifiable color for the extension.
* Quiz window color should be a different color.
* The extension doesn’t show the congratulation message in a separate feedback window when the users chose the right answer.

For the progress report,

* The number of times that the users completed the quiz is not properly reported. When users completed one quiz, it says the users have completed three quizzes or more which is not helpful.

**Additional features that the stakeholders want:**

* More language options like Chinese, Spanish…
* A language selection option page if there are multiple language options
* A text box for users to write a word for translation based on their interest
* Highlight words that the users want to be highlighted

**Successful Results:**

* Users were able to access their progress report page
* Very easy to access
* Nice integration with the chrome said by the user
* Good rating from all the users

**Conclusion**

This usability testing has given us the insight into the number of common bugs that users ran into, and the priority of each bug to fix on our list. In turns of design-wise, the color we chose for highlighting a word and background of quiz box were not a very good choice, so those needs to be addressed before final release. In our future release (not the final release), we will include more language options. We can also find a better algorithms or alternative ways to highlight words, so that a consistent number of choices are presented for the users to pick from during the quiz on any website.