【原神"剑斗绮谭"竞速悬赏俱乐部】Test Analysis

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Participant Profiles:

	Age	Frequency of Viewing racing information	Frequency of participating in related discussions	Frequency of organizing a reward racing	Average cost on racing
Participant1	22	Every day	Based on the discussion topic	1 time a month or 1 time 2 month	5000-10000RMB each time
Participant2	23	Every weekend	Every racing	1-2 times a month	300-500RMB each time
Participant3	30	Every day	Based on the discussion topic	1-2 times a month	2000-3000RMB each time
Participant4	22	Every day	Every day	2-3 times a month	3000RMB each time
Participant5	28	Every 2 days	Every week	1 time a month	1000-3000RMB

Preparation: Testing Setup, Moderation & Post- Test Questions

1. Introduction

The website can be regarded as a CN player community for the Genshin racing lovers which provided with racing information, communication platform and racing organization services. The website allows users discuss, prepare and organize a reward racing more easily.

2. Task

Suppose you want to organize a Genshin reward racing:

1. Where do you check which racing have taken place

2. How do you get the current racing information and details

3. How do you register or log in

4. How do you find partners in the race preparation on the website

5. How do you launch a racing

6. How do you check the status of the racing

<u>Supplements:</u> Interviewees can arrange the first three tasks in their preferred order, while the last three tasks are related to the process of organizing a racing and should be carried out in order.

3. Post-Test Questions:

1) Please rate the overall process: 5 as very satisfied, 1 as very dissatisfied

2) What difficulties did you encounter in the process?

3) How do you think the page can be improved based on question 2?

4. The link of Figma:

The file: https://www.figma.com/file/xF7Ik7U0PjmxFWuxNzXmE8/A4?node-id=28%3A903

Prototype: https://www.figma.com/proto/xF7Ik7U0PjmxFWuxNzXmE8/A4?page-id=0%3A1&node-id=28%3A903&viewport=-1499%2C-731%2C0.22&scaling=min-zoom&starting-point-node-id=1%3A2

Results:

1. Task Flow Recording:

(1) Task1-Task3

	Task1	Task2	Task3
Participant1	Click " 赛 事 " in	Click "赛事详情" in the "赛	Click on " 登 录／注 册 " in

	navigation bar in homepage and transform pages between "当期赛事"and "往期赛事".	事" page and transform pages among "赛制详情", "排名情况" and "相关数据"	navigation bar in homepage, click on "点击注册" to register and click on "立即登录" to log in.
Participant2	Click on "查看更多" in "最新赛事" bar	Click "赛事详情" in the "赛事" page and transform pages among "赛制详情", "排名情况" and "相关数据"	Click on "登录/注册" in navigation bar in homepage, click on "点击注册" to register and click on "立即登录" to log in.
Participant3	Click "赛事" in navigation bar in homepage and transform pages between "当期赛事"and "往期赛事".	Click "赛事详情" in the "赛事" page and transform pages among "赛制详情", "排名情况" and "相关数据"	Click on "登录/注册" in navigation bar in homepage, click on "点击注册" to register and click on "立即登录" to log in.
Participant4	Click on "查看更多" in "最新赛事" bar	Click on "查看" in "最新赛事" bar in homepage	Click on "登录/注册" in navigation bar in homepage, click on "点击注册" to register and click on "立即登录" to log in.
Participant5	Click "赛事" in		Click on "登录/注册" in

navigation bar in homepage		navigation bar in homepage，click on "点击注册" to register and click on "立即登录" to log in.

(2) Task4- Task6

	Task4	Task5	Task6
Participant1	Search information in homepage, then turn to "赛事"→"版聊"→"加入讨论"	Click on "赛事" in homepage, click on head portrait in homepage, come back to homepage and click "悬赏", then "发起赛事"	Click on head portrait, turn to personal page and click on "详情" in "我的悬赏"
Participant2	Click on "悬赏" in navigation bar in homepage, click on "发起众筹"	Click on "悬赏" in navigation bar in homepage, then "发起赛事"	After launching a racing, transform pages between "赛制详情" and "排名情况"
Participant3	Click on "悬赏" in navigation bar in homepage, click on "发起众筹"	Click on "悬赏" in navigation bar in homepage, then "发起赛事"	Click on head portrait, turn to personal page and click on "详情" in "我的悬赏"
Participant4	"赛事"→"版聊"→"加入讨论"→"我的消息"	Click on "悬赏" in navigation bar in homepage, then "发起赛事"	Click on "我的消息", then relaunch a racing. After launching a racing, transform

			pages between "赛制详情" and "排名情况"
Participant5	Click on "悬赏" in navigation bar in homepage, click on "发起众筹"	Click on "悬赏" in navigation bar in homepage, then "发起赛事"	Click on "我的消息", then click on head portrait, turn to personal page and click on "详情" in "我的悬赏"

2. Task Completion Success Rate

	Task1	**Task2**	**Task3**	**Task4**	**Task5**	**Task6**	**Success**	**Completion Rate**
Participant1	√	√	√	×	√	√	5	83.3%
Participant2	√	√	√	√	√	√	6	100%
Participant3	√	√	√	√	√	√	6	100%
Participant4	√	√	√	×	√	√	5	83.3%
Participant5	√	√	√	√	√	√	6	100%

Some participants struggled to understand and master the process related to "众筹".

3. Time on Task (seconds)

	Task1	**Task2**	**Task3**	**Task4**	**Task5**	**Task6**
Participant1	10	12	11	42(found the wrong part)	45	10
Participan2	12	12	27	24	8	16

Participan3	25	24	20	46	23	16
Participan4	6	6	12	11(found the wrong part)	5	73
Participan5	15	12	30	50	10	16
Average	13.6	13.2	20	34.6	18.2	26.2

Participants will spend more time in the practical stage of organizing the reward racing, but it is easier for them to find the racing information.

4. Problem encountered

(1) Task1

None.

(2) Task2

None.

(3) Task3

None.

(4) Task4

Participant1: Participant1 preferred to cooperate in small circles(like friends) and did not think of finding partners through the release of requirements, so participant1 chose to find partners in the "版聊" rather than the "众筹" function in the "悬赏" to form the racing preparation team.

Participant3: Participant3 couldn't understand the meaning of "悬赏" so he avoid clicking on this button. He thought he should complete the task by discussing with other players in "版聊".

(5) Task5

Participant1: Confused by the "赛事" in the navigation bar, because he thought that the function of launching the racing("发起赛事") should be covered under the "赛事" page, but the actual "赛事" page did not meet his expectations. He could not relate the need to launch the racing to the right page "悬赏".

Participant2: Confused by the "赛事" in the navigation bar, because he thought that the function of launching the racing("发起赛事") should be covered under the "赛事" page. Although Participant2 successfully completed the task(because he remember the content in "赛事" in task2), Participant 2's first reaction was to go to the "赛事" page.

(6) Task6

Participant4: Participant4 get used to thinking that "我的信息" equals my homepage and regard the head portrait as a simple picture because of the lack of navigation. She thought it was hard to tell the difference between "我的信息" and "my page," especially "my page" didn't have a text tag.

Participant5: Participant5 believed that "我的信息" should represent the notification to "me", and the racing posted by her should also fall into this category. So she didn't think to check her profile page for such information.

Analysis

1. User requirement from feedback of interviewees

(1) Based on the problem encountered

1) Highlighting the function of "众筹"

One of the important function of the site is "众筹". It represents the site can provide an official platform for players to express their needs and find like-minded partners more easily, thus reducing the stress of organizing a racing. However, in the test, some interviewees could not understand the function or meaning

of "众筹". Meanwhile, while some interviewees understood that "众筹" could help to find a partner, they generally spend the longest time on this step. So the web should make it clear to players what "众筹" exactly means, how it will be achieved and what benefits does it bring to the player.

2) A clear process for organizing racings

Many interviewees felt that they would encounter difficulties in the process of launching racings because the guidelines were not clear. But in fact, it was the core of the site, because it marked the point where the Genshin reward racing was no longer the content of a post, but a real player activity, and that's what made the site meaningful. The ability to launch a racing should be combined with the ability to view racings to highlight the site's ability to help users access existing racing information, as well as serve as a platform for users to launch or participate in racings.

3) More appropriate visual effects

The current page sections are so large that interviewees saw very little content on a large computer screen, and a single post could take up an entire computer screen, which is not visually reasonable. The layout of the current content presentation should be improved.

4) Optimize the member experience

Although no one was confused about logging in or registering, they spent a lot of time at this step. In other words, users spent more time on a very simple step. The "sign-in, register, sign-in" process should be simplified to make users aware that it is easy to become a member of the platform.

(2) Based on the comment from interviewees

Satisfaction of the process:

	Rate(1-5)	Comments
Participant1	4	The registration and personal information section is

		clear
Participant2	3.9	Have room for improvement
Participant3	4	The function of the website is complete and the logic is clear. It's easy to check his own race status. Strong interactivity.
Participant4	4.3	Helpful for the racing organizer
Participant5	4.3	Helpful for the racing organizer and have room for growth
Average	4.1	

(3) Based on the post-test interviews

Post-test interview

	Difficulties	**Suggestions**
Participant1	Difficult to understand the operational logic of "赛事" and "悬赏"; Too many details in "赛制详情" Difficult to see the information visually;	1. Put "悬赏" function into the "赛事" 2. Rank the details of "赛制详情" in order of importance 3. Zoom out the page
Participant2	Difficult to understand the operational logic of "赛事" and	1. Put "悬赏" function into the "赛事" 2. Zoom out the page

	"悬赏"; Difficult to see the information visually;	
Participant3	Hard to understand the meaning of "众筹"	1. Provide a tutorial for beginners to understand how to "悬赏"
Participant4	Confused by "我的消息" and personal page	1. Add a hover effect on the head portrait 2. Modify the phrase "我的消息"
Participant5	Confused by "我的消息" and personal page	1. Modify the phrase "我的消息" or put the "我的消息" into personal page

2. Bugs & Issues:

1) The navigation bar is not clear: "我的消息" and my homepage (the head portrait).

2) It's hard to find the logout button on my homepage.

3) Some users do not know they can access my homepage.

4) The racing launch function is not placed in the "赛事" column.

5) There are too many details in one page ("赛制详情").

6) The tag of "众筹" is unclear.

7) For computer users, the current layout of the page is not reasonable, the content is too large.

8) The process from registration to login is tedious.

3. Further improvements:

1) Add the "回复我的" section of "我的消息" to my homepage, change "我的消息" to "私信", and keep

the group chat function.

2) Add hover effect to the head portrait: when the mouse floats on the picture, the drop-down menu will be displayed, emphasizing the existence of my homepage.

3) Enlarge the original logout button and add logout function to the head portrait's drop-down menu.

4) Put the function of launching racings into the column of "赛事", while the original column of "悬赏" retains the function of "众筹", and changes the tag name to "众筹".

5) Re-rank the details of "赛制详情" in order of importance and check to see if users can fold the content according to the their needs.

6) Add a help link(like "什么是众筹？") next to "热门众筹" on the home page and a "众筹" guide under "帮助".

7) Scale the current page and adjust the layout of the race list.

8) Optimize the registration process, the new user registration is regarded as successful login, do not need to enter the account password again.