

## **User Test Report**

### **Team E, Wayfinder**

Over the past week, our team conducted five usability tests with our stakeholders. We asked the users to create an account on the application, log in using the account they created, and navigate to Science Building Room 201. On each step, the users voiced their thought process while also commenting on the intuitiveness and ease of use of the application. This report seeks to summarize what these tests revealed.

First, some general comments. Given restrictions due to COVID-19 and the fact that many users were not on campus, we could not test the GPS functionality of the app. All users mentioned that they liked the UI, complimenting its dark aesthetic and its simplicity. Users on Android were able to start the application with no issues; however, we discovered that users on iOS could not start the application due to an error. We will look into this, although it will be difficult because none of our team members owns an iOS device.

Once they got the application running, all users were able to navigate to the sign-up screen with no issues. When signing up for an account, some of the users were confused by the restrictions on the username field, although ultimately they were able to create an account by making their username take the form “u###@calvin.edu.” Those confused users noted that the format of the username was not obvious, and the alert message was not helpful; we fixed this by changing the alert message and adding a note that Calvin student credentials were required to sign up.

All users were then able to log in without any issues, bringing them to the map screen. Here, all users commented on the low resolution of the image, which made it difficult to read the names of buildings. We have been aware of this problem for quite some time, but have yet to find a solution. As for the navigation itself, all users had no trouble typing in the classroom to search, and all of them found the waypoint on the map. One of the users noted that he would prefer having some sort of indication when the waypoint was placed, either through a popup message or a screen pan and zoom to the waypoint.

When they found the waypoint, all users were able to tap it to access the interior maps, and from there navigate to the correct floor for their classroom. Many users commented that it would be better if the interior map showed them the correct floor rather than defaulting to the first (ground) floor, which we will take into consideration. Other than that, the users were satisfied with the application’s performance, and mentioned that they looked forward to having more buildings become available to search.

Ultimately, all our users said they would be willing to use the app in some capacity, either to find unfamiliar rooms or double-check the location of rooms that they already know of. The biggest issues these tests revealed are the inability to run on iOS and the low quality of the map screen; these two issues will be our main focus for the final sprint.