

Usability Study for RaiderNAV

Results Summary

The primary takeaway from the results is also reflected in the feedback (below): The unscheduled navigation task was the most difficult to complete because it was not obvious to users how to select a destination. This difficulty arises from lack of contrast and distinguishing marks to separate the drop-down menu from the rest of the dialog. The rest of the feedback centered on improving the readability of elements in the app.

Specific Results

2/4 users completed task 1 without error. User 1 and User 2 both failed task 1. They searched for ADMIN and tried to find their destination from the map.

4/4 users completed task 2 without error. User 3 expressed uncertainty about what checkboxes mean. This is understandable, as we have not implemented them yet and no messages pop up to describe changes made by checking/unchecking boxes.

4/4 users completed task 3 without error. User 1 completed the task without error but had difficulty clicking Friday on task 3 (small UI problem). User 4 had confusion about time format when putting start/end times in schedule for task 3. This can be solved with a drop-down menu as we originally planned to implement.

4/4 users completed task 4 without error.

4/4 users completed task 5 without error.

4/4 users completed task 6 without error.

Feedback

- Red on black is hard to see.
- Make the fonts bigger.
- Change greys to white.
- Outline lettering with white.
- Button colors should be brighter.
- Have an arrow on the dropdown menus.
- Allow for typing building destinations in dialogs.
- Allow for clicking destinations on map.
- Use categories for buildings to make finding them easier.

Appendix

Interview Consent Form

I understand that I am participating in a study to determine the demand and usability requirements for a mobile application. I fully understand that my participation in this study is completely voluntary and that I am free to withdraw from the interview at any time without providing a reason. I understand that this interview will be transcribed, and that the transcript for this interview will not identify me by name. I agree that information obtained from me in this interview may be stored and used for the purpose of future research without the need for further consent from me.

I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME:

PARTICIPANT SIGNATURE:

Date:

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PARTICIPANT NAME: Darius D. Wells

PARTICIPANT SIGNATURE: Darius D. Wells

Date: 04/09/18

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I freely and voluntarily consent to participating in this interview.

PARTICIPANT NAME: Cameron Engler

PARTICIPANT SIGNATURE: Cameron Engler

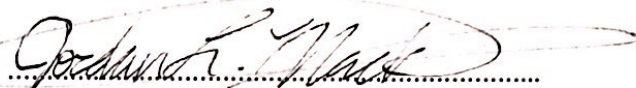
Date: 4/9/18

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PARTICIPANT NAME: Jordan L. Mack

PARTICIPANT SIGNATURE: 

Date: 4-9-18

Interview Consent Form

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PARTICIPANT NAME: BIANCA CONVENTO

PARTICIPANT SIGNATURE: 

Date: 4/9/18

Usability Study Script

Thank you for participating in this usability study. The purpose of the usability study is to make sure that the interface we have here is usable. As such, we will be monitoring your performance. Your performance is not a reflection of your abilities; only a reflection of how usable our interface is. Therefore, do not think of this study as a test, but endeavor to do well in accomplishing the tasks you are given. We have six tasks that you must complete. We will not be assisting you with the task you are doing. Please perform your actions slowly so that your errors may be recorded by your observer. You will have two minutes to play with the app and familiarize yourself with it prior to the set of tasks being given to you.

Are there any questions?

[wait for end of questions]

You may now begin to familiarize yourself with the app.

[wait 2 minutes]

Two minutes is up.

We are ready to begin. We will dive into the first task, so please return to the main screen on the app.

Is everybody on the main screen?

[wait for confirmation]

For your first task, you will be performing an unscheduled navigation, which is to say that you are at some location presently and you need to get to a building without adding it to your schedule. Your task is to navigate and find directions to the Engineering Center, also known as ENGCTR.

[wait for completion]

Task number 2: You are going to create a schedule. Name the schedule «Spring 2018.»

[wait for completion]

You are going to add two courses to your newly-created schedule.

Your first course is going to be Spanish 1302 in the Foreign Language building from 8:00am to 8:50am on Monday, Wednesday, and Friday.

[wait for completion]

The second course that you need to add is History 1301 in Holden Hall from 9am to 9:50am on Monday, Wednesday, and Friday.

[wait for completion]

Task number 4: You are going to edit a course. Find your Spanish course and change it to Spanish 1310.

[wait for completion]

Task number 5: You are going to rename a schedule. Rename your schedule to «Spring 18.»

[wait for completion]

Final task: You are going to delete a course. Find your History 1301 course and delete it.

[wait completion]

That is the end of the task portion of our usability study. Do you have any final inputs or recommendations?

[collect all feedback]

That concludes our usability study. Thank you for your participation.

User #1

Usability Study

1) Unscheduled Navigation

Task: Navigate (find directions) to "ENGCTR"

User Errors:

1. Navigated to admin
 2. clicked map
 3. Navigated to ADMIN
- User failed task.

2) Create Schedule

Task: Create a new Schedule. Name it "Spring 2018"

User Errors:

No error.

3) Add two courses to the new schedule

Task 1: Class 1 Details: SPAN 1302, Foreign Language Building, 08:00 - 08:50 M/W/F

User #1

Task 2: Class 1 Details: HIST 1301, Holden Hall, 09:00 - 09:50 M/W/F

User Errors:

1. Difficulty clicking Friday
2. N/A

4) Edit Course

Task: Change the name/course of SPAN 1302 to "SPAN 1310"

User Errors:

No error.

5) Rename Schedule

Task: Rename the Spring 2018 schedule to "Spring 18"

User #1

User Errors:

No error.

6) Delete a Course

Task: Delete the HIST 2301 course.

User Errors:

No error.

User 2

Usability Study

1) Unscheduled Navigation

Task: Navigate (find directions) to "ENGCTR"

User Errors:

Selected ADMIN Building on Quickfind.
searched for ENGCTR on the map feature

2) Create Schedule

Task: Create a new Schedule. Name it "Spring 2018"

User Errors:

no errors

3) Add two courses to the new schedule

Task 1: Class 1 Details: SPAN 1302, Foreign Language Building, 08:00 - 08:50 M/W/F

Task 2: Class 1 Details: HIST 1301, Holden Hall, 09:00 - 09:50 M/W/F

User Errors:
no errors

4) Edit Course

Task: Change the name/course of SPAN 1302 to "SPAN 1310"

User Errors:
no errors

5) Rename Schedule

Task: Rename the Spring 2018 schedule to "Spring 18"

User Errors:
no errors

6) Delete a Course

Task: Delete the HIST 301 course.

User Errors:
no errors

User 3

Usability Study

1) Unscheduled Navigation

Task: Navigate (find directions) to "ENGCTR"

User Errors:

- ① Fail The starting point is not current location
- ② Succeeded

2) Create Schedule

Task: Create a new Schedule. Name it "Spring 2018"

User Errors:

Done within one minute.

3) Add two courses to the new schedule

Task 1: Class 1 Details: SPAN 1302, Foreign Language Building, 08:00 - 08:50 M/W/F

Task 2: Class 1 Details: HIST 1301, Holden Hall, 09:00 - 09:50 M/W/F

User Errors:

Too difficult to choose building

4) Edit Course

Task: Change the name/course of SPAN 1302 to "SPAN 1310"

User Errors:

Done

5) Rename Schedule

Task: Rename the Spring 2018 schedule to "Spring 18"

User 3

User Errors:

Done with in ten second

6) Delete a Course

Task: Delete the HIST 2301 course.

User Errors:

Done within ten second,

User 4

1) Type vs. Drop-down menu for location

Usability Study

1) Unscheduled Navigation

2) Won't stay focused in
Turn off auto-focus

Task: Navigate (find directions) to "ENGCTR"

User Errors:

~~scribbled out text~~

User performed action immediately with no errors.

First attempted Arkansas or wherever on first attempt. Artifact of back button on Navigation.

2) Create Schedule

Task: Create a new Schedule. Name it "Spring 2018"

User Errors:

No errors. Immediately pressed correct buttons and created without

3) Add two courses to the new schedule

Task 1: Class 1 Details: SPAN 1302, Foreign Language Building, 08:00 - 08:50 M/W/F

Vlaser 4

Task 2: Class 1 Details: HIST 1301, Holden Hall, 09:00 - 09:50 M/W/F

<p>Task 1:</p> <p>Confusion over military time. Easier to use drop-down?</p> <p>Task 2:</p> <p>Hitting "enter" removing keyboard after typing</p>	<p>User Errors:</p>
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4) Edit Course

Task: Change the name/course of SPAN 1302 to "SPAN 1310"

<p>No Issues. Finished before Vasilis finished reading instructions.</p>	<p>User Errors:</p>
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5) Rename Schedule

Task: Rename the Spring 2018 schedule to "Spring 18"

Ugr 4

User Errors:

No Issues

6) Delete a Course

Task: Delete the HIST 2301 course.

User Errors:

No Issues

Contrast Text colors

Made bigger overall

Hard to utilize on small screen

Arrow on drop-down menu

Categories

Type first few letters

user 3

User Errors:

██████: tried clicking the map first
: don't know where to click to get drop down
of buildings.
start button to go to the class?

Completed ✓

2) Create Schedule

Task: Create a new Schedule. Name it "Spring 2018"

User Errors:

3) Add two courses to the new schedule

Task 1: Class 1 Details: SPAN 1302, Foreign Language Building, 08:00 - 08:50 M/W/F

Task 2: Class 1 Details: HIST 1301, Holden Hall, 09:00 - 09:50 M/W/F

User 4

User Errors:

do you have to put a ϕ before the time to make it work?

User 3

"what does the checkbox mean?"
Just had probs w/ computer?

4) Edit Course

Task: Change the name/course of SPAN 1302 to "SPAN 1310"

User Errors:

Completed easy

5) Rename Schedule

Task: Rename the Spring 2018 schedule to "Spring 18"

Completed easy

User Errors:

6) Delete a Course

Task: Delete the HIST 2301 course.

User Errors:

Completed easy!

Input: font color not red & bigger, (contrast colors)
Type building instead of Scroll.
Highlight where to click to get buildings down

Red and black is hard to see.

Small. Make bigger.

Change gray to white.

Outline lettering w/ white.

Button colors ~~are~~ should be brighter.

Have arrow for dropdown.

Type building destination in dialog.

Click destinations on map.

Use categories for buildings.