

# DaVinci User Testing

Why DaVinci Sucks (Usability and Visually)

*Abby, Brie, and Marlene*

Abby

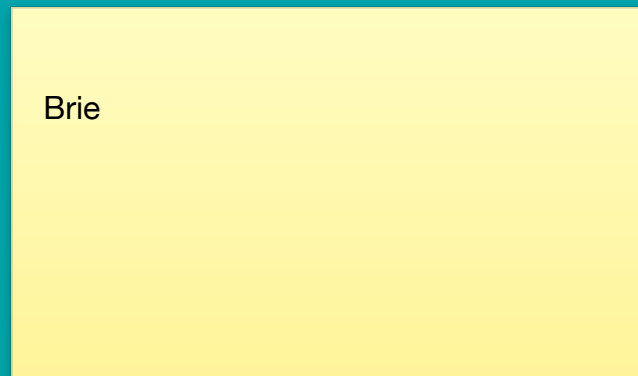
# What is DaVinci?

# IDEO Methods

## Learn:

- Activity Analysis
- Error Analysis

## Ask



Whys

Same User Interview

## Look

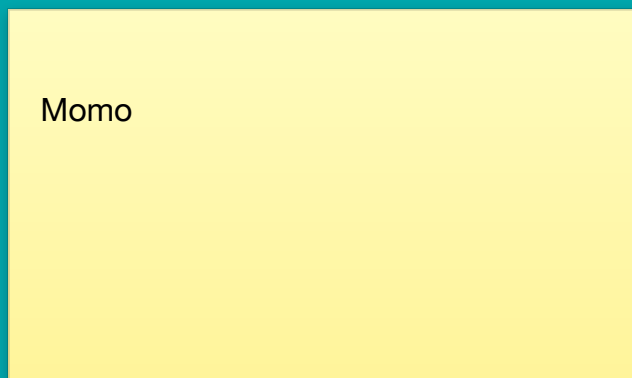
- Fly on the Wall
- Behavioral Mapping

## Try

- Try it Yourself
- Scenarios

# Scenarios

- All participants were asked to follow a certain scenario - to log in and access the program evaluation.



# Try it Yourself

Abby, Brie, and Marlene

- Having used DaVinci often, there were no issues completing the task. However, during the process we noticed that there were two means of accessing the program evaluation on the same page (under Academic Planning and Academic Profile).

# Try it Yourself

## Abby, Brie, and Marlene

- The only differences in experience were which link we chose to use.
- Abby also had a weird popup window, upon clicking the students link. She also had an extra option in the “Active Programs” selection.

# MassArt Students

## Soye (Illustration)

- Activity/Behavior Analysis
- Error Analysis
- Five Whys
- Extreme User Interview

# MassArt Students

## Aubrey (Fibers)

- Activity/Behavior Analysis
- Error Analysis
- Five Whys
- Extreme User Interview



# MassArt Students

## Kellie (Illustration)

- Activity/Behavior Analysis
- Error Analysis
- Five Whys
- Extreme User Interview

# Non-DaVinci Users

## Myron (Brother)

- Activity/Behavior Analysis
- Error Analysis
- Five Whys
- Extreme User Interview

# Non-DaVinci Users

Sherri (Mom)

- Activity/Behavior Analysis
- Error Analysis
- Five Whys
- Extreme User Interview

# Non-DaVinci Users

## Christopher (BF)

- Activity/Behavior Analysis
- Error Analysis
- Five Whys
- Extreme User Interview

# Differences

- Time it takes to complete task
- Non-users asked a lot of questions, and were generally confused about the dropdown menus, and the difference between choosing registered and preregistered classes.

# Conclusion

What works:

- The path was generally easy to follow, even though there was some confusion

# Conclusion

What doesn't work:

- The user needs to learn the interface before they can efficiently use it and become comfortable with it, because it's not very intuitive
- Visually uninteresting, low readability
- Loading time for program evaluation causes confusion ("Is it working??")