Usability Test Reflections

CSC318 Assignment A10

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E21 – Esports
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a) In this course you have participated in your own and your classmates research conducted throughout the term using different research methods including Interviews, Surveys, Heuristic Evaluations, Walkthrough, and Usability Testing with both low and high fidelity prototypes.

Reflect on your own and your groups' research conducted as well as your participation in your classmates' research. In a couple of paragraphs, summarize your experiences with your thoughts about the benefits and value of usability testing and the other UX Research methods you used in class. Elaborate on their ability to uncover usability issues, and the challenges of conducting effective scientifically valid unbiased research. Use detailed examples from your experience as much as possible, to support your reflection.

A3. For the interviews, my partner was Gabriel. We had similar results when we came together after interviewing 2 participants each. I had fun working with Gabriel as a pair and we grinded out the assignment pretty quickly and gathered the corresponding data. A little more preparation, or guidance with the questions would have helped gather more helpful information however, the data we collected corresponded with the data gathered by the rest of our group.

A5. The in class prototype testing went well. I realized how the tasks were supposed to be written after my first test which I was able to change quickly in between tests. I benefited from this experience since I was able to change my tasks to be more concise and helpful to the participant. From the tests, it also became clear to me that a) I am not a good facilitator and b) my individual prototype was lacking some pages and other elements while being too cluttered in other places.

A6. The Heuristic Evaluations were very helpful in terms of finding problems to our group's design and thus, we were able to quickly fix them. This was by far the quickest research method used that identified flaws in our prototype. The instructions were also very clear and completing this assignment did not feel too cumbersome.

A7/A8. This was similar to A3 however, this time we did the interviews as a group. This helped us gather the data since we would only have 1 facilitator while the rest of us observed and took notes. I believe I gathered much more and much better data than in A3. We were able to get unbiased research from gathering all of our notes and seeing what was in common.

Overall, I found the course to help me learn of the values of usability testing. Since our designs are meant to be user-focussed, we should be asking for the user's responses to our designs and ask them questions to help gather more unbiased data which would help improve the user's experience when using our products in the future.

Course Order Preference

OPTION 1
1. INDIVIDUAL
   Low-Fi Prototypes
2. Usability Testing
3. **COMBINED**
   LOW-FI Prototypes
4. Internal Evals
   CogWalk &
   Heuristics
5. HI-FI Prototype
6. Usability Testing

OPTION 2
1. INDIVIDUAL
   Low-Fi Prototypes
2. Usability Testing
3. Internal Evals
   CogWalk &
   Heuristics
4. **COMBINED**
   LOW-FI Prototypes
5. HI-FI Prototype
6. Usability Testing

OPTION 3
1. INDIVIDUAL
   Low-Fi Prototypes
2. Usability Testing
3. **COMBINED**
   HI-FI Prototypes
4. Internal Evals
   Cog Walk &
   Heuristics
5. UPDATE
   HI-FI Prototype
6. Usability Testing

I would prefer Option 3 because we could have the combined HI-FI prototypes before the internal evaluations and cognitive walkthroughs and heuristics. For the evaluations, cognitive walkthroughs and heuristics, most of the changes were not drastic changes, a in adding complete pages or slides or functionalities to our prototype. More often than naught, the changes were subtle, perhaps a button or a label or decluttering a certain page. All of these can be done on the HI-FI prototype very easily and furthermore, it would not only be easier to have a more complete prototype when doing the evaluations, cognitive walkthroughs, and heuristics, but also have a more accurate result since other problems may arise. For example, the LOW-FI prototype may have an image for a button which cannot be found/drawn easily and so, that problem would not come up until a HI-FI prototype is produced. Another problem would be with colour since most of our LOW-FI prototypes were primitive and so, did not include colour schemes.