

## Usability Test report: Freespace (Team F)

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Participants were asked for general impressions on the design layout, and were tasked with navigating to each screen in the app, finding data on those screens, and submitting a report.

Initial user feedback was positive, users reacted positively to the home screen's design, and were quick to assume the location cards were pressable. Users reported that they were able to understand what each button on the screen did at a glance. Users reported frustration with long lines and very long wait times and were interested in using the app to circumvent these waits.

Every user was able to complete the tasks quickly, giving the impression that our layout was intuitive and easy to grasp. Users were asked to answer which eatery was the most crowded, and which was the least crowded. Every answer was quick and correct, and users mostly used the larger indicator text to decide this. The next task was to submit an activity report for Commons dining hall. Every user immediately figured out that tapping on the location card would bring them to the report page. Similarly, when asked to find the number of developers, or the map users found the requested data quickly and with no trouble at all.

Final user observations were also positive, with every user saying they would use it in some capacity. Overall, response to the app's functionality was very positive, with users commenting on the clean and simple look, the color scheme, and elements such as the pie charts on the report screen.

There were some issues with formatting, an issue with the activity status indicator on the home screen was brought up, some of the busyness levels use bright colors which can be hard to read on a white background. We plan on recoloring this text with a focus on readability.

One user was confused about the map, wondering why it was necessary. We plan on expanding functionality to the map, giving users a degree of intractability with it and communicating data through it.

The concern of users submitting multiple false reports was also brought up. This is an ongoing issue we are aiming to solve, at this point we are looking at potentially limiting users to a certain number of reports in a timeframe.

Users also expressed a desire to order the results from least busy to busiest. This will definitely be a feature we will look into developing.

When asked about incentives to use this app, a few participants suggested a notification system, either activated through GPS after entering a location, or sent a few minutes after a user opens the app. Other users suggested that the incentive was intrinsic to the app, people would use it in order for the app to have accurate data that would benefit themselves. One user suggested implementing a point tracking system rewarding users with points and achievements for submitting reports.