Usability Test Report: Campus Crawl App (Team B)

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The first task we gave the test subjects was to dismiss the welcome screen and locate the Start Tour button. Some of the subjects encountered problems with the welcome screen; the “Let’s Go” button on the welcome screen was unavailable for one tester, and for others, the welcome screen and/or the text on it were not properly adjusted to fit their phone screen. We plan to reformat the welcome screen using flex, so that elements will adjust to each screen instead of having their position absolute.

After that, we asked the subjects to start the tour and name the first stop. We did this in order to find out if the destination of the stop could be intuitively identified by the user. Two of the subjects had difficulty discerning whether the location shown on the banner was their current location or the destination of the first stop. We plan to add “Proceed to….” in front of the destination on the banner to clarify that the user has not yet arrived.

Then we asked the users to go to the location on the banner (in this case, CFAC), read the information, and give an answer based on a question from the information. A couple users weren’t able to quickly “go to” the location and instead pressed other elements such as the name of the location. None used the “override” button; they instead pressed the marker on the map. We have changed the button design so that hopefully it will stand out more and have a clear purpose.

We also asked for the subjects to open the About and Instruction Screen. The subjects were not able to open the About and Instruction Screen while also viewing the information screen, due to a flaw in the formatting. We are in the process of rectifying this, using the Animated library.

Next, we had the user proceed to the next stop. All of the subjects easily did so by pressing the “Next Stop” button without instructions. We also instructed them to skip ahead until the last stop of the tour, which they did by using the “Skip” button without any guidance. At the end, we asked the subjects how many stops were on the tour. All users could locate the progress bar at the bottom of the screen showing the number of stops, as well as the number of the current stop. The subjects then successfully ended the tour and answered some final reflection questions.

All of the subjects complemented the color scheme and overall design. When asked whether new students (our target audience) should utilize this app to find their way around campus, the subjects all agree that Campus Crawl was a good resource to learn more about campus and that the buttons and their labels were intuitive.

A curious observation is that most of the subjects did not assume the circular stop icons as buttons by pressing them. Some of the user subjects said to add a few more stops on the tour for newcomers, but all subjects agreed that we do not need to remove any of the current stops.

Most of our subjects had great input and recommendations that we are planning to implement. One user noted that it would be more convenient to have markers change color to distinguish the visited stops from the non-visited stops, which we plan on implementing. We would also like to implement one user’s suggestion of highlighting the target destination marker in some way to make it easier to locate. Another user suggested the idea of a virtual tour for online students and COVID-19 safety. We plan to have color changes for the different tour stops as the users visit them. We are also looking at revising some of the information blurbs based on the feedback given. For example, the testers agreed that they prefer practical information that would be of use to new students as opposed to facts and history of the building.