

Be A Ruby Usability Test Results

We tested our main user stories for Site, Admin, and Volunteer profiles. The Site user tested removing items. For the Admin user, we tested navigating various trailer features, including switching between trailer views, and sorting items alphabetically. We also tested manipulating items by creating a new item and adding more inventory to an existing item. For the Volunteer profile, we tested visiting the BeARuby website to donate to the organization. By moving between these various roles we also tested logging in and registering for a new account.

Seven people participated in our usability test. They discovered many possibilities for usability improvements and provided helpful feedback on how to make the app better. One of the main issues that we ran into was having an extra space in a username or password, causing the log in to fail. Automatically adding a space is a feature that many phones use to increase typing speed. We've addressed this issue by trimming whitespace on the password and username each time a user types a character or selects an auto-complete suggestion. A second main issue was the sign in and register buttons missing feedback. Users would click on the button correctly, then nothing would happen, so they would naturally click on it again. This second click would generate a second request to check that the username was available and a pop up that the username was already taken. The root cause of the delay while authenticating is from one of three places: cryptographically hashing the password before sending it to the server, sending the HTTP request, or the database searching for the correct password. We haven't developed tests to determine which of these is causing a bottleneck in the process, but we developed a work around that adds an activity circle to the button and locks the button from sending a second request in the meantime. The value for speeding up the authentication is low because a slow sign in is a one time inconvenience when logging into a system for the first time or after logging out. The third major issue was that a few people had difficulty clicking the item edit button. To combat this, we expanded the hitbox to be the entire item box past the increment value.

We also received a few suggestions on improvements. One was a way to exit the sort and trailer menus without selecting one, which we've implemented by allowing a user to click outside of the selection box. A second was an add button next to the subtract button in the trailer items' Admin view, so a user could add items without entering the edit screen. We added this idea to the backlog for when we get more time. A third suggestion was to allow users to swipe an item to delete it which was also added to the idea backlog.