

Phillip Doran
10/30/20
CIS 310 HCI
Phase 4 Deliverable

User description: 14 year old caucasian male, high-school freshman, no PC gaming experience

Phillip: Okay, before we start, I have to read something out. It's a formality.

User: (Okay)

Phillip: "Thank you for agreeing to participate in our university study on interfaces. We are UM Flint students studying Human-Computer Interaction. The system we are demoing is the Steam game platform. The Steam platform is a system that can be used to buy, install, launch and communicate about computer games, as well as with other users. We will be asking you to perform several tasks for this demo. The first task is to use Steam to purchase a game.

Please do the following: Launch the Steam application. Open the Steam store. Search the store for the game we have designated for you. Purchase the game for the demo account using the card information we have supplied. After purchase, follow the instructions provided by Steam and the selected game to download and install...such game to the provided computer. Next, you are to use Steam to run a computer game. Assume you would like to play a game...To do so, please do the following(.) Open the game library. Select or search for the game you would like. Launch the game from the game's page in the steam application. Because we are not testing Destiny 2 itself, please exit the game so we can continue the study. The following task is to use Steam to install a beta update for an already installed game. Please do the following: Return to the Steam game library. Select or search for the desired game. Modify the Steam options for the game to allow beta updates. Enter the beta key we have provided you. Accept the beta conditions. The final task is to use Steam to send another user a text message. Open the Friends window. Select a friend (JimmyNeutron), send the user (JimmyNeutron) a message.

Thank you for your participation. Please answer the questionnaire to assist in our research.

User: ...So...

Phillip: You're not actually gonna be running anything, you just have to touch, uh, something on the prototype that matches what the directions say.

User: Okay...

Phillip: So first, um, look for the Destiny 2 game in the prototype.

[User flips through two pages of the prototype before locating Destiny 2]

*Note: User reported having problems finding the right page.

Phillip: Okay, good. Now click the "Play" button. Or in this case, just tap it.

[User locates the play button]

Phillip: Okay, next...locate the Beta update tab for Destiny 2.

[User locates the Beta update tab after three minutes]

*Note: User didn't know what the Beta update tab looked like.

Phillip: Now just tap on a beta update you want to "install."

[User stares at the tab for several minutes before figuring out how to "install" the update]

*Note: Beta update window may have been too vague for a first-time user to understand.

Phillip: Perfect. Last thing, locate your Friends list.

[User rifled through papers to find Friends list]

Phillip: ...And just...tap on JimmyNeutron.

[User taps on the name on the Friends list]

Phillip: And we're done. That, um, wasn't so bad, was it?

1. Have you ever used a computer before? "Yes"
 1. If so, how often? "About eight hours per day."
2. Have you ever used Steam? "No"
 1. If so, how often?
3. Have you ever played a computer game before? "Yes"
 1. If so, how often? "Four hours"
4. Have you ever used a competing platform, such as Origin? "No"
 1. Would you describe the other platform's experience as being better than Steam's?
5. Do you usually run Steam to do a specific task? "No"
6. What is usually the first thing you do when you run Steam? "I would look at the store page."
7. How many games are in your favorites list? "None"
8. Have you ever manually installed an update for a game? "No"
 1. Why did you install the update manually?

9. How do you usually add games to your Steam library? "I can't."
10. How do you normally communicate with friends while playing a game? "I don't have any."
11. What was your most used function of Steam? "The quick access page"
12. What was your biggest challenge/obstacle faced during the testing process? "Finding the right piece of paper."
13. Rank Steam experience (1-10) 1-Terrible & 10-Amazing: "5 – It was fine, I guess."
14. Rank *Destiny 2* experience (1-10) 1-Terrible & 10-Amazing: "4 – I don't know what it's like."