**Brief Description of User**

Subject is a 28-year-old Caucasian female. Subject works as a medical insurance biller. Subject has been using computers for most of her life. Subject does not regularly use Steam but is aware of it and has used other user’s accounts in the past to place games.

**Process Overview**

Subject received a scan of the mockup via email and printed it prior to beginning. The session was conducted over video chat.

**Script**

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 (Destiny 2). Purchase the game for the demo account.

After purchase follow the instructions provided by Steam and the selected game (Destiny 2) to download and install such game (Destiny 2) 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 (Destiny 2). Launch the game (Destiny 2) 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 add a new friend (Bob) to the user’s friends list. Under the friends tab, click on the “Add a Friend …” button, followed typing Bob in the “Enter your friend’s profile name” search bar. To finish click the “ADD AS FRIEND” button, to the right of Bob, to add Bob as a friend.

The final task is to use Steam to send another user a text message. Open the Friends window. Select a friend (Bob), send the user (Bob) a message, a simple “Hello Bob” will suffice.

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

**Questionnaire**

1. Have you ever used a computer before?
   1. Yes
2. If so, how often?
   1. Daily
3. Have you ever used Steam?
   1. Yes
4. If so, how often?
   1. About half a dozen times
5. Have you ever played a computer game before?
   1. Yes
6. If so, how often?
   1. Maybe once a week
7. Have you ever used a competing platform, such as Origin?
   1. No
8. Would you describe the other platform's experience as being better than Steam's?
   1. N/A
9. Do you usually run Steam to do a specific task?
   1. N/A
10. What is usually the first thing you do when you run Steam?
    1. N/A
11. How many games are in your favorites list?
    1. N/A
12. Have you ever manually installed an update for a game?
    1. No
13. Why did you install the update manually?
    1. N/A
14. How do you usually add games to your Steam library?
    1. N/A
15. How do you normally communicate with friends while playing a game?
    1. Discord
16. What was your most used function of Steam? Why?
    1. Playing a game. I don’t have my own account.
17. What was your biggest challenge/obstacle faced during the testing process?
    1. Dealing with paper
18. Rank Steam experience (1-10) “1-Terrible & 10-Amazing”
    1. 5
19. Rank Destiny 2 experience (1-10) “1-Terrible & 10-Amazing”
    1. N/A

**Transcript**

1. Cole: First, let’s open up the store page. That’s this page [Cole points at the store/main screen sheet]
2. Subject: [subject pulls the correct page out puts in on her desk].
3. Cole: [Reading script] … Search the store for Destiny 2.
4. Subject: [taps search “button” on upper right of mockup].
5. Cole: If you refer to the pop-ups page, you will see what the search pop-up would look like, in the top left.
6. Subject: [Shuffling pages] What happens after I’m down typing?
7. Cole: You would hit enter and be brought to the results.
8. Subject: Wouldn’t showing the results right here be better?
9. Cole: That’s a good idea, actually. Now we are on the game page. Purchase the game.
10. Subject: Just click purchase?
11. Cole: Yup…
12. Subject: [Subject does so.]
13. Cole: … the library page is represented by this sheet [Cole indicates the proper paper]. Now search for Destiny 2.
14. Subject: Search button again? [Subject again taps the search button]
15. Cole: Yup, then you would type destiny 2 again and it would bring you here [Cole indicates the relevant page].
16. Cole: … now launch the game from the game’s page.
17. Subject: Where is the launch button?
18. Cole: Oh, click the box art in the middle.
19. Subject: That’s a bit confusing…
20. Cole: So, to add a friend, click the search field and type a username.
21. Subject: Which search field?
22. Cole: Same one we have been using. Upper right.
23. Cole: … a simple hello will suffice.
24. Subject: [Subject taps message and pantomimes typing it out]

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| # | **Prototype Screen** | **Reference** | **User’s Feedback/Issue** | **Reason** | **Scope** | **Severity** | **Remedy and Tradeoffs** |
| 1 | All Screens | Line 8 | Search field could show live results as search is typed. | Subject was used to the way other search interfaces behave. | All search fields | Low  (A minor complaint.) | A live results dropdown list could be added.  It would be significantly more difficult to implement after mocking up. |
| 2 | Library Screen | Line 17 | The user did not understand how to launch a game. | The method of launching the game was not clear. | Library screen only | Medium  (Impacts only one screen. A very important function.) | Add a clear launch button or superimpose “launch” text over the box art.  The text would obscure the art and/or make the page more visually busy. |
| 3 | All Screens | Line 21 | User did not understand that the search field was universal. | The nature of the search field was not clear. | All search fields | Medium  (It is important that the search field be easily understood.) | Add context sensitive prompt text in the search field. (“search for games” on the store/main pages, or “search for users” on the friends page.)  It would be significantly more difficult to implement after mocking up. |

