



lab usability study

# Meet the Team



Taylor Bacon



Chloe Barreau



Cynthia Liang



Jenny Zhi

changes

method

results

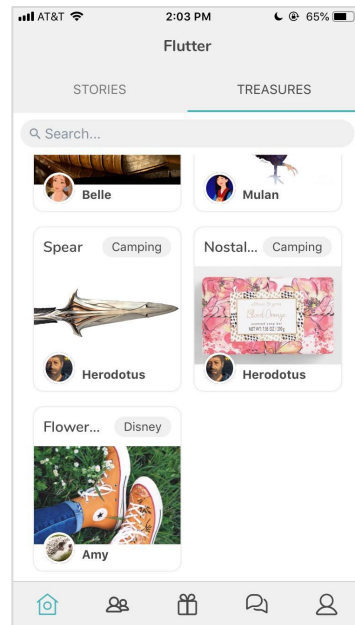
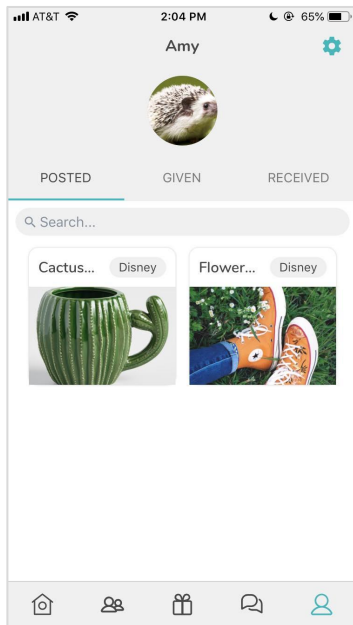
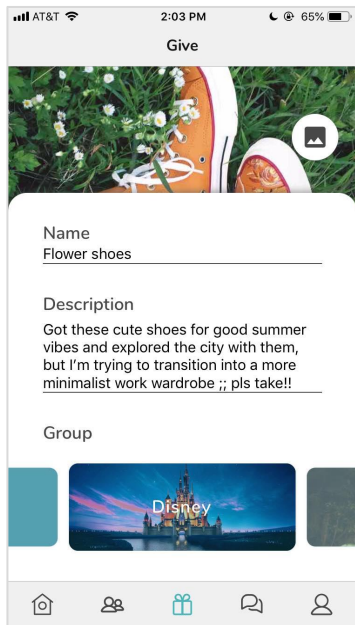
discussion

---

participants  
apparatus  
procedure  
tasks  
test measures

UI  
value  
testing

## Posting items



changes

method

results

discussion

participants

apparatus

procedure

tasks

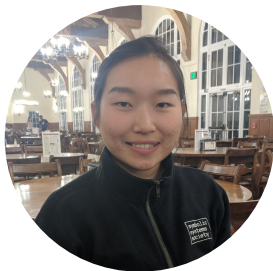
test measures



**Connor**

19, M

Tinkerer & creator  
= lots of stuff



**Laura**

22, F

Minerva student  
constantly moving around



**Will**

18, M

Stanford band  
= lots of weird gear



**Sarah**

22, F

"Basically a hoarder",  
according to roommate

changes

method

results

discussion

participants

apparatus

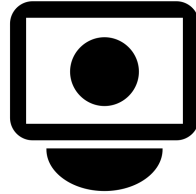
procedure

tasks

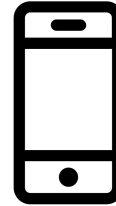
test measures



ran prototype  
using **Expo**



recorded screen  
using **Record It!**



filmed using **mobile  
phone cameras**



ran tests in  
**participants'  
living areas**

## 1. Pre-test survey

- demographic information
- pictures & descriptions of sentimental but useless items

## 2. App introduction

- brief explanation
- demo of treasures and stories cards on home feed

## 3. Three tasks

- find an object in a group
- post an object (using one of tester's own objects)
- complete the unfinished story of a received object

## 4. Debrief & comments

## 1. Find an object (simple)

“Find the spear in the camping group that you’re a part of.”

## 2. Post an object (medium)

“Post one of your objects.”

## 3. Share your story with a received object (complex)

“You recently received a scarf. Reciprocate your side of the object’s story.”



changes

method

results

discussion

participants

apparatus

procedure

tasks

test measures



Time it takes to  
**complete a task**



Number of times  
user **makes an  
error**



Number of times  
user **hesitates or  
expresses confusion**



Comments about  
**use and value**

## Completion times

- Task 1: find an object 0:46 (0:38 without 1:10 outlier)
- Task 2: give an object 1:38
- Task 3: share stories 1:36

## Common errors & confusion

- Didn't upload images (tasks 2 & 3)
- Hesitation in finding object (task 3)

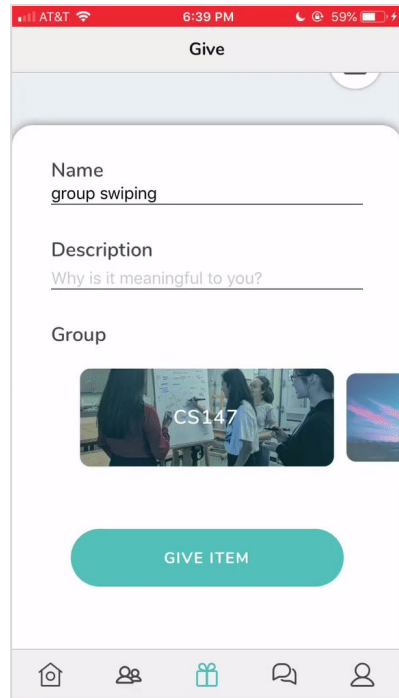
## Thoughts on value - will get to this later

## Issue

When posting an item, selecting a group is wonky and has the potential to be troublesome if an user is part of many groups.

## Changes

Consider using just text with a dropdown. If we want to retain image clues/information, condense card size and spacing.

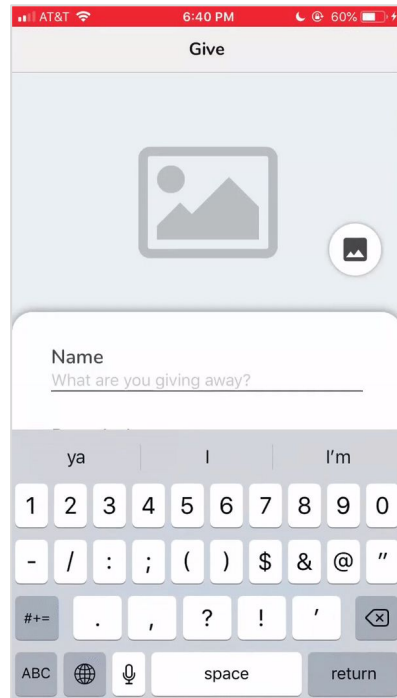


## Issue

After completing an item description, many users had trouble getting out of the keyboard.

## Changes

Look into existing keyboard exit paradigms for multiline input boxes. Follow them.

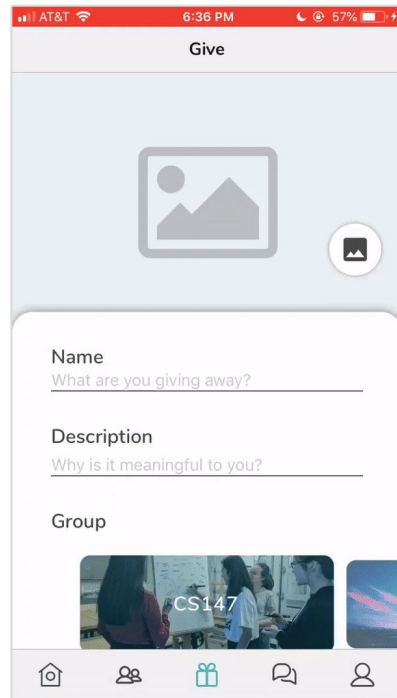


## Issue

Users can post items and stories without entering all necessary information (photo, title, description).

## Changes

Error handling! This will make for a more seamless experience.

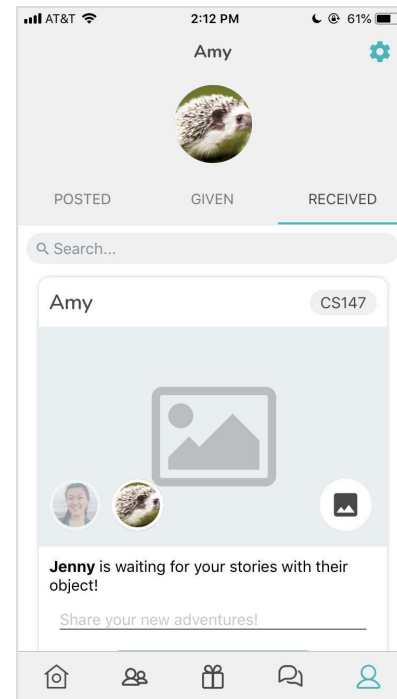


## Issue

Users had trouble starting on the third task. It wasn't intuitive to go to profile to find received items.

## Changes

Implement a notification system to prompt users to complete the stories of received objects.



## Insights from testers

- Three mentioned alternate uses that were situation-specific
- Would like to use for mass decluttering/decluttering of utility objects without stories
- Concerned with quality control of items
- Not willing to just give away items with high monetary value

## Potential additions

- Make posting stories optional -- expands user base & use cases
- Keep track/count of user's interaction & reciprocation for quality control
  - Point system
  - Requirement to post/claim item
- Allow for transaction/selling and valuation of items

## To test next time

- Two-way interactions
  - Workflow to messages and beyond
  - Giving and closing interaction
- Wider range in demographics



# Summary

- Polished UI and aesthetics
- Attention to details to refine and perfect user experience
- Possibility of altering scope/intensity to expand user base and use cases
- Prepare to test two-way interactions

any questions?