



field usability test

meet the team



Taylor Bacon



Chloe Barreau



Cynthia Liang



Jenny Zhi

value proposition

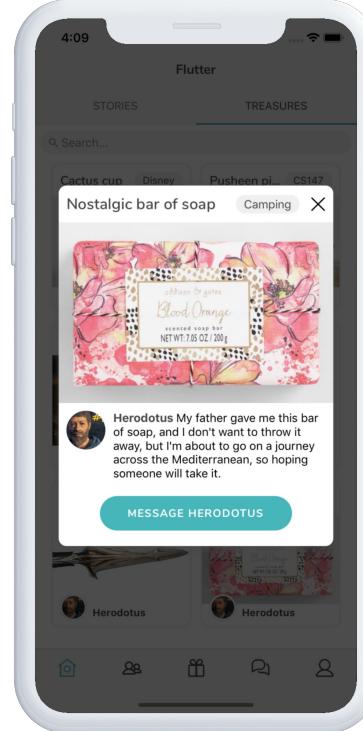
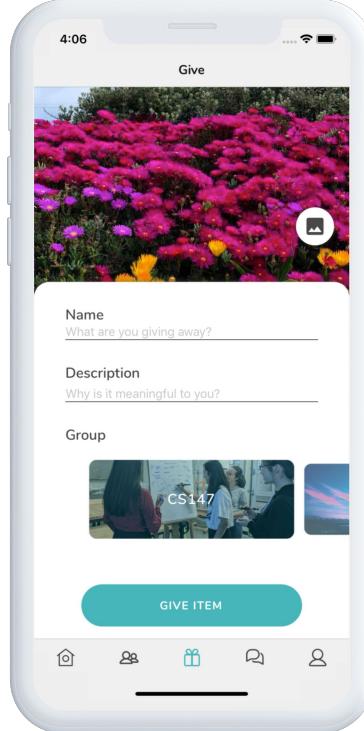
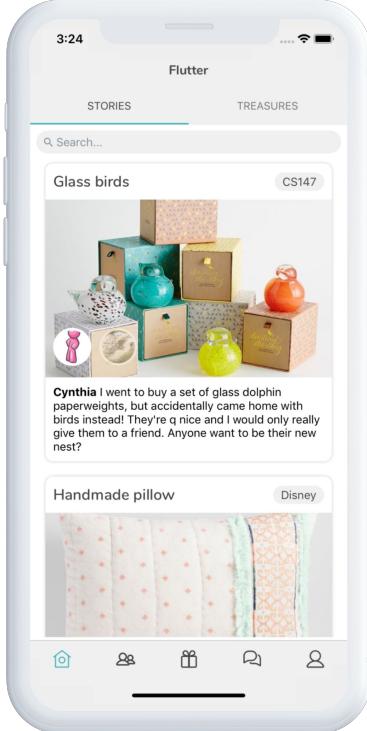
declutter meaningfully

problem

People often find themselves keeping a lot of clutter. Many of these objects stay because they hold sentimental value, but not necessarily functional use.

solution

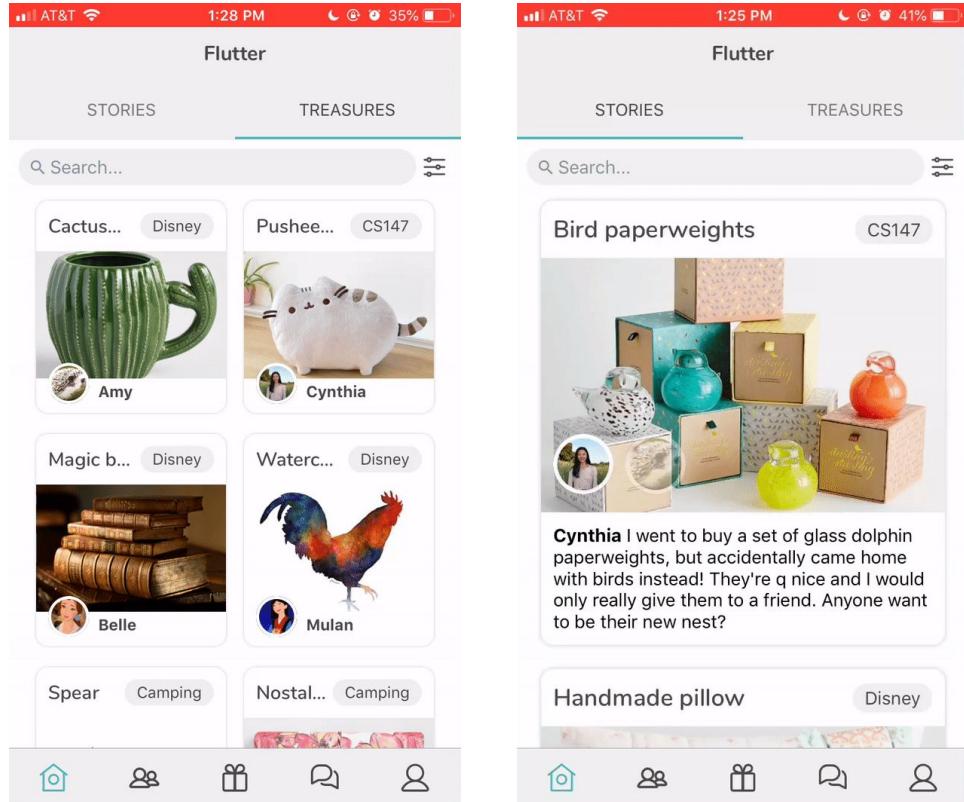
Flutter adds emotional security to the decluttering process, allowing people to find others who will value or add meaning to the item.



goals

test new interface changes:
search + community filters
new task flows
chat
error handling

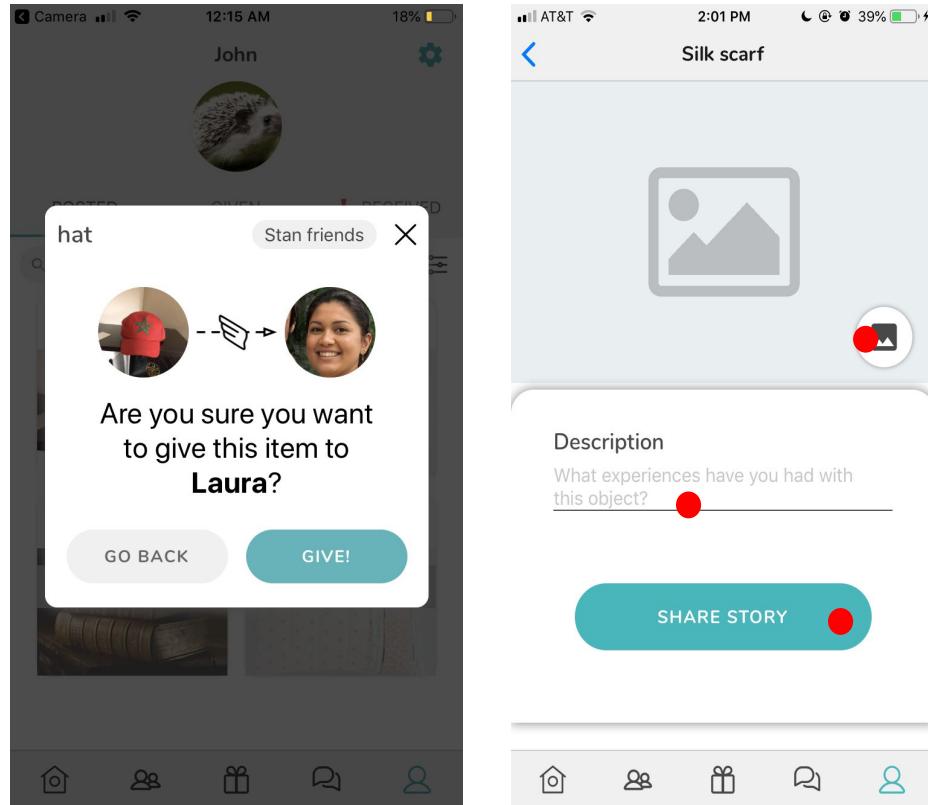
get insights about:
user base
applicability

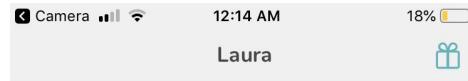


goals

test new interface changes:
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new task flows
chat
error handling

get insights about:
user base
applicability





goals

test new interface changes:

search + community filters

new task flows

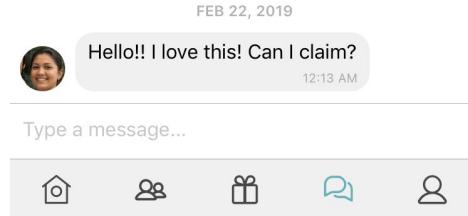
chat

error handling

get insights about:

user base

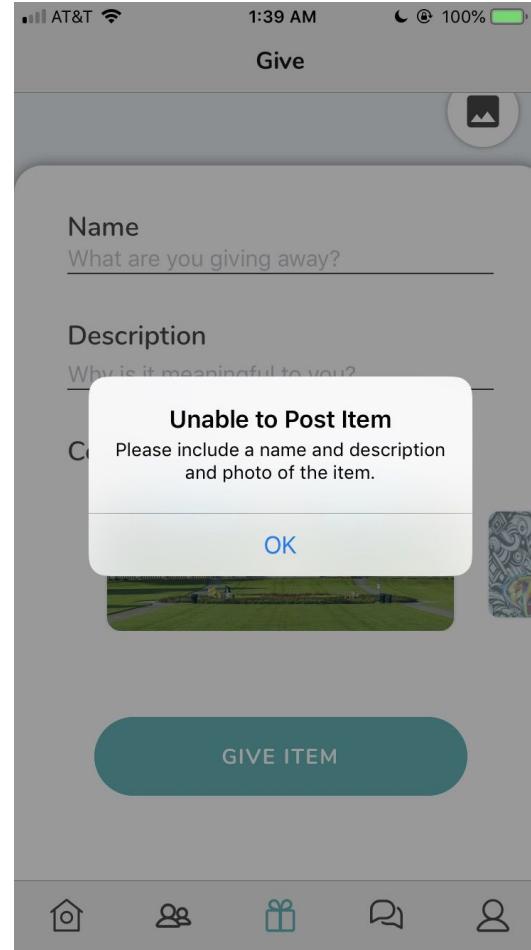
applicability



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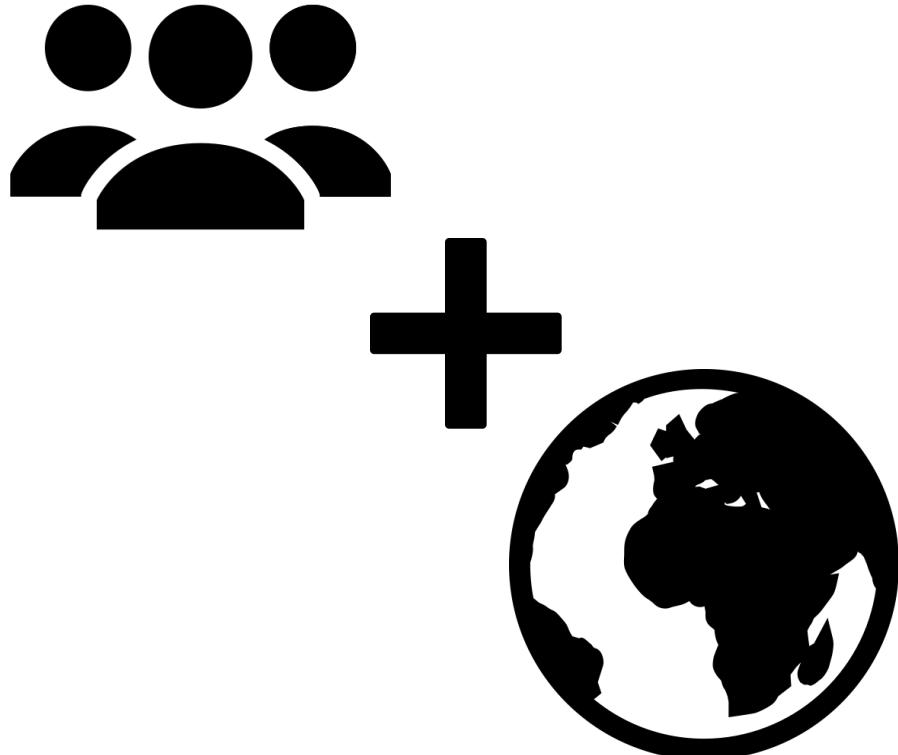
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goals

test new interface changes:
search + community filters
new task flows
chat
error checking

get insights about:
user base
applicability



method	results	discussion
participants apparatus procedure tasks test measures		in-situ insights goals, revisited changes future testing

method

participants

sample size	n=6
gender	3 male, 3 female
age	~ 20-50 years old
recruitment	convenience sampling of first/second degree connections
compensation	chocolate rabbit received during experiment
tech experience	range of tech/app/social media usage

method

results

discussion

part

sample



gender

age

recruitm

compe

tech experie



n=6

emale

rs old

second

ment

range of tech/app/social media usage

participants

sample size	n=6
gender	3 male, 3 female
age	~ 20-50 years old
recruitment	convenience sampling of first/second degree connections
compensation	chocolate rabbit received during experiment
tech experience	range of tech/app/social media usage

participants



Chloe



Jessica



Bilal



Lucy



Dennis



John

undergrads;
on-campus dorm
housing

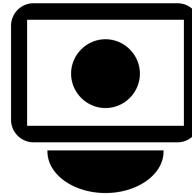
grad students;
non-dorm
campus-affiliated
housing

live in independent
housing with
roommates/family

apparatus



ran prototype
using **Expo**



recorded screen
using **Record It!**



filmed using **mobile
phone cameras**



ran tests in
participants'
living areas

procedure

introduction
tasks
debrief

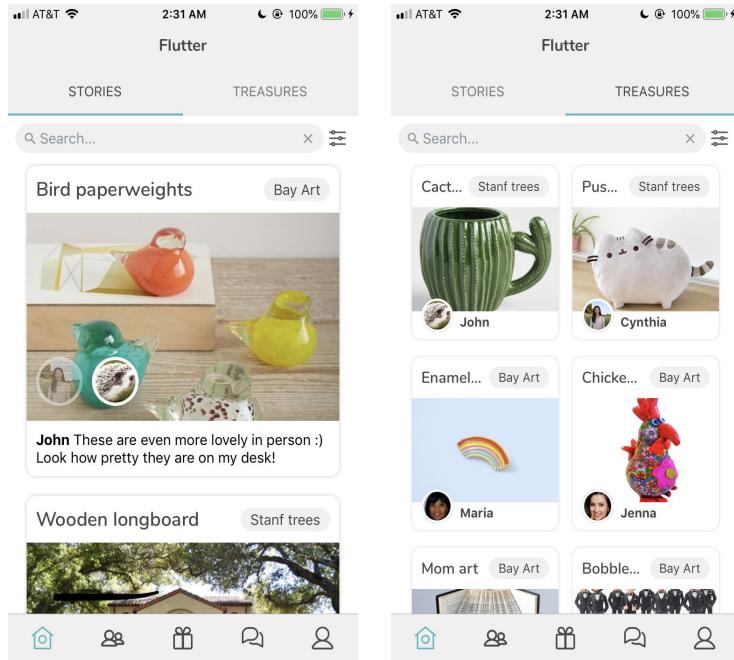
method

results

discussion

brief explanation

demo of treasures and stories cards on home feed



procedure

introduction

tasks

debrief

method

results

discussion

	Complexity	Summary
task 1	simple	find a specific item
task 2	complex	respond to an unfinished story
task 3	moderate	give a posted item to a friend

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 1: find a specific item

what we looked for:

tapping into 'treasures' tab (posted items)

filtering by group?

tapping into 'communities' tab?

finding/tapping painting

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 2: respond to an unfinished story

what we looked for:

tapping profile tab

tapping received subtab

tapping "share story"

inserting picture and description

posting story

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 3: give a posted item to a friend
subtask 3a: create a new community

what we looked for:

tapping communities tab

tapping "create new community"

adding a picture

naming the group

adding at least one member

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 3: give a posted item to a friend
subtask 3b: post item

what we looked for:

- tapping 'give' tab
- inserting picture
- writing name
- writing description
- swiping to community
- posting item

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 3: give a posted item to a friend
subtask 3c: give item to friend in-app

what we looked for:

- tapping + responding to chat
- tapping profile->posted subtab
 - navigating from give icon in chat?
 - navigating from profile tab?
- tapping posted item
- selecting giftee
- gifting item to giftee

skipped slides: w/ detailed task
descriptions

procedure

introduction
tasks

task 1

task 2

task 3

debrief

task 1: find a specific item

description: you've recently moved, but there's an unsightly hole in one of your walls (bay area housing is just too much; this is the best you could get).

find a painting in the bay art community that will remedy this, and message the giver to ask for it.

what we looked for:

tapping into 'treasures' tab (posted items)

filtering by group?

tapping into 'communities' tab?

finding/tapping painting

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 2: respond to an unfinished story

description: you have recently claimed a **chocolate rabbit** from a friend. now that you have it, **share** how you have integrated it into your home/tummy!

what we looked for:

tapping profile tab

tapping received subtab

tapping "share story"

inserting picture and description

posting story

procedure

introduction

tasks

task 1

task 2

task 3

debrief

method

results

discussion

task 3: give a posted item to a friend

subtask 3a: create a new community

description: you're sorting through your house and cleaning. find something that has sentimental value to you, but you can't bring with you and would like to actually permanently give it away.

create a new community to give it away to.

what we looked for:

tapping communities tab

tapping "create new community"

adding a picture

naming the group

adding at least one member

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 3: give a posted item to a friend
subtask 3b: post item

description: **post** your item to this community on flutter.

what we looked for:

- tapping 'give' tab
- inserting picture
- writing name
- writing description
- swiping to community
- posting item

procedure

introduction

tasks

task 1

task 2

task 3

debrief

task 3: give a posted item to a friend
subtask 3c: give item to friend in-app

description: somebody responded to your post.
respond to her message and **give the item to her.**

what we looked for:

tapping + responding to chat

tapping profile->posted subtab

navigating from give icon in chat?

navigating from profile tab?

tapping posted item

selecting giftee

gifting item to giftee

procedure

introduction
tasks
debrief

thoughts/feelings about giving away/claiming items

likelihood of these actions normally

thoughts/feelings about in-app interactions

communities to use this app with

final comments

test measures



time it takes to
complete a task,
manual clickstream
data **for each tap**



number of times
user **makes an
error** and/or
starts over



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



quantitative +
qualitative
comments about
use and value

method

results

discussion

results

RESULTS

This list is not clickable, extra members added

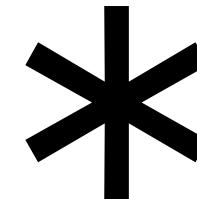
outliers + critical task points



participant x was not very familiar with modern social media app interfaces (affected time + errors/hesitation)

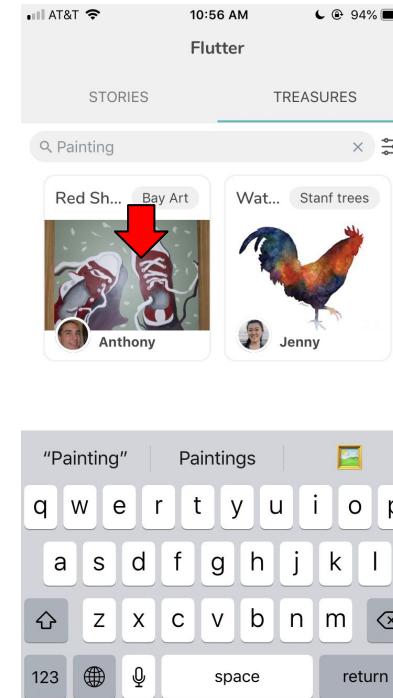
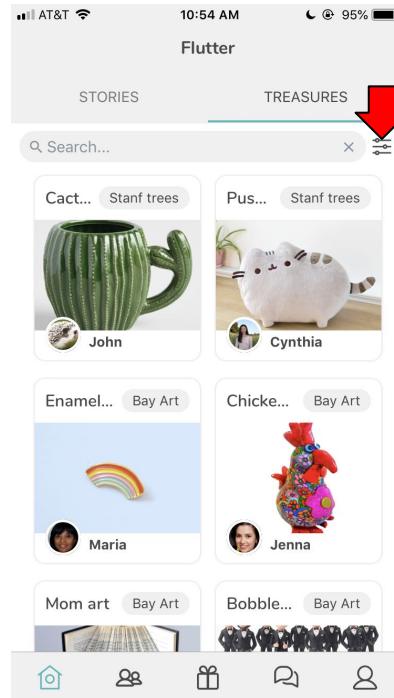
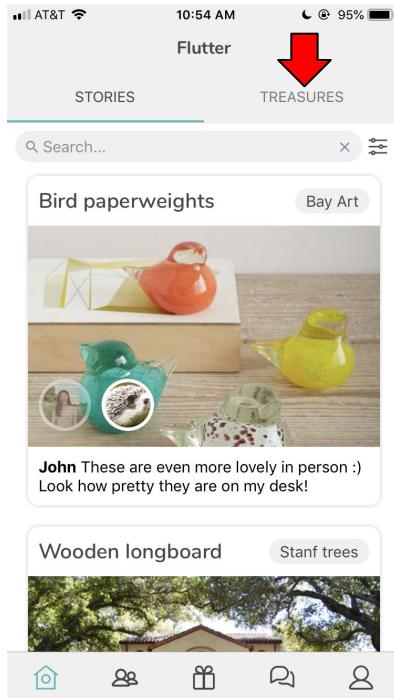


participant y talked extensively and played around with the tasks (affected time)



critical task points are significant subtasks that created knots in participant understanding (affected time + errors/hesitation)

task 1: finding a specific item



task 1: finding a specific item

average total time	74.3 s	prev: 46 s
(average total time - outliers)	39.5 s	prev: 38 s
* time to tap treasures tab	58.1 s	
errors	2	prev: 1
hesitation	5	prev: 3
starting over	3	prev: 1

task 1: finding a specific item

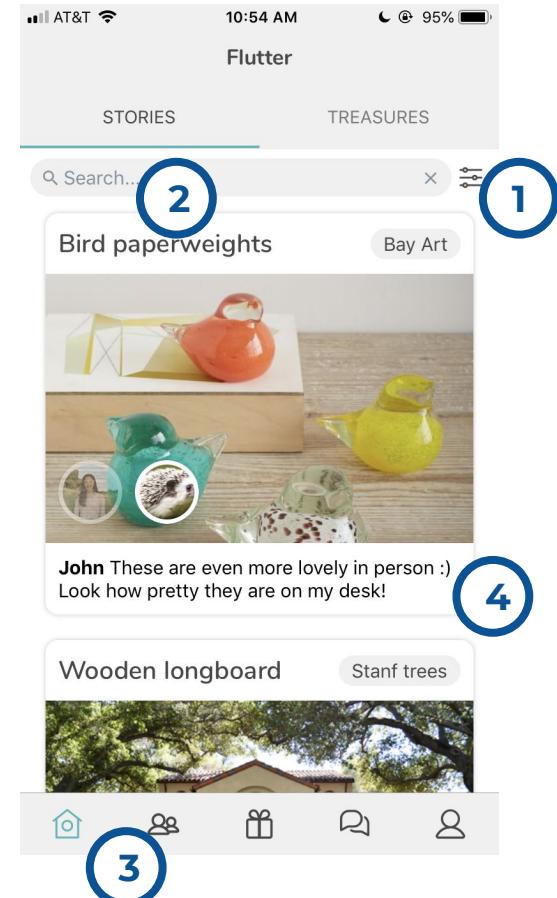
average total time	74.3 s	prev: 46 s
(average total time - outliers)	39.5 s	prev: 38 s
* time to tap treasures tab	58.1 s	
errors	2	prev: 1
(hesitation - outlier x)	2	prev: 3
(starting over - outlier x)	0	prev: 1

task 1: finding a specific item

fairly intuitive for **5/6** participants.

to navigate to the item:

- ① **1/6** participants used the **community filter**
- ② **1/6** participants used the **search bar**
- ③ **3/6** participants used the '**communities**' tab
- ④ **4/6** participants **scrolled through**



task 2: respond to an unfinished story

The screenshots illustrate the interaction between users John, Stanf trees, and Laura.

- 10:54 AM:** John posts "Bird paperweights" (Bay Art). The post includes a photo of two colorful glass paperweights and a caption: "John These are even more lovely in person :) Look how pretty they are on my desk!"
- 11:22 AM:** Stanf trees receives the post. The status is "GIVEN". A red arrow points to the "RECEIVED" button.
- 11:22 AM:** Stanf trees responds to the post with "Chocolate rabbit!" (Stanf trees). The status is "GIVEN". A red arrow points to the "SHARE STORY" button.
- 11:23 AM:** Laura receives the response. The status is "RECEIVED". A red arrow points to the "SHARE STORY" button.
- 11:24 AM:** John responds to the response with a photo of himself eating gold foil. The status is "RECEIVED".

User Interface Elements:

- Top Bar:** Shows battery level (95% to 92%), signal strength, and time (10:54 AM to 11:24 AM).
- Header:** Shows the user's name (e.g., John) and a gear icon.
- Search Bar:** Located at the top of each screen.
- Story List:** Shows the object name, category (e.g., Bay Art), and a photo.
- Status Indicators:** "POSTED", "GIVEN", "RECEIVED".
- Share Buttons:** Red arrows point to the "SHARE STORY" buttons in the "GIVEN" and "RECEIVED" screens.
- Profile Pictures:** Small profile pictures of the users involved in the interaction.
- Bottom Navigation Bar:** Includes icons for Home, People, Gifts, Chat, and User.

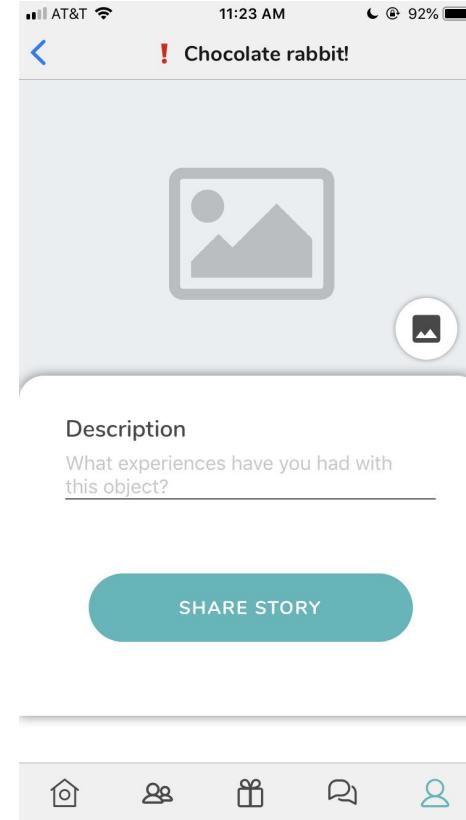
task 2: respond to an unfinished story

average total time	119.8 s	prev: 96 s
(average total time - outliers)	69.8 s	
* time to tap profile -> received tab	58.1 s	
(received tab - outliers)	33.5 s	
errors	6	prev: 1
hesitation	1	prev: 5
starting over	0	prev: 1

task 2: respond to an unfinished story

4/6 participants wanted to take a picture in-app

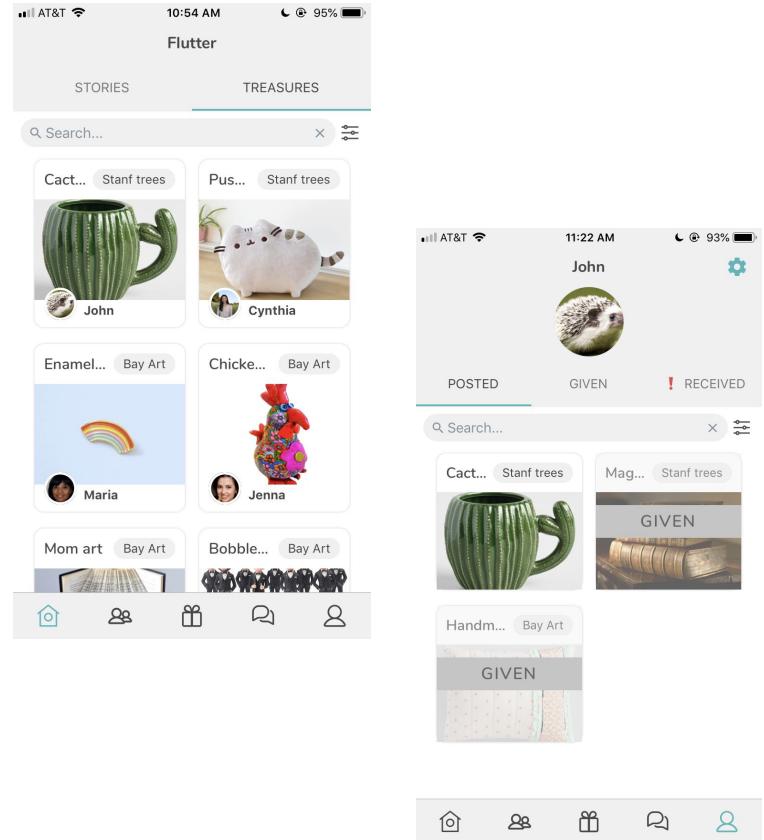
4/6 participants were confused about the difference between profile vs. public



task 2: respond to an unfinished story

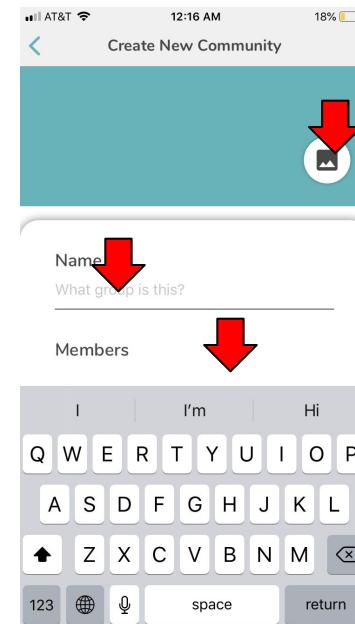
4/6 participants wanted to take a picture in-app

4/6 participants were confused about the difference between profile vs. public



task 3: give a posted item to a friend

subtask 3a: create a new community



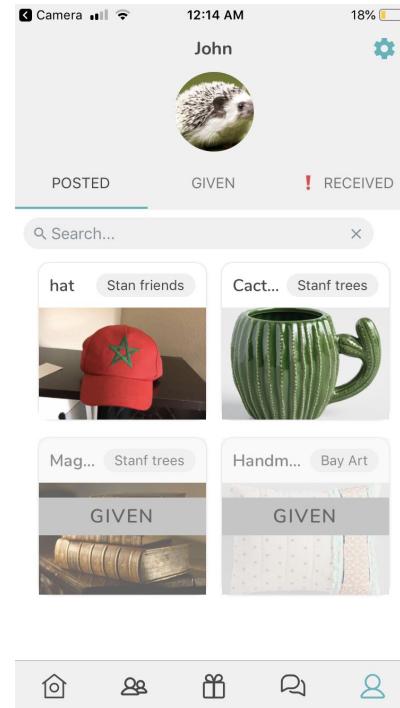
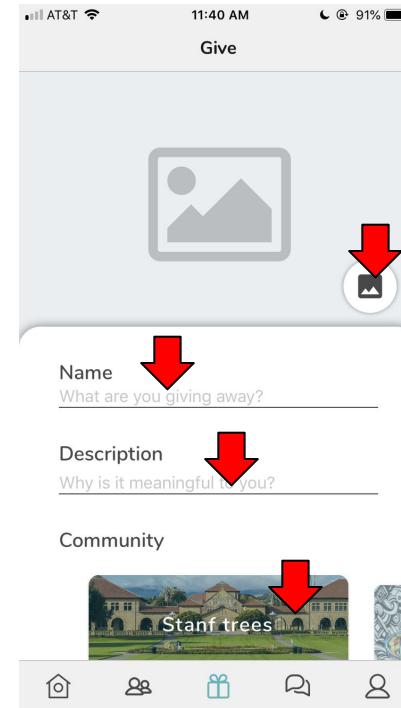
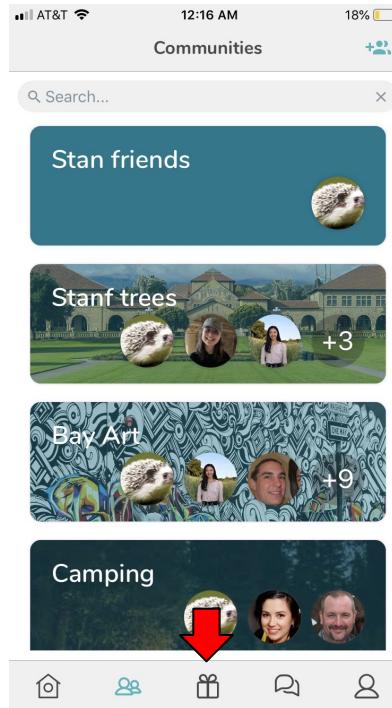
task 3: give a posted item to a friend

subtask 3a: create a new community

average total time	69.6 s	(new)
errors	5 (from one participant)	
hesitation	0	
starting over	0	

task 3: give a posted item to a friend

subtask 3b: post item



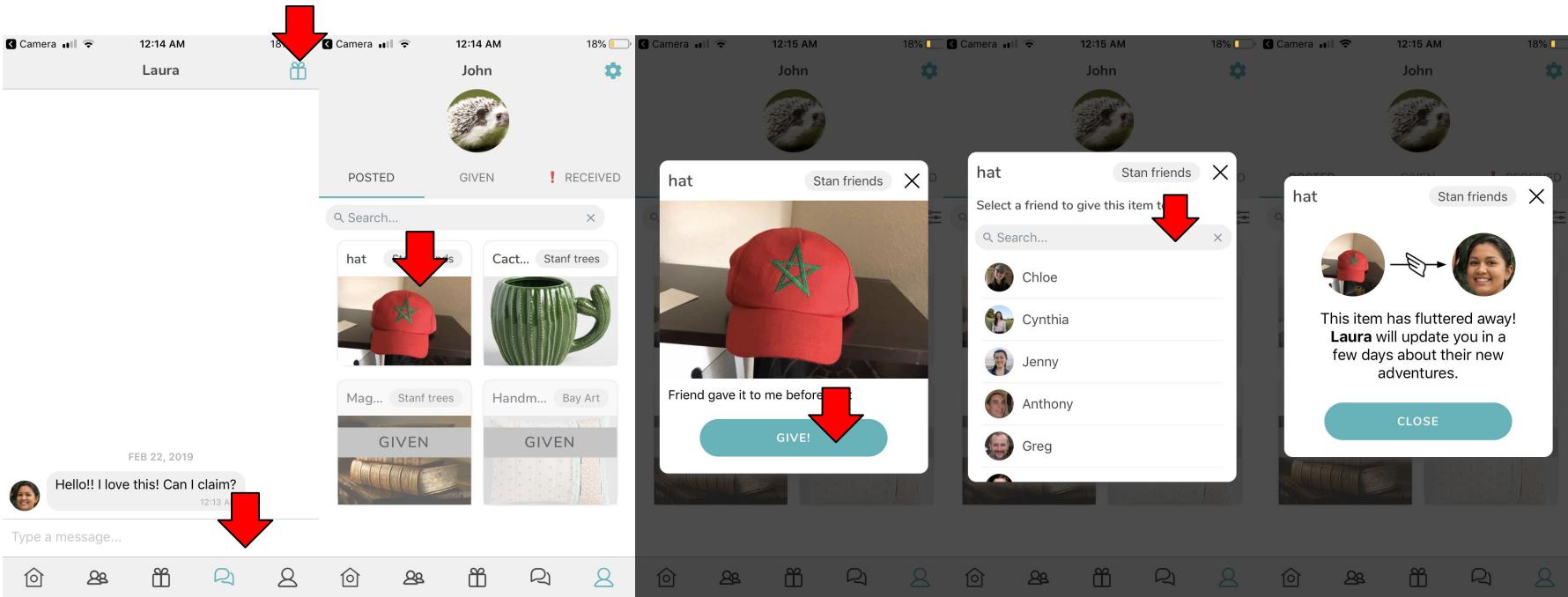
task 3: give a posted item to a friend

subtask 3b: post item

average total time	134.2 s	prev: 156 s
(average total time - outliers)	86.8 s	
errors	4	prev: 1
hesitation	2	prev: 5
starting over	1	prev: 0

task 3: give a posted item to a friend

subtask 3c: give item to a friend in-app



task 3: give a posted item to a friend

subtask 3c: give item to a friend in-app

average total time	124.8s	(new)
errors	4	
hesitation	3	
starting over	6	

task 3: give a posted item to a friend

subtask 3c: give item to a friend in-app

average total time	124.8s	(new)
(errors - outlier x)	1	
hesitation	3	
(starting over - outlier x)	2	

task 3: give a posted item to a friend

3a: create new community

fairly intuitive; **1/6** participants did not do

3b: post item

2/6 participants went to profile/treasures
to post the item

3c: give item to a friend in-app

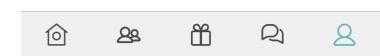
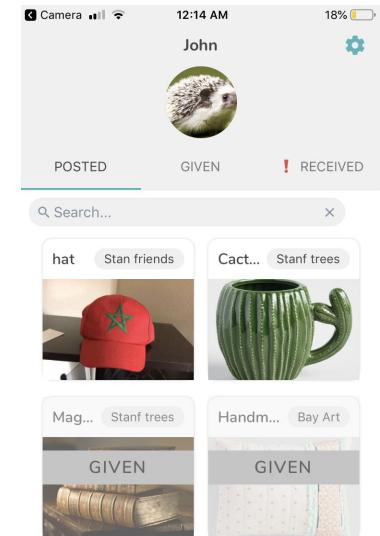
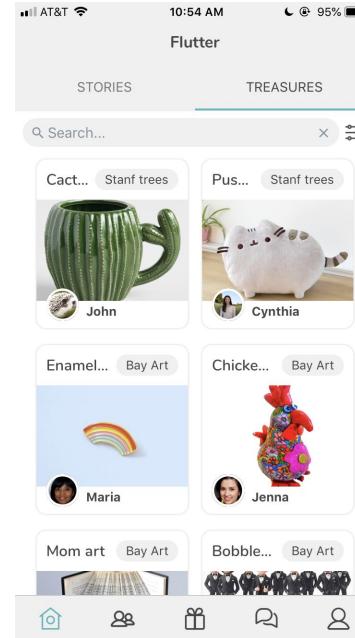
2/6 participants forgot who they
promised item to in-chat

task 3: give a posted item to a friend

3a: create new community
fairly intuitive; **1/6** participants did not do

3b: post item
2/6 participants went to profile/treasures
to post the item

3c: give item to a friend in-app
2/6 participants forgot who they
promised item to in-chat



task 3: give a posted item to a friend

3a: create new community

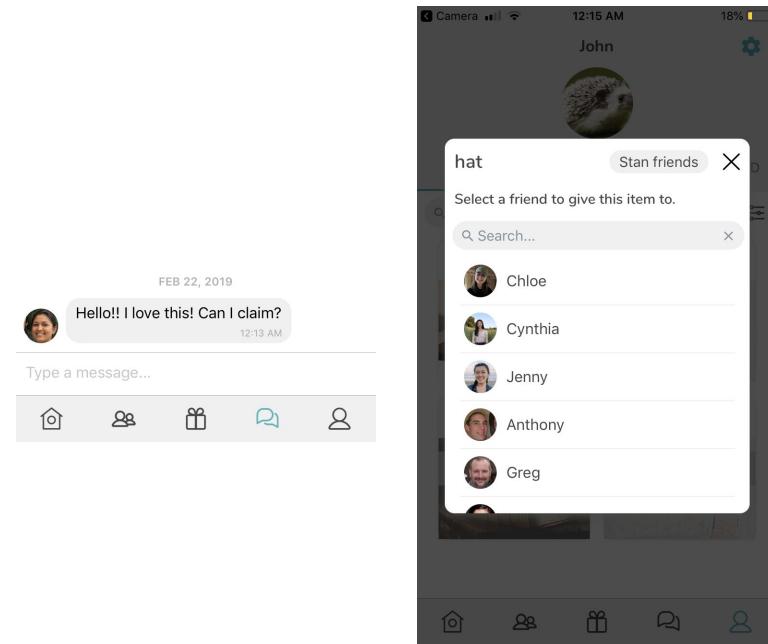
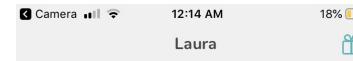
fairly intuitive; **1/6** participants did not do

3b: post item

2/6 participants went to profile/treasures
to post the item

3c: give item to a friend in-app

2/6 participants forgot who they
promised item to in-chat



method

results

discussion

discussion

in-situ insights

difficulties: participants do not behave as predicted when instructions get broader. but this also leads to...

insights: testing in living spaces with participants thinking they actually have to give items away provides **more genuine feedback.**

50% of participants were **extremely willing** to give their items away (**vs more ambiguous opinions** in lab usability study)

goals

test new interface changes:
search + community filters
new task flows
chat
error handling

get insights about:
user base
applicability

verdict?

mixed. search and community filters are made partially redundant by the 'communities' tab.

with these many options, users are confused by when to use communities/search/filter.

potential solution

consolidate!

goals

test new interface changes:
search + community filters
new task flows
chat
error handling

get insights about:
user base
applicability

verdict?

successful! (average times - outliers)
were around the same, or much faster
than, the previous round of testing.

39.5 s 38 s

69.8 s **vs** 98 s

86.8 s 156 s

goals

test new interface changes:
search + community filters
new task flows
chat
error handling

get insights about:
user base
applicability

verdict?

mostly successful.
slight issue: in task 3c, 2/6 participants forgot who they promised their item to in-chat

potential solution

make giving flow more seamless by allowing users to automatically select the specific receiver in-chat

goals

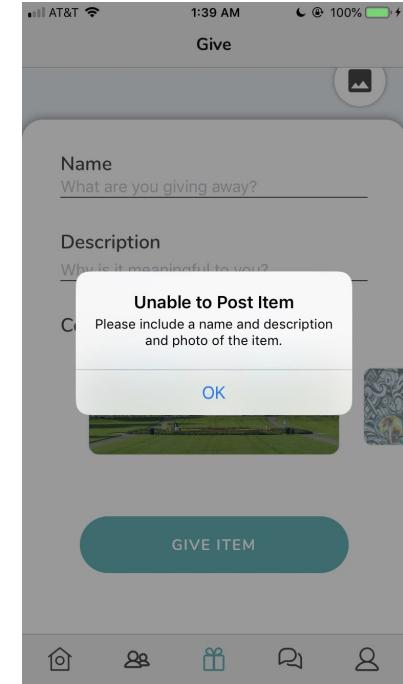
test new interface changes:
search + community filters
new task flows
chat
error handling

get insights about:
user base
applicability

verdict?

successful!
4 potential errors
caught before
participants
posted.

good job, error
handling.



goals

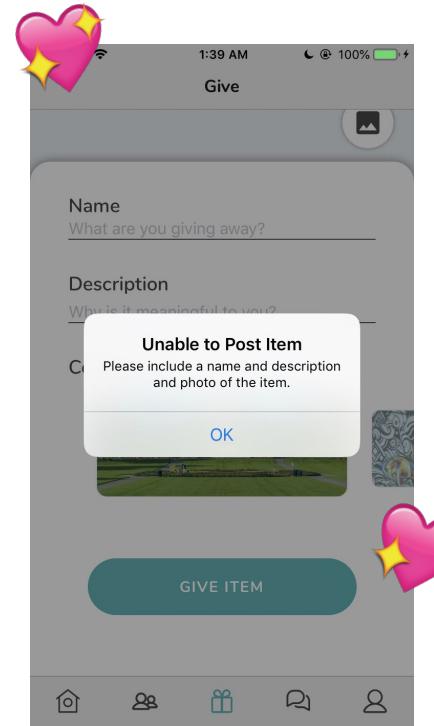
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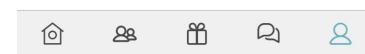
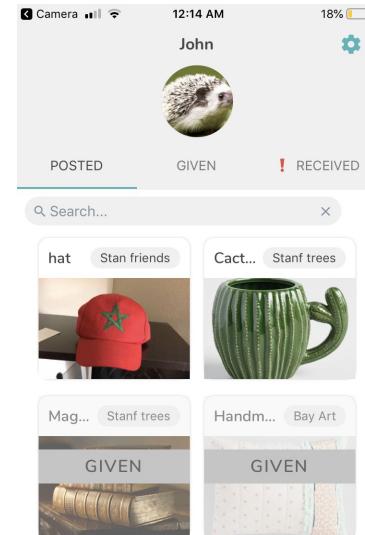
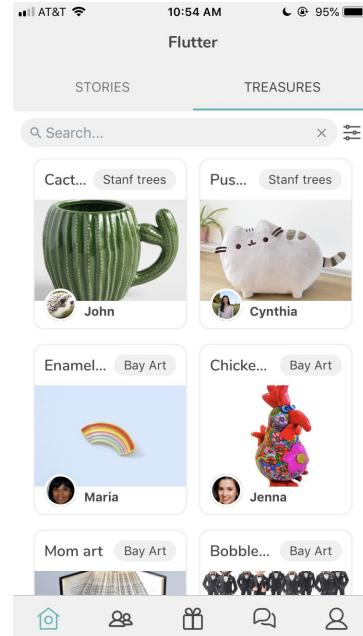


more observations

2/6 participants went to profile/treasures to post the item

potential solution

place 'give' button in profile and in treasures tabs

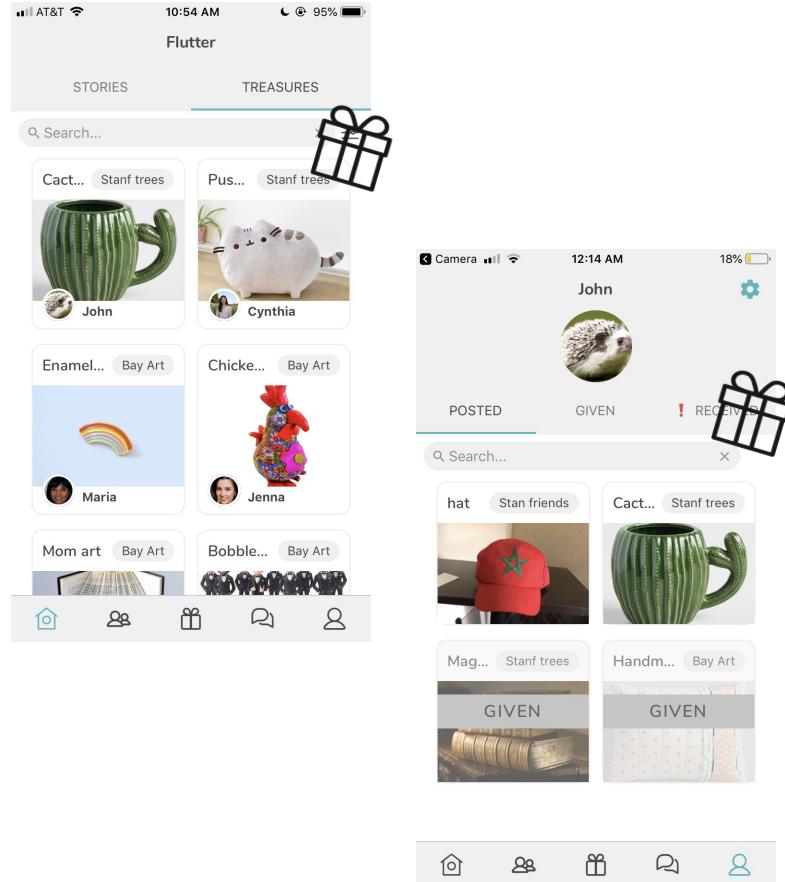


more observations

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place 'give' button in profile and in treasures tabs

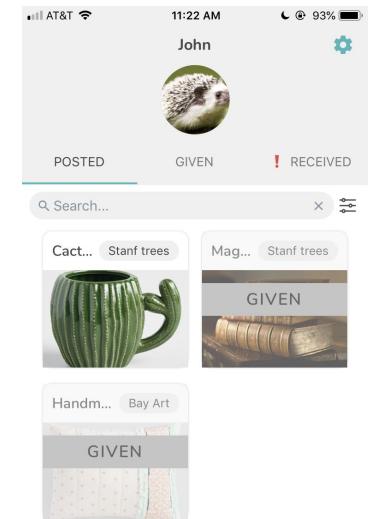
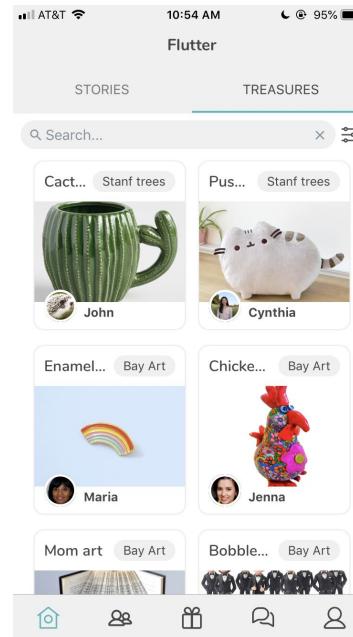


more observations

4/6 participants were confused about the difference between profile vs. public

potential solution

create toggle at top of 'home' tab that flips to profile

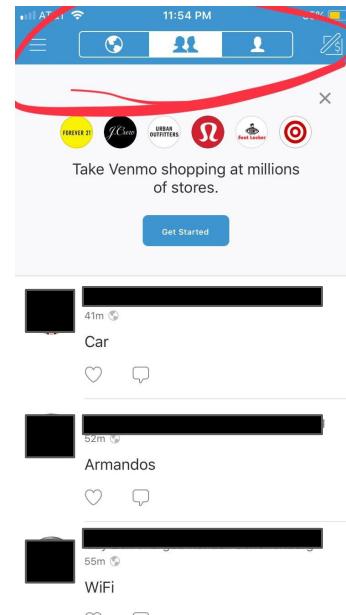


more observations

4/6 participants were confused about the difference between profile vs. public

potential solution

create toggle at top of 'home' tab that flips to profile

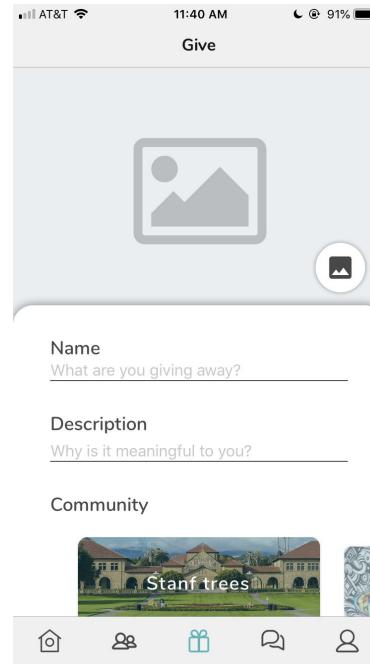


more observations

4/6 participants wanted to take a picture in-app

potential solution

make this happen!

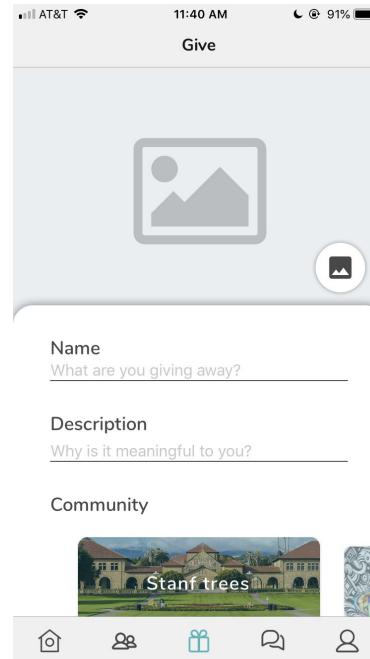


more observations

4/6 participants wanted to take a picture in-app

potential solution

make this happen!



goals

test new interface changes:
search + community filters
new task flows
chat
error checking

get insights about:
user base
applicability

verdict?

3/6 participants were **extremely willing** to give their items away.

5/6 participants were **extremely willing** to use this app again.*

* participants would use this app **for**:
clothing swaps
move-out day

* participants would use this app **with**:
geographical communities
themed communities

goals

test new interface changes:
search + community filters
new task flows
chat
error checking

get insights about:
user base
applicability

verdict?

primary user base: undergrad students found the app most intuitive/useful.

however...

though **participant x** had a significant amount of trouble navigating the app, he was **extremely willing** to use this app to declutter.

potential solution

onboarding process for accessibility

future testing

dorm testing during move-out
or everyday use



long term study during period of
transition



summary

- field usability test of 2nd hi-fi prototype
- results
 - general success with app
- insights
 - communities + filters
 - camera
 - user base + applicability

thanks for your time!