

Prototype Interview: v2

This prototype is conducted based on the final version of UX prototype v2 using both the desktop and mobile view.

Notes: the session will not be required to be recorded, transcribing the details should suffice.

Testing Procedures:

1. Introduction to the prototype and house keeping

"Thank you for joining me today for the prototype interview, so this is a prototype for a web application we are developing as part of our course work from the University of Melbourne. The goal of the application is to be a digital solution for storing business cards or business contacts.

For this session we will not be recording anything, but I will be asking you to share your screen during the process and I will be transcribing the session, so I apologies in advanced for any inconvenience.

For our interview we are looking for feed back on all aspects of the app relating to the user experience, so absolutely feel free to think out loud and tell us anything on the top of your mind. We love to hear opinions on both what you like, what you don't like, what you're not sure about, etc. Basically anything and everything. Just remember we are not testing any ones' ability, but on the usability of the website itself.

As for the interview itself, I have 8 tasks here I will ask you to perform on our desktop site shortly, and then we can briefly have a look on the mobile site. The whole process should take around 30 minutes.

And with that out of the way, are there any questions before we begin?"

2. Provide prototype link for the interviewee:

Send the link through which ever medium

Ask the interviewee to open the link using their preferred browser, and share their screen whenever they are ready

Ask the interviewee to click the play button on the top right corner

3. Conduct the interview on desktop site

The tasks are listed below, ask the interviewee to go through each one chronologically. Write down how successful they were in carrying out the task, and note down any remarks, opinions, and also anything you perceived interesting.

If the interviewee voiced any questions or opinions during any step, ask for clarification if you are unsure of their intention, and ask further questions regarding the issue in any way you see fit, and reflect it in the notes.

1. Login to enter the home page
2. Look for the details of Walter Mart, and tell me what is their contact email
3. Try to edit the information of this business card
4. Try deleting this particular card
5. Try to delete the first 5 cards, in any way you see fit
6. Try to add a card
7. Can you tell me where you can search for a card (In this case we are not asking the interviewee to search for a particular card because the function cannot be implemented in a prototype file)
8. Try to logout

Ask for any overall opinions of the site. If they don't have anything to say, ask for what stood out to them as something they liked, and was there anything they were not a fan of, or would like to see it changed.

Ask again for any concluding thoughts before we move onto the mobile site

Thank the interviewee for their participation, and ask if they are okay to look through the mobile site

4. Conduct the interview on mobile site

The interview on mobile site should be shorter, as here we are focused on the transition from desktop to mobile. We will not have dedicated tasks lists and try to ask for open ended questions based on their experience and answers for the desktop version.

4. Conclude

Let the interviewee know that this concludes all the tasks for the interviewee, thank them for their time and participation.

Ask for any final feedback on anything.

Ask if they would like to participate in another prototype interview for the next iteration of this design.

Thanks the interviewee once again.

End of interview

Interview results

All results are records of what happened, and shows the participants opinion

	Task description	Participant 1	Participant 2	Participant 3
1	Log in to enter the home page	<ul style="list-style-type: none">Nice and easy	<ul style="list-style-type: none">Nice and easy	<ul style="list-style-type: none">Nice and easy
2	Look for the details of Walter Mart, and tell me what is their contact email	<ul style="list-style-type: none">Done, no problems	<ul style="list-style-type: none">Nice and easyInside the detailed page, it should be contact name then company. Such as Jeff from Logitech. Think of the way you would speak, you wouldn't introduce your parents before yourself.	<ul style="list-style-type: none">Nice and easyWant to click on the outside of the detailed tab to close it
3	Try to edit the information of this business card	<ul style="list-style-type: none">Done, no problems	<ul style="list-style-type: none">Nice and easy	<ul style="list-style-type: none">Nice and easy
4	Try deleting this particular card	<ul style="list-style-type: none">Done, no problems	<ul style="list-style-type: none">Nice and easy	<ul style="list-style-type: none">Nice and easy
5	Try to delete the first 5 cards, in anyway you see fit	<ul style="list-style-type: none">Initially tried to click into each one and delete it individually.When questioned on the icon for the "edit" button on header element, they think the representation is clear, but the position is weird which is why they didn't see it at first	<ul style="list-style-type: none">No problemsBut interviewee tried to do it by individually clicking on the cards. Found the right button through a quick process of elimination.The edit button was not clear that it is for checking (selecting) multiple items. The interviewee thought that it was more for changing the order, or mass changing details. Especially because the edit button on the individual page is for changing the detail, so the brain would assume it does something similarA checkbox icon, in the ticked position, might work as a replacementQuestioned on why is there a save button. Delete is for delete, but the details are already saved. Overall not clearUse an X for escaping the CRUD mode	<ul style="list-style-type: none">Process of elimination used to find the edit buttonThinks save button is not clear on what it isNormally the header is for navigation, and the bottom is for something else. So I think a floating button would be better
6	Try to add a card	<ul style="list-style-type: none">Done, no problemsNo select from file option, especially for a desktop app. The save button makes sense, and is reasonableSave usually means to save this file location, but ticks is more like "yep I'm done with this part"	<ul style="list-style-type: none">Nice and easyThe "add" button on the bottom is not needed, because who would need to scroll to the bottom to addThe position of the add button may still be confusing if you keep both. If people don't realize the top is for add a new card, then it might get painful.	<ul style="list-style-type: none">Done, no problems
7	Can you tell me where you can search for a card	<ul style="list-style-type: none">Nice and easyBut if the CRUD control are on the second row, the search bar may look better centeredWhen asked on what they think of the search function as a whole, the interviewee was not sure what the drop down on the search is for. They considered that it might be search histories, or when the user starts typing it would drop down automatically to show predicted/suggested outcomesWould prefer if the icon for search was inside the box	<ul style="list-style-type: none">Nice and easyWhen questioned on what the drop down next to the search might do, the interviewee thought that it is for searching for other people's card – assumed that this application has networking features, where you can pull someone else' detail from the web, and import it to the collection. The Fridge Magnet	<ul style="list-style-type: none">Nice and easy
8	Try to logout	Nice and easy	<ul style="list-style-type: none">Wasn't exactly clear, but by deduction it must be the drop down next to the name. But now that I think about it, it's pretty normal	<ul style="list-style-type: none">Nice and easy

P1 other comments

Desktop view

- Comment box is not really clear on what is it, looks like a button next to the name
- Missing profile edit options

Mobile View

- Too big, feels like a stretched the website. Way too big. Especially username and password.
- The size of the task bar is fine

- It might be better to leave the adding and edit buttons on the top, but I'm not so sure
- Plain color is fine, since the cards are already very colorful
- Dark mode would be cool
- Cards are a bit too big, like 150% scaling on the windows setting. The size is good for mobile apps. But too big for websites

- In terms of the user flow from menu to search, it is confusing that clicking X would take it to the previous page (if applicable). Might be better to take it straight back to main page
- Give two columns a try, might be a bit too small. Hard to get through all the cards with the size
- Maybe have a side swipe, like pages, and fit more stuff in. Like a phone app main menu swiping
- No edit card option from the "edit card" button. Have to click into card to do so. Wasn't so clear that he needs to click out of editing mode to click into the card to edit the individual
- In a phone, you shouldn't be able to click to view a card while in the editing mode. People who just want to delete don't want accidentally click into it. So it might be better to make it better to not be able to click into it.

P2 other comments

Desktop view

- Maybe increase the text size when expanding the details
- I wouldn't be bothered to put in this much detail, and the rest will probably stay blank. So some way to automate it would be pretty good
- Where is dark mode? Maybe a button just above logout
- What does the dropdown on search do?
 - If there is no card when you search, the system may ask you to look at the online database, and add it to the list if possible
 - SO user profile will have a public and private toggle
- The boxes are too big
 - 1080p 27inch: easily fit about 5
 - 1440p 27inch: can probably fit about 8
 - The limiting factor on 1080p is PPI rather than size. But either way it's too big
 - Add a slider for the size

Mobile view

- Aspect ratio seems weird
- One wide might be too limiting. Two columns, shrink the brand. Try have the brand on the left, and details on the right
- Constant pop up on the bottom right for adding stuff. Out of the way, and within reach of the thumb. Like Google Drive's plus button

P3 other comments

Desktop view

- The search's position can be better. Such as in the middle, or move to the left to make it less weird
- Not sure what the search dropdown does. The icon doesn't represent the idea of advanced search. Maybe try having the three dots, to represent that it is a function of search. Putting the search related functions into the search bar so that they are not separated
- The view in canvas size is fine, but too big on full screen (1080p, 24inch). Ideally stay at this size
- Have hierarchy within the cards e.g. name and phone number with different font weights
- Have the option to choose what to display is interesting

Mobile view

- Alright size (in terms of card), but could be smaller
- Phone: Sony Xperia 1 (6.5inch)
- On the menu, the search can be gone. If you can search in the menu, why have search in the first place
- Don't like whole screen menu. Swipe to close the menu in this case would be appreciated
- If the menu is 60% - 80% of the screen, and blur the background, would be pretty cool
- The line on the bottom of the menu doesn't do anything, might as well remove it
- In edit, not being able to click into at all would be preferred