

PODCATS

Testing Protocol

SETUP

- Load application onto a mobile device (ideal) or a laptop in mobile view and direct page to the login page: <http://sdpodcats.herokuapp.com/>
- Start a dummy lecture, simulating a real live lecture: <http://sdpodcats.herokuapp.com/professor?course=CHEM%206A> (press the record button)
- Give user consent form (see 3rd to last page) and read them the instructions as described in the next section
- Only one tester and one user is required for the experiment

USER INSTRUCTIONS

- Press 'login' without entering any credentials to access the test account
- Attempt this list of tasks
 - Log out – Log back in
 - Open the live lecture (user should intuitively figure out which one that is) and 'PodCats it'
 - Make some bookmarks on the lecture
 - Edit and delete bookmarks while still on the live lecture page
 - Navigate back to home page
 - Change the name of one of the lectures
- Explore the application beyond the list of tasks for at least 2 minutes

THINGS TO OBSERVE

- Is finding the logout button through the navigation intuitive?
- Is figuring out which lecture is live/offline intuitive? How long does it take the user?
- Without instructions, can the user easily figure out what kind of bookmarks the app creates, and what to press/type?
- Is editing and deleting bookmarks intuitive?
- What kind of navigation does the user use to get back to the home page? (Menu icon, logo click, back button, etc.)
- Unique UI for renaming a lecture, does it work?
- Note any miss-clicks or extra actions that the user makes to get from point A to point B

RECORDING OBSERVATIONS & DEBRIEF

Utilize the form on the next page to assist in recording observations and debriefing with the participant & team.

FORM: TEST 1

Set user tasks

Task	Intuition rating (1-10)	Notes
Log Out/Log In	10	
Open live lecture	10	
Bookmark lecture	10	
Edit bookmarks	6	Pressed enter instead of checkmark
Navigate home	9	didn't know logo was clickable
Change lecture Name	10	

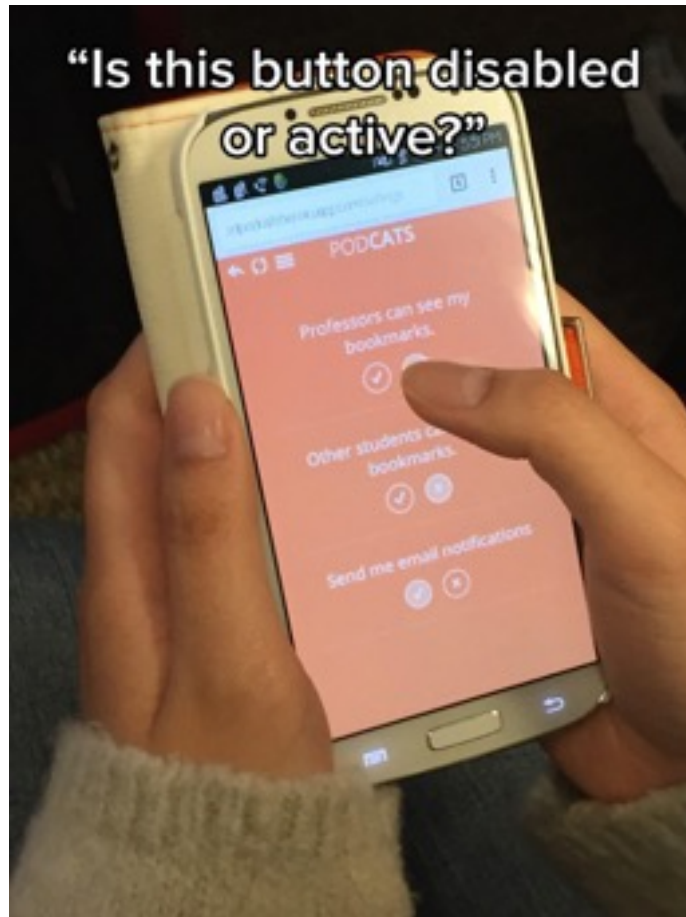
Free Form Notes

User exploration after set tasks	<ul style="list-style-type: none">• confused on setting• Edit & delete archived lecture wasn't hard because it is similar to live lecture.
Overall navigation	<ul style="list-style-type: none">• Figuring out holistic navigation was easy for this user
Breakdowns	

Debrief with User

Positives	<ul style="list-style-type: none">• Liked categories.• lights up when certain class is live.• simplicity is good! very clean and minimal colors
Negatives	<ul style="list-style-type: none">• Setting - wasn't quite sure which one is selected. thought whited-out version was "not selected"• enter doesn't work while editing bookmark .• checkmark is too small → might accidentally delete• stop icon looked like checkmark box → so wasn't sure what it does.• renaming lecture → tried to push enter but it doesn't work.• "watch" is misleading → thought video is going to be recorded.
Misc.	

Image



Test #1: User 1 thought the button with the white overlay meant that it was currently "not selected" when in actuality, it signified "selected". As a result, she kept pressing the white overlay button repeatedly in her confusion as to why there was a lack of change in the state of the adjacent button when she tried to "enable" a preference.

FORM: TEST 2

Set user tasks

Task	Intuition rating (1-10)	Notes
Log Out/Log In	10	
Open live lecture	10	
Bookmark lecture	10	
Edit bookmarks	6	Trying to use the enter key to submit changes (but it doesn't work) - "Oh, you have to click the checkmark"
Navigate home	9	Utilized hamburger menu often, minimal use of back icon
Change lecture Name	6	Same issues as Edit bookmarks

Free Form Notes

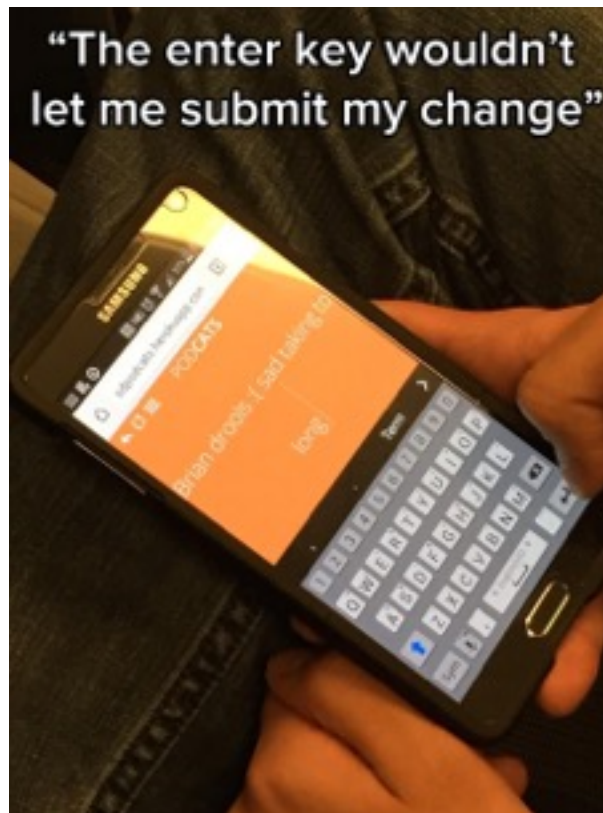
User exploration after set tasks	Typing long string (no spaces) for text fields results in UI bugs
Overall navigation	Good use of hamburger menu
Breakdowns	See "Negatives" below

Debrief with User

Positives	Nice, clean layout
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Negatives	<p>Can't use enter button → want to use to stop it; Bugs with enter key</p> <p>Landscape orientation → Lost all view of buttons, lack of whitespace around some buttons</p> <p>Seeing if it's live or not is not as intuitive (first impression of a 'light' != online)</p> <p>Watch != playing lecture → Thought you would be able to play or listen to lecture but you can't</p> <p>Help documentation → Where is quickmarks? There is mention of quickmarks in the help but never encountered it in interaction with app</p> <p>Making a bookmark → wouldn't really think that pressing it again means create bookmark; the symbol is a stop sign which implies cancel</p>
Misc.	<p>Suggestion for "View lectures" while lecture is live → an indicator that the current lecture is live while viewing the list would be nice for visibility</p> <p>Suggestion: Select multiple bookmarks to delete</p>

Image



Test #2: User 2 tries to press "enter" thinking that his edit to a bookmark during a live lecture will be submitted, but it results in a line break instead. Since this feature is enabled for creating new bookmarks on the same page, it is understandable how this action was inferred for editing a bookmark too.

List of Changes (Team Debriefs)

- Implement the feature where user can submit edits to their bookmark on the live lecture and the archived lecture by pressing "enter" or "return" key
 - Both users tried to press "Enter" to submit the edits they made to bookmarks on the live lecture, but it only breaks to another line on the text field. Since pressing Enter to confirm is a feature for adding bookmarks on the same page, it would make sense to enable it for other text fields [on the same page].
- Implement the feature where user can login by pressing "enter" or "return" key.
 - Both users tried to confirm their login credentials by first pressing Enter. When that action did not work, both users commented on that fact and then proceeded to use the button to login. Pressing Enter to confirm is a recurring action and a feature that many users are used to in their interactions so enabling it where appropriate (and for consistency) would improve users' interaction.
- Implement the feature where user can rename their archive lecture by pressing "enter" or "return"
 - In the same vein as the reasons for enabling the Enter to confirm feature, implementing this feature for the archive lecture page would make sense for consistency and users' interaction.
- Change buttons on settings page to a toggle button
 - Our first user had the most confusion and the biggest breakdown on the Settings page. In her interaction with the two buttons, she mistook the active button (white overlay) for the disabled button and as a result, kept pressing the active button to enable the setting. Our solution is to turn the two separate buttons into one toggle button, where a on/off state is more clear.
- Change "watch" to "review bookmarks" on the list of archive lectures
 - Both users testing our application wondered why, after clicking "Watch", did the resulting page not include any form of media for playing back the podcast. To fix this, we plan on changing the wording to "Review Bookmarks" to more accurately reflect the rendered page and prevent future users from being misled by the wording.
- Change size for edit and delete bookmark icons
 - One user's remarked about the size of the edit and delete bookmark icons was that they were too small on her phone screen. She sometimes had trouble selecting the checkmark icon to save her icon and instead, hit the trashcan icon by mistake. As a result, we are going to increase the size of the icons to prevent unintentional and accidental actions.

PODCATS
Testing Consent Form

The purpose of this usability study is to evaluate the design of PodCats. We are interested in determining if people can accomplish common tasks and easily find information using PodCats. The session will not 'test' you or your ability, rather the session will test PodCats to provide information on areas that might be improved. Please be advised that there are no risks associated with participation in this session.

During this session, you will be asked to complete some tasks using PodCats and answer some questions regarding your experience. As you complete the tasks, members of the User Experience Group and project team will observe and take notes. In addition, the session will be captured on video for future review. The session will last no longer than one hour and fifteen minutes.

If for any reason you are uncomfortable during the session and do not want to complete a task, you may say so and we will move on to the next task. In addition, if you do not want to continue, you may end the session and leave at any time.

Approximately 2 people will participate in this study. Results from all sessions will be included in a usability report to be presented to a studio in COGS120/CSE170. Your name will not be included in the report nor will your name be associated with any session data collected.

If you wish to speak with someone about your participation in this study, or if you feel you were not treated as described above, please contact the User Experience Group manager at 650-224-7051

I, _____, have read and fully understand the extent of the study and any risks involved. All of my questions, if any, have been answered to my satisfaction. My signature below acknowledges my understanding of the information provided in this form and indicates my willingness to participate in this user testing session. I have been given a blank copy of this consent form for my records.

Signature:_____

Date:_____

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I, Donna Yee, have read and fully understand the extent of the study and any risks involved. All of my questions, if any, have been answered to my satisfaction. My signature below acknowledges my understanding of the information provided in this form and indicates my willingness to participate in this user testing session. I have been given a blank copy of this consent form for my records.

Signature: 

Date: 2/26/15

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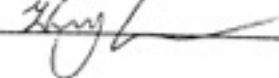
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I, Tim, have read and fully understand the extent of the study and any risks involved. All of my questions, if any, have been answered to my satisfaction. My signature below acknowledges my understanding of the information provided in this form and indicates my willingness to participate in this user testing session. I have been given a blank copy of this consent form for my records.

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