

MLGB-Esport Club Usability Test

Scope:

MLGB-Esport Club's mobile app hi-fi prototype

Purpose:

1. Can user easily checkin and checkout the computer successfully?
2. Will user easily find their points and redeem for money at checkout?
3. Will user easily check store availability and find make a reservation?
4. Can user find and join a gaming room?

Schedule & Location:

Two days duration, remote testing

Sessions:

40min each, then 15min for a briefly review

Equipment:

using mobile for testing and screen recording the test sessions

Participant:

5 test-subject users, age range 20 - 26, male and female

Scenarios:

1. You and your friends entered the Esport cafe at 9pm on Saturday night and want to play LOL together. You find that the staff are very busy, so you decided to checkin and checkout the computer using the app.
2. You come to the Esport cafe alone because your friends are all busy. You want to match with 3 random people who can form a team with you in the Esport cafe to play LOL together.
3. You and your friends suddenly decided to go to the Esport cafe to play for the night, but it is 7pm on the weekend, you think the VIP room in the Internet cafe may be occupied by someone else. You want to know the availability of the VIP room in the Esport cafe and make an reservation.
4. You are already a frequent customer of this Esport cafe. Today you want to use up all the points you have accumulated before when checking out.

Metrics:

pre-background questions:

- What is your age?
- What is your gender?
- What is your current occupation?
- On a scale of 1 to 5 (1=don't play game, 5=always play), how often do you go to Internet cafes to play games?
- On a scale of 1 to 5 (1=not at all confident, 5=very confident), how would you rate your level of confidence in using mobile phone apps?

ease and satisfaction questions after each scenarios:

- what did you think of the layout of the content?
- what did you think of the experience of completing this task?(hard or easy)
- What are your thoughts on the language used?
- any other feedbacks related to this task?

overall ease, satisfaction and likelihood to use/recommend questions (using SUS)

	strongly disagree				strongly agree	
	1	2	3	4	5	
	Ivy	Amiko	Jeffery	Levin		
1. I think that I would like to use this system frequently.	4	5	4	3.5		
2. I found the system unnecessarily complex.	2	1	1	1		
3. I thought the system was easy to use.	4	3	4	4.5		
4. I think that I would need the support of a technical person to be able to use this system.	1	2	1	1		
5. I found the various	4	4	4	4		

functions in this system were well integrated.				
6. I thought there was too much inconsistency in this system.	2	2	2	1
7. I would imagine that most people would learn to use this system very quickly.	3	4	3	3
8. I found the system very cumbersome to use.	2	2	1	1
9. I felt very confident using the system.	5	3	4	3
10. I needed to learn a lot of things before I could get going with this system.	1	1	1	2
SUS Total	80/100	90/100	95/100	92.5/100

System Usability Score



Quantitative Metrics:

USER 1	scenario 1	scenario 2	scenario 3	scenario 4
Task Successfully Completed	✓ success	✓ success	✓ success	failed
Time On Task	30s	10s	40s	40s
Critical Errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✓
Problems		<ul style="list-style-type: none"> user thought the chat in the match room will appear at the chat interface as well 	<ul style="list-style-type: none"> no confirm button when choosing time no button for switching location 	<ul style="list-style-type: none"> user feel disappointed that points cannot redeem for food or drinks

USER 2				
Task Successfully Completed	✓ success	failed	✓ success	failed
Time On Task	50s	30s	90s	30s
Critical Errors		✓		✓
Problems		<ul style="list-style-type: none"> unable to find game match feature confused about the game matching process 	<ul style="list-style-type: none"> didn't see the legend of the seat map though the home page will show the reservation detail after made a reservation 	<ul style="list-style-type: none"> thought the redeem card in the profile is clickable redeem function is not working
USER 3				
Task Successfully Completed	✓ success	✓ success	✓ success	failed
Time On Task	40s	1min20s	1min	40s
Critical Errors				✓
Problems		<ul style="list-style-type: none"> The game match room is confusing , don't know 	<ul style="list-style-type: none"> though the home page will show the reservation 	<ul style="list-style-type: none"> user don't know how to redeem

		how many people are in the room, how many people are needed and the status of the room	detail after made a reservation	
USER 4				
Task Successfully Completed	✓ success	✓ success	✓ success	failed
Time On Task	50s	30s	40s	60s
Critical Errors				✓
Problems	<ul style="list-style-type: none"> the money below the profile image when checking out is confusing 	<ul style="list-style-type: none"> takes some time to find the game match button 	<ul style="list-style-type: none"> legend is not very obvious 	<ul style="list-style-type: none"> redeem function is not working
Error-Free Rate	100%	75%	100%	0%