Observed demo notes.

*Summary of notes taken by us observing users interacting with our product and using editor.*

Interaction (touching objects):

*Tasks:*

* Interact with the artefacts in the exhibit

*Findings:*

* Users place finger on hotspots and very quickly remove them.
* Users accidentally activate hotspots on their way/from other hotspots.
* Users made positive comments about interacting with objects.

*Possible Solutions:*

* Implement an activation period of 3-5 seconds with a more obvious animation to prompt users to keep their finger over the hotspot for longer
* Implement a more obvious activation animation, with perhaps a sound to stop users from moving before activation
* If two hotspots have been selected (perhaps on the user’s way to another hotspot) prioritise the initial hotspot

Editor (using the editor):

*Tasks:*

*Users were tasked with completing one of the below set of tasks*

* Setup a new exhibit and start:
  + Add hotspot
  + Add description
  + Start application
* Calibrate, set up existing exhibit and start:
  + Calibrate
  + Import config
  + Start application
* Setup a new exhibit and export it:
  + Add hotspot
  + Add description/image/video
  + Save
  + Export

*Findings:*

* Users are not clear on how to move hotspots (often use hands rather than mouse).
* Users do not notice that scrolling changes size of hotspots.
* Users don’t immediately see where add hotspot button is.
* Users don’t click close or cannot find close button, when trying to return to interaction screen.

*Possible Solutions:*

* Implement prompts to imply to the user that the mouse is required to move hotspots, along with prompts on how to use the mouse to manipulate these hotspots (prompt to show scrolling expands)
* Make add hotspot button more obvious
* Make close button more obvious or change the name to further suggest a returning to the interaction screen, e.g. ‘start’, ‘run’, etc.

User interaction questions

*Summary of responses given by users after interaction (touching objects)*

I would understand the systems purpose without the use of prompts:

3.8/5

I could imagine this being un use in an interactive exhibit:

5/5

We got mixed reviews on hotspot animations and similarly mixed on content display. (*I suspect the content itself, which was very prototypal) rather than the layout itself being an issue.*)

Users suggest changes.

* More visual interest on hotspots.
* More visual cues on interactions with hotspots.
* A prompt telling users what to do.
* More colour.
* Audio cues.

Editor questions

*Summary of responses given by users after using editor*

I thought the editor was easy to use:

3.5/5

I would imagine most people would learn how to use the editor very quickly:

3.1/5

I felt confident in using the editor:

3.3/5

I felt I had to learn a lot before I could properly use the editor:

2.6/5

User suggested changes:

* Changing hotspot positions is unintuitive could add a hint
* Calibration was confusing (*I think users didn’t fully understand what the calibration process was especially as the demo was already setup before using.)*
* Add a save and return to application button.
* Add more hints around the editor