

Low-Fidelity Testing Plan

Objectives:

- To see real-time how users navigate the app with a given task to complete
- What tools & features are confusing, obstructive, or obsolete
- What design decisions they appreciate and want to see more of

Methodology:

- Have each user complete a described task with minimal guidance and prompt them for reasoning behind their decisions
- Answer short questions about each task after completing it
- Answer general questions about the prototype after finishing all tasks

Background Questions:

1. How would you characterize your total experience with peer critique?
2. How comfortable are you using a computer and navigating a web browser?

Tasks Flows to Complete:

1. Sign-Up
2. Create a New Project
3. Find another user's project similar to the New Project and request a crit trade
4. Review received trade requests and complete a Crit
5. Review a received Crit and give it a rating
6. Read lessons about critique

Questions After Each Task

1. How confident did you feel throughout completing this task?
2. Did you feel lost or disoriented at any point in this task? If so, do you know why?
3. What did you appreciate about the design of this task?
4. What would you change about the design to make this task easier for you?

Questions at the End

1. What do you think this prototype excels at?
2. How did this prototype fall short of your expectations?
3. What would you personally change about this prototype in general?
4. What kinds of features could you think of that would improve your experience next time?
5. Would you use this solution for this problem? Is there another solution you prefer?

Key Low-Fidelity Testing Findings

Key Takeaways

- All participants were entirely unable to find the 'Learn' tab without receiving guidance from me, showing me that it was inappropriate to put the tab under the profile section.
 - **Fix:** Participants expressed they would rather see the tab in the Nav bar.
- All participants struggled at least somewhat with understanding the difference between a received crit that's ready for review and a crit that they must complete or have completed for someone.
 - One participant misunderstood the task prompt 5 and tried to find previous completed crits to no avail.
 - One participant navigated correctly to the User Project Page containing received crits, but did not recognize the section containing them, and proceeded to look elsewhere.
 - **Fix:** Choose terminology that distinguishes different types of crit more clearly, and improve the hierarchical structure of the User Project Page to make its contents more clear at first glance.
- All participants expressed that they expected certain buttons at the bottom of the Other User Project and Crit Completion pages, namely the Request Crit Trade and Submit Crit buttons. They also expressed that it was good to have the buttons in the sidebar as well.
 - **Fix:** Add the most relevant buttons for a long task at the bottom of their pages.
- One participant wished the Help icon was more representative of its function, and offered the possibility of changing it from an ellipse to an eye
 - **Fix:** Icon redesign, to possibly an eye or question mark icon
- One participant noted that there was no clear place to view ratings she's received. She expressed that the user profile would be where she'd look to find that information, and that she'd want a notification icon on her profile pic to indicate she'd gotten a new rating
 - **Fix:** Add a section for received ratings on the profile page
- One participant expressed that she wished she could upload multiple files to a single section in Project Creation. She gave an example of a music album, where as the artist, she wouldn't necessarily want the songs to be broken up, especially if there were seamless transitions between them.
 - **Fix:** Amend the Content Sections user tip that recommends users to upload songs into different sections, and make multiple file uploads more clearly possible on the file upload component
 - **Possible Fix:** Make project content unsectioned by default, and allow users to partition into sections if they wish
- One participant wished she could customize the look of her project page more with a banner graphic, especially since she was a writer, she felt the page would look too plain and impersonal without one
 - **Possible Fix:** Allow users to optionally add a banner graphic to their project pages
 - **Possible Fix:** Allow users to optionally add a moodboard to their project that shows other users their inspiration for the project