Chat System User test

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|  | Name | Year | Degree |
| Participant 1 | Marc Fischer | 2 | Business Management |
| Participant 2 | Matthew Hoang | 2 | Business Management |
| Participant 3 | Ben Wiesner | 1 | Science |

* Were there any confusing features?
  + P1: The timing system was mostly clear, except the reading time. I wasted few seconds at the start trying to type words in because I didn’t know that it was disabled. And the fact that the time was ticking kind of stressed me because I thought I still had to reply by then.
  + P2: I did not know that there were only 3 rounds and the app didn’t show anything about how to end the chat. I didn’t know I couldn’t type for the first 30 seconds.
  + P3: I did not know I could not type for the first 30 seconds.
* What did you not like about the app?
  + P1: I didn’t need 30 seconds reading time. I was ready after 5-10 seconds.
  + P2: While waiting for the opponent to respond, the background messages should be scrollable so that I can read what the opponents and I wrote previously. I can then prepare for the next message and plan my next argument.
  + P3: Nothing.
* Any feedbacks?
  + P1: Nothing.
  + P2: When I was reading the message and replying back to the opponent, it was fun and the time went fast. But, when I was waiting for the opponent’s response, it felt really long and I got little bored.
  + P3: Not really.

Observation:

When the user has already received a message from the opponent, the modal was still left opened and therefore, the user was waiting when the reading time should have started.

The users seemed very bored and there was a time where they were not doing anything, which caused some boredom issues. As Lorna suggested, the implementation of displaying the opponent’s response while typing might be a potential solution to this issue. However, creating this feature could be difficult.

Number of rounds must be added in the header for the users to understand how the game comes to the end. Furthermore, there should be a page or a text that clearly shows that the user cannot start typing and it is for them to read the previous messages.

There were few functional problems which the user encountered, including scrollable background, not closing the modal after message been delivered etc.