User Test 1 Summary

The app wasn’t difficult to use, but there were some issues with having too many confirmations (literally after every option page). 3 in 5 people favoured more detail and therefore found it more reliable, but the inability to visualise the progress of the order process created some annoyances with the users. The app’s ability to follow consistency with common online shopping procedures, such as picking a time and place, was a benefit to its flow and user familiarity.

2 in 5 candidates had significantly less experience with delivery apps and seemed to prefer signing up earlier in the process. Those who were more frequent with deliveries didn’t necessarily find a significant problem with the entire process. Candidates that were shown the lengthier prototype first were more satisfied with the overall process than those who were shown the shorter prototype.

Key points:

* Condense the process
* Detail is good, but not over-done
* Allow users to visualise their progress of the ordering process(\*\*Not talking about the progress of the parcel)
* Interface isn’t hard to follow, just inconvenient in some confirmation points

How we sourced participants

Participants ranged from very close to mutual community group members, prioritising the latter to reduce bias. Ages ranged from 18 to 27, and testing consisted of 5 participants. Participants and potential candidates were asked either through social media or by physically meeting up, until 5 candidates agreed, which we then set a time for the testing.

User Testing Results (report)

Detail is good, but don’t overdo it

“It cares about if the delivery will actually arrive. But there were too many steps.”

Constant repetition of certain details, such as the summary was too repetitive, which staggered the progress of some candidates.

Condense the process, visualise the progress

“It seems convenient, except it wants us to… It’s very long.”

Results showed that the app wasn’t difficult to use, but there were some issues with having too many confirmations (every page had one). 3 in 5 people favoured more detail and therefore found it more reliable, but the inability to visualise the progress of the order process created some annoyances with the users.

Signing up earlier vs later

“I don’t like the fact that sign up was so late, maybe it is better with the sign up being earlier so it’s easier to go through it.”

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User Test 2 (report)

Condense the process

“there are too many steps just to get one feedback”

“I feel like there’s too many unnecessary steps.”

Users found multiple issues with the extensive process of setting up the drone delivery. The main issue was the quantity of the screens, which created confusion, especially with some repetitive information. Users suggested removing the confirm/next button to automatically move to the next screen, make a single scrolling page, or even a proper progress bar. The prototype didn’t consider the understanding of a user and overloaded multiple screens with the same information (invoice, summary e.g.).

Adding better security and privacy

“I wouldn’t like a camera going inwards because I would find that semi-invasive.”

“It would be cool if there was a camera attached and I would like to see a live streaming.”

A common issue between users was that most had already assumed that they still needed to be at the location of the delivery to pick the parcel up at the right time, whereas the option to sign off remotely should play a significant part of our app/service. Users suggested options such as QR code or face recognition in response to this thought, but a more highly valued idea included the implementation of a live camera feed which a user can access through their devices from the drone. On the other hand, the detailed delivery set up (the specific apartment/balcony) was suggested to be ‘”creepy” by 3 in 5 users. One participant went as far as not wanting a live camera feed as it may be “semi-invasive”.

Better way to sign off

“I’m very confused. Maybe I should sign off after it leaves? I thought I signed off already.”

There was some confusion with the signing off process experienced by most users. Participants questioned the signing off process due to the repetition of the summary and its confirmation buttons in multiple screens. 2 in 5 participants suggested that the Landing, Sign off and Leaving pages were ineffective for reasons such as confirming the sign off too much, and its size which prevents a person from multi-tasking on their phones. In addition, some participants were more worried about the process at the Landing than the Sign off itself, suggesting countdowns and camera feeds.

Reflection

Moving into ideas

After combining research findings and data collected from the first assessment, we

Affinity diagram showed some good points, broke it down to user needs and ideated multiple concepts. Chose 3 that were most likely and decided to develop through storyboarding to give a good glimpse of a usable scenario. After coming together again we decided on a single concept to directly do the wireframe based on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Reflecting on the general process

* Playing to individual’s strengths, a lot of weakness and hardly any opportunities to begin with
* Struggles in further research for iterative process including somewhat mixed responses
* Good development of the actual research method after each iteration of usability testing
* Self reflection effective, group studio time was also very efficient and productive
* For the most part things were done on time per person, but as a group the deadline had to be pushed back.
* Unexpected encounter of expanding previous concepts delayed some evaluation and wireframing
* Difficult problems to solve, especially from the beginning when some choices became too binary with few practical solutions
* Overall effective work, developed from all research gathered, but still needs work to develop more wireframes and quality of the usability test.

Next steps

* Further iterations through usability testing, looking at more details
* Clean up and video presentation