Bay Area Chess
Quality You Can Check On!

Bay Area Chess User Testing

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The user testing was mostly done on our student peers, who can all be potential users of the application, other than the fact that they do not live in the Bay Area. As a result there may be some slight cultural differences in terms of the responses of the results that we gathered and the results of our actual target audience.

We ended up with seven responses, 4 of which were non-iPhone users. We asked each person to attempt to complete a series of tasks, and answer questions based on their experience.

The most important item of feedback was if there were any bugs experienced when using the app. It is a very bad experience if a user encounters a bug while using an application, so it would definitely be in our best interest to address these bugs first. Most of the responses were in regards to the tournament data, which we are currently working on, as well as updating user profiles. We would definitely try to fix these bugs as quick as possible.

We also asked questions about the GUI and the overall design of the application. As a team with less design experience, it is very important to learn where we can improve the design of the application. For example, a couple of users commented on the ambiguity of the icons in the menu, which we are working to fix in the future. Other users also commented on our tournament page, and how it was very busy. This is definitely something that we are currently working on, so that tournaments will be grouped by the general tournament name, and specific tournaments will be found under that general grouping.

Some things that we did not think about, but ended up being of some concern to users was the issue of security, more specifically with regards to the payment methods using PayPal. For example, some users requested some sort of confirmation/certificate from PayPal. It would be really useful after registering for a tournament to have some sort of confirmation screen or even sending an email as a sort of receipt/proof-of-purchase.

In general, the user testing feedback gives us a clearer direction in terms of where to prioritize our efforts in terms of bug fixing. It also gives us new ideas in terms of the design of the application and where improvements can be made.