**206CDE- Real World Project – Lecture Group 3, Project Group 5 – Disaster Zone**

**USABILITY QUESTIONNAIRE**

To test the usability of our android application Disaster Zone, we asked ten users who had not seen the application in any form to use it and complete a questionnaire as a follow up. We told the users nothing about the app other than a short brief describing what the application is about. The brief read as follows:  
  
***“Disaster zone is an Android application that provides users with information regarding natural disasters, how to survive them and where to get supplies from in the event of an emergency”.***

The questionnaire is structured into the following five categories:

* Learnability
* Efficiency
* Memorability
* Errors
* Satisfaction

The last five questions directly ask the users to mark our application overall in these five areas.

Here is a blank copy of the questionnaire that we gave to the users:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | **STRONGLY DISAGREE** | **DISAGREE** | **NEITHER AGREE NOR DISAGREE** | **AGREE** | **STRONGLY AGREE** |
|  | **It was simple to use the app.** |  |  |  |  |  |
|  | **I was able to complete various tasks quickly.** |  |  |  |  |  |
| 1. **3** | **I felt comfortable using the app.** |  |  |  |  |  |
|  | **It was easy to learn how to use the app.** |  |  |  |  |  |
|  | **I believe I could find information about a disaster quickly using the app.** |  |  |  |  |  |
|  | **I believe I could find where the nearest locations are for a list of items using the app.** |  |  |  |  |  |
|  | **The app crashed or didn’t function in places.** |  |  |  |  |  |
|  | **Whenever I navigated to a page by mistake, it was easy to get back to where I wanted to.** |  |  |  |  |  |
|  | **The information provided on the disasters was insightful and helpful.** |  |  |  |  |  |
|  | **The information provided was organised/presented clearly.** |  |  |  |  |  |
|  | **The interface of the app was pleasant to use.** |  |  |  |  |  |
|  | **I liked using the interface of this app.** |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | **STRONGLY DISAGREE** | **DISAGREE** | **NEITHER AGREE NOR DISAGREE** | **AGREE** | **STRONGLY AGREE** |
|  | **Overall, I am satisfied with how easy it is to use the app.** |  |  |  |  |  |
|  | **Overall, I am satisfied with the speed I was able to complete a task.** |  |  |  |  |  |
|  | **Overall, I am satisfied with how memorable it was to navigate the app.** |  |  |  |  |  |
|  | **Overall, the app functioned to my satisfaction.** |  |  |  |  |  |
|  | **Overall, I am satisfied with this application.** |  |  |  |  |  |

**RESULTS**

I have collated the results into the table below detailing the question and the corresponding majority result. The results are noted with the number of people that voted for that particular option. The minority results have also been noted down for post-test analysis.

|  |  |  |  |
| --- | --- | --- | --- |
|  | | **MAJORITY RESULT** | **MINORITY RESULTS** |
|  | **It was simple to use the app.** | Strongly Agree (7/10) | Agree (3/10) |
|  | **I was able to complete various tasks quickly.** | Agree (9/10) | Strongly Agree (1/10) |
| 1. **3** | **I felt comfortable using the app.** | Agree (7/10) | Strongly Agree (3/10) |
|  | **It was easy to learn how to use the app.** | Agree (7/10) | Strongly Agree (2/10)  Neither Agree or Disagree (1/10) |
|  | **I believe I could find information about a disaster quickly using the app.** | Strongly Agree (6/10) | Agree (4/10) |
|  | **I believe I could find where the nearest locations are for a list of items using the app.** | Agree (9/10) | Strongly Agree (1/10) |
|  | **The app crashed or didn’t function in places.** | Strongly Disagree(9/10) | Disagree (1/10) |
|  | **Whenever I navigated to a page by mistake, it was easy to get back to where I wanted to.** | Strongly Agree (8/10) | Agree (2/10) |
|  | **The information provided on the disasters was insightful and helpful.** | Agree (9/10) | Strongly Agree (1/10) |
|  | **The information provided was organised/presented clearly.** | Strongly Agree (8/10) | Agree (2/10) |
|  | **The interface of the app was pleasant to use.** | Agree (6/10) | Strongly Agree (4/10) |
|  | **I liked using the interface of this app.** | Agree (6/10) | Strongly Agree (2/10)  Neither Agree or Disagree (2/10) |

|  |  |  |
| --- | --- | --- |
|  | **Overall, I am satisfied with how easy it is to use the app.** | Strongly Agree (9/10)  Agree (1/10) |
|  | **Overall, I am satisfied with the speed I was able to complete a task.** | Agree (9/10)  Strongly Agree (1/10) |
|  | **Overall, I am satisfied with how memorable it was to navigate the app.** | Agree (7/10) Strongly Agree (2/10)  Neither Agree or Disagree (1/10) |
|  | **Overall, the app functioned to my satisfaction.** | Agree (10/10) |
|  | **Overall, I am satisfied with this application.** | Agree (6/10)  Strongly Agree (4/10) |

There were no real criticisms reflecting on the application usability testing.

Although the “**NEITHER AGREE NOR DISAGREE**” response is a neutral one, we still consider this to be negative feedback as it wasn’t positive or good enough to warrant an agree. We received this response on the following statements:

* **It was easy to learn how to use the app.**
* **I liked using the interface of this app.**
* **Overall, I am satisfied with how memorable it was to navigate the app.**

Due to the limitations of a questionnaire, we were unable to find out exactly why we received these responses and attain further comments. However, as these were only minority responses, we’ve taken them with a grain of salt.

In evaluation of the results, we are happy with how the usability testing turned out. We can conclude the following results:

* The app is easy to learn how to use.
* The app has been designed in an efficient manner.
* The app is easy to navigate/memorable to use.
* The app functions to the expectations and satisfaction of the users.