

Phase 3 User Testing: Questionnaire



Tester Information:

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Introduction:

Thank you for participating in the user testing of our application, VisuSpeak. Your feedback is invaluable in helping us enhance the functionality and user experience. Please take your time to go through the following questions and provide honest and detailed responses.

General Feedback:

1. What are your overall impressions of VisuSpeak the application?

Really great things, an innovative solution indeed.

2. How would you describe your initial experience with the application?

The start was amazing; the visuals look nice, and the application is very pleasing to look at.

3. Is there anything that stood out to you as particularly positive or negative about the application?

There are huge improvements from the last interaction. One thing to note is the specificity of the angles required for recognizing words and letters. So, initially, users might not be familiar with or comfortable with the sensitivity of the angles.

User Interface and Navigation:

1. How intuitive and user-friendly did you find the interface of the application?

Very user friendly and intuitive

2. Were you able to navigate through different sections of the application easily?

Yes.

3. Did you encounter any difficulties in finding specific features or information within the application?

I was confused about sending messages in chat. As the predictions are shown in the video, I was not sure if I had to send the message or if the message was going to be automatically sent.

Feature Testing:

1. How accurate did you find the AI model for detecting alphabets and words?

The accuracy is pretty solid. Due to the sensitivity of the AI model, sometimes it is hard to get the desired word in the first go.

2. Was the translation of words to English clear and understandable?

Yes, it was easy to understand and easily visible as well.

3. Were you able to adjust the translation speed effectively using the provided buttons?

Yes, the different speed options are a nice addition. Fifteen seconds seems like way too long, five seconds feel like too short. The default is ten seconds which also feels a bit longer but it is ideal within the given options. Perhaps maybe try a seven-second timer.

4. How helpful was the countdown feature for indicating the time left for word translation?

The countdown feature was good, but need to make it more prominent in terms of visibility.

5. Did you find the speech-to-text feature convenient and accurate?

N/A

6. Were you able to view previous chats easily in the transcript history?

N/A

7. How would you rate the usability of the different views (Admin vs User)?

N/A

Performance and Responsiveness:

1. How responsive was the application overall, especially when interacting with different features?

The application's overall response was good, ASL dictionary is a nice addition. The videos did not load in the dictionary probably because of internet issues.

2. Did you experience any delays or lags during your usage of the application?

No issues.

3. Were there any instances where the application froze or became unresponsive?

No issues.

4. How satisfied are you with the loading times of the application, particularly when accessing different pages and features?

Very satisfied.

Compatibility:

1. Did you test the application across different devices and browsers? If yes, did you encounter any compatibility issues?

No
2. How would you rate the compatibility of the application with various devices and screen sizes?

N/A
3. Were there any specific challenges in accessing certain features of the application on different devices or browsers?

N/A

Usability and Accessibility:

1. Did you find the application accessible and easy to use for individuals with varying levels of familiarity with technology?

Yes, the application is highly accessible. Font sizes are easy to read and the navigation is pretty straight forward.
2. Were there any features or functionalities that you found difficult to use or understand?

Waiting for 10 seconds for the translation to happen in the chat box. It recognizes in the video but I keep forgetting that I need to wait.
3. How would you rate the overall usability of the application on a scale of 1 to 10?

10 – very user friendly.

Suggestions and Improvements:

1. Do you have any suggestions for improving the functionality, usability, or performance of the application?

The specific angles and a certain way of gesturing into the system maybe confusing at the beginning.
2. Were there any features or functionalities that you think could be added to enhance the user experience?

Would like to see profile picture feature for guests and customer on the website.
3. Is there anything else you would like to share that would help us in refining and optimizing the ASL application?

Angles and shapes for gesturing seem to be important other than that, great work on the project.