

# FULLDIVE

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ANDROID UI USABILITY TEST

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# HEURISTIC EVALUATION

To begin our process of user testing, I first ran through Fulldive's Android mobile application and performed my own heuristic evaluation. One particular reason for this initial process was to develop an understanding of the mobile application's heuristic violations so as to develop a concise and comprehensive user test.



## AESTHETIC AND MINIMALIST DESIGN // SEVERITY 1

There exists little to no design with respect to the user interface. Only the initial view has a changing background. Some of the other features are designed to resemble a television set up.

## FLEXIBILITY AND EFFICIENCY OF USE // SEVERITY 2

There is a lack of fluidity with respect to navigation. To that extent, this particular application does not require accelerators. Additionally, difficulty with movement may be a result of the dual screen. If we incorporate a single screen option, that may allow for a more sound experience.

## CONSISTENCY AND STANDARDS // SEVERITY 2

Specifically on the video feature, there exists a CD-ROM icon. The standard is not a conventional one, so it requires a more intuitive design. Additionally, though not a heuristic violation, clicking on the icon crashes the application.

## USER CONTROL AND FREEDOM // SEVERITY 3

Specifically with some of the feature views, there are no 'return' options. For example, when the user clicks on the gallery feature and views a specific photo, there is no way for them to return to any prior screen.

## VISIBILITY OF SYSTEM STATUS // SEVERITY 3

The visibility of the system status is pretty apparent on the home screen. However, to navigate and know the status of which icon the user is able to tap is unintuitive and ambiguous. This is not a difficult fix, but it is an important one.

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# USER TESTS

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The user test was developed from the heuristic evaluation. To that extent, we wanted to ensure that we tested the basic features of the application. As such, we tested the following tasks in the following order (easiest to most difficult): get to the video feature, pause the video, and click the home button. We offered no instruction and merely observed as the user tested the application.



## ISAAC YI // STUDENT

**Birthday:** September 11th, 1994

**Major:** Mechanical Engineering

**Tech Saavy:** Yes

**Observations:** It took Isaac approximately 2 minutes and 18 seconds to complete the three tasks. Much of this time was taken due to the difficulty of navigation. While attempting to go to the video page, he accidentally hit the YouTube page and was unable to go backwards -- in the end, he required assistance and was told how to navigate properly. Isaac took ~30 seconds to satisfy just those tasks.

**Debrief:** Isaac provided several points, suggesting that the navigation was difficult to the lack of apparentness of the icon highlights. Additionally, he felt that the angle of selection was too narrow; he would move the phone upward and the icon would be deselected too easily -- it required too much precision. Finally, Isaac suggested that we take away tactile responses when no actions were completed -- though he was not sure if that was a result of the application or the OS.



## DANIEL JEONG // STUDENT

**Birthday:** February 9th, 1994

**Major:** Molecular Cell Biology

**Tech Saavy:** Yes

**Observations:** It took Daniel approximately 2 minutes and 20 seconds to complete the three tasks. Again, much of this time was taken due to the difficulty of navigation. While attempting to go to the video page, Daniel also accidentally hit the YouTube page and was unable to go backwards. Daniel's movements were too drastic, so he had a very difficult time getting out of the application. Once he received some assistance, as with Isaac, he took approximately 50 seconds to satisfy the three tasks.

**Debrief:** Daniel's debrief was short: "the application is too sensitive".