Spoiled Tomatillos

From: Team 42
Peter Battinelli
Ben Campbell
John Martin
Lisa Oakley
Ari Tang

5th April 2018

To: Teaching Staff
CS 4500
Spring 2018
Northeastern University

Dear Teaching Staff,

We have completed a second round of user testing using our most robust prototype to date. Following this memo is the full report of the study.

Key points to highlight:

- Users wanted to be able to hit enter to submit forms
- Users enjoyed responsive interaction
- Users wanted more explanation of the point of the site
- Users wanted more visibility for navigation options
- Overall impression was that the site is easy to use apart from a few pain points

We have aggregated the study results which were most common that aligned with our set scope and have added tickets in Jira to complete this sprint under the epic: “Improvements based on User Study.”

Sincerely,

Team 42

UI/UX Study V2

QUESTIONS RESPONSES 5

5 responses

SUMMARY INDIVIDUAL

Accepting responses

Interviewee Information

Interviewer Name

5 responses

Lisa Oakley

Arianna Tang

John

Ben Campbell

Peter Battinelli

Interviewee Name

5 responses

Julie

Kristina Lee

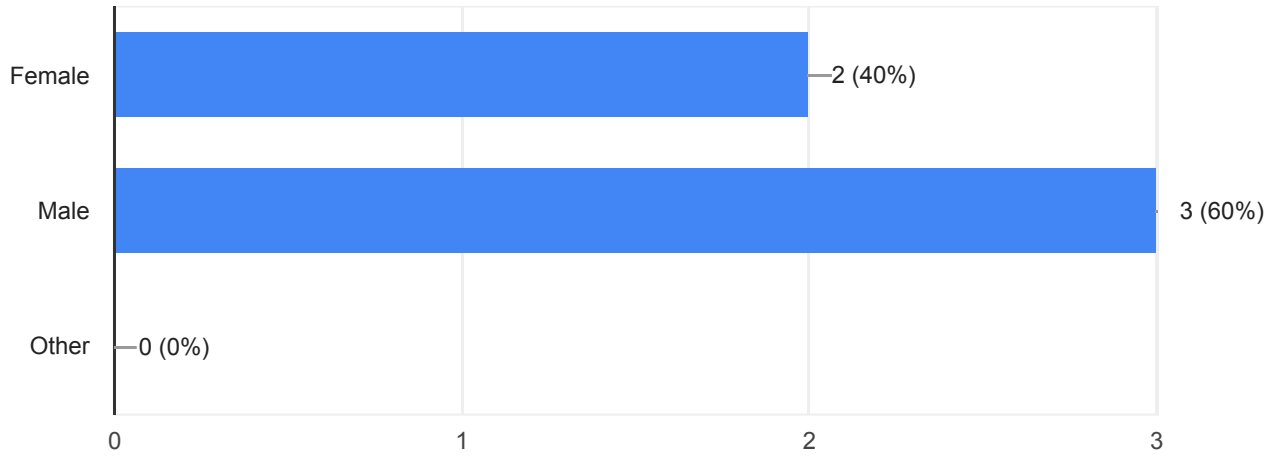
Stefan

Jon Wagner

Kevin Lieb

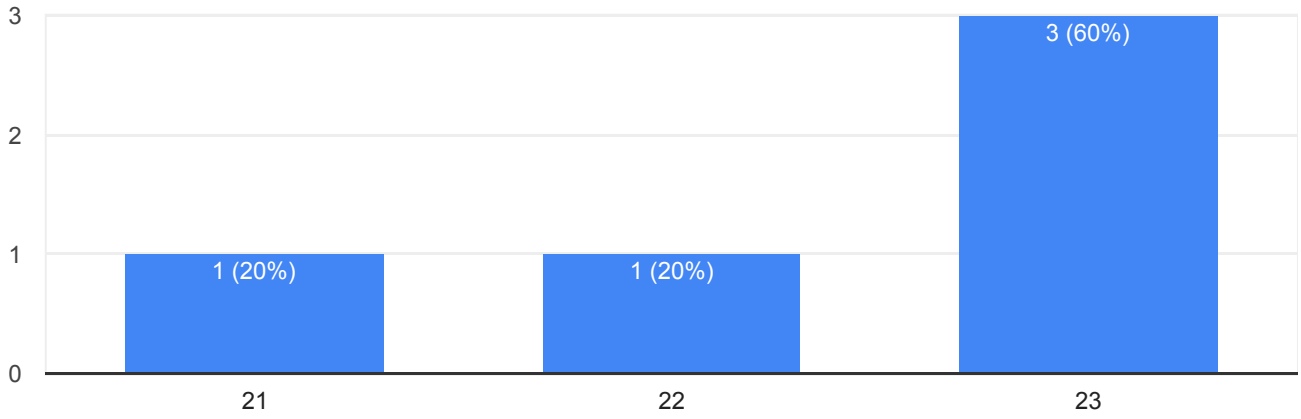
Gender

5 responses



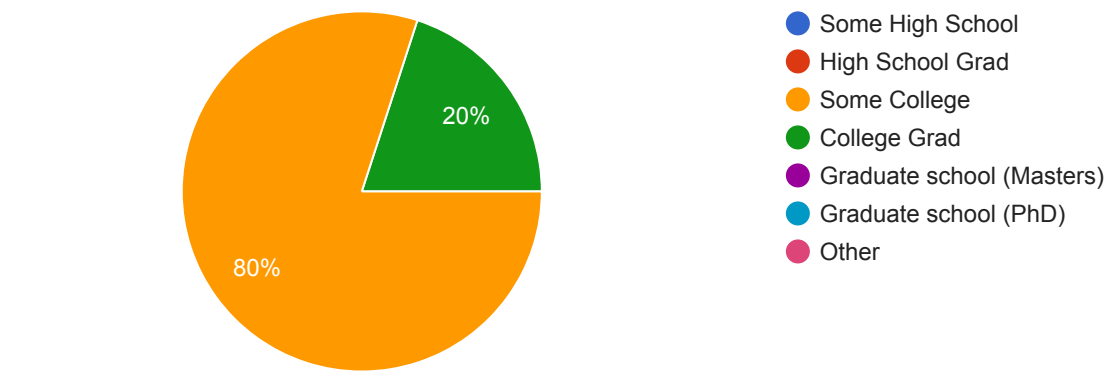
Age

5 responses



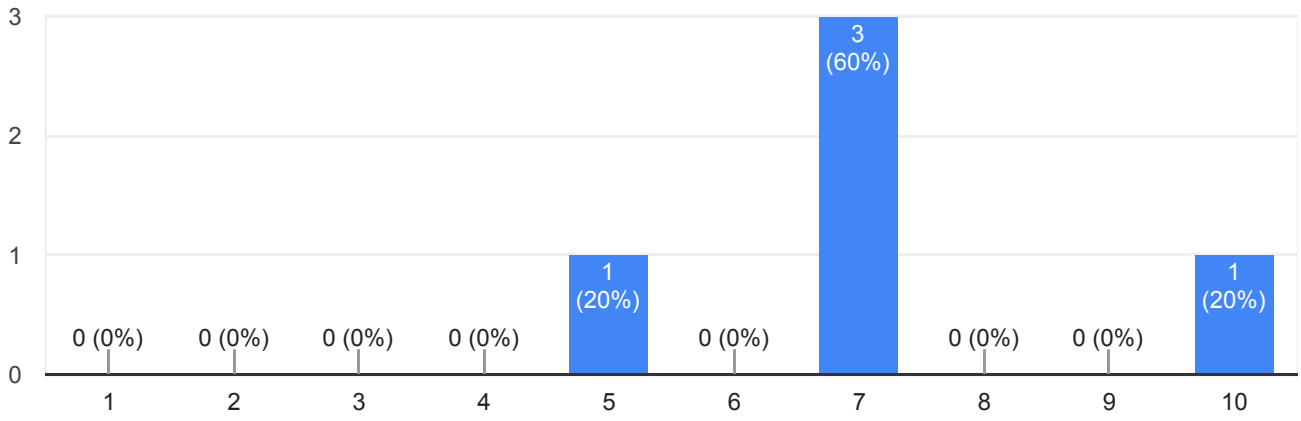
Education Level

5 responses



Technical Competency

5 responses

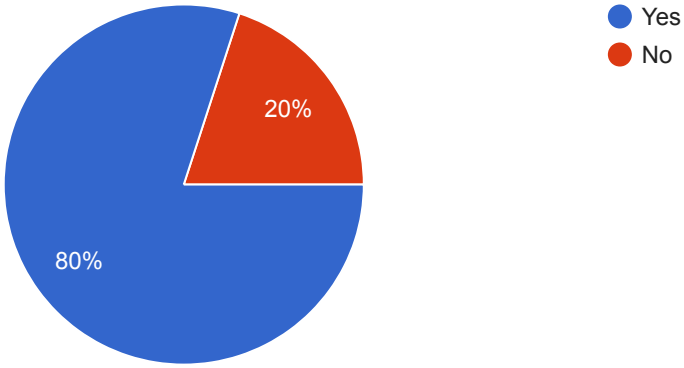


Do you have prior experience with this product?

5 responses

Northeastern Student?

5 responses



What Major?

5 responses

Speech Language Pathology

Nursing

CS

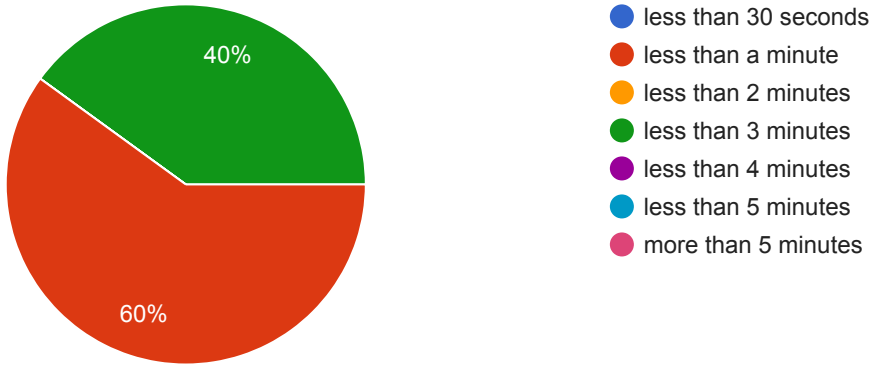
Chemical Engineering

Computer Engineering

Task 1: Register and Log In (Interviewer)

How long did it take to complete this task?

5 responses



Here is space for notes during the interview. List all errors committed, any questions the user vocalized, and any other details about the interview.

5 responses

used the little clicker to get to her age instead of typing, accidentally went negative

had too short of a password and quickly saw the error message and corrected

tried to hit enter to log in but when that didn't work, quickly clicked
looked at all movies on rec page

Couldn't see register button.

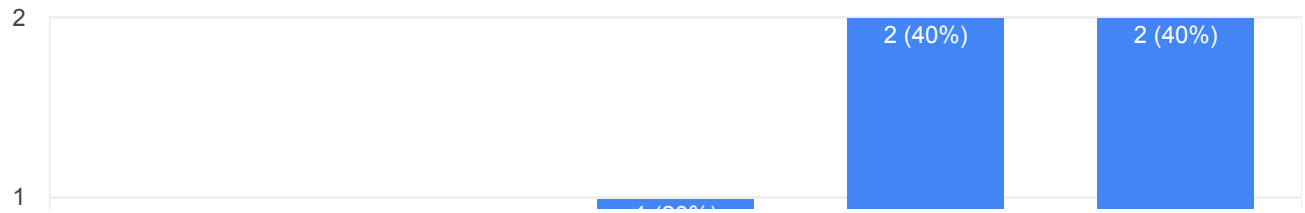
user didn't enter a long enough password at first, but was corrected by the error state. user tried to hit enter to log in, more than once. needed assistance.

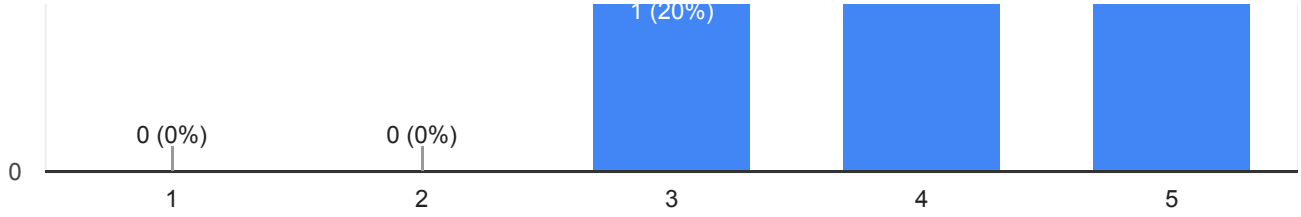
Genre of what? not sure if login is working

Asked about setting a profile pic since we show null in the top right corner. Asked about what to use for name.

How well did the participant do?

5 responses

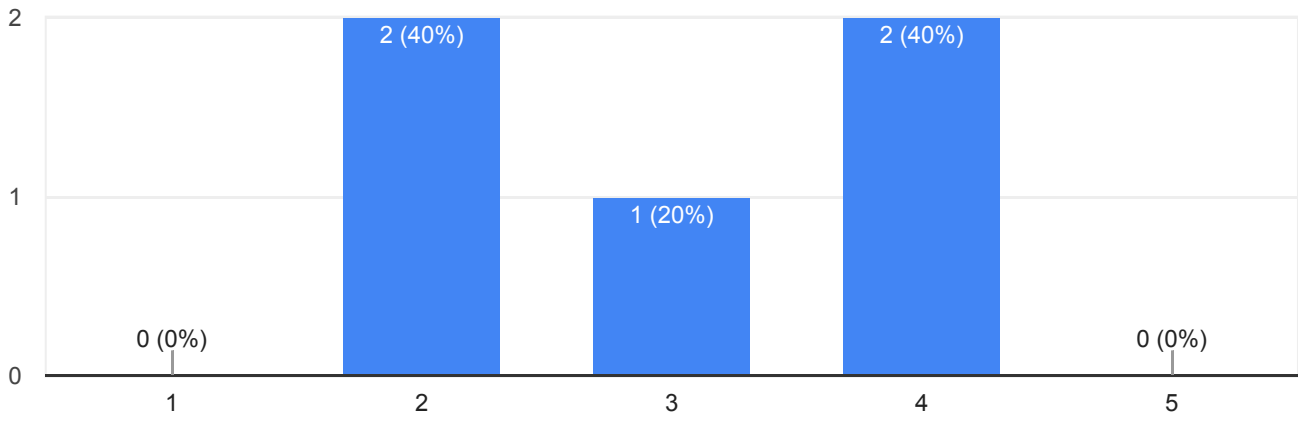




Task 1: Register and Log In (Interviewee)

How much did you enjoy this user experience?

5 responses



What was one thing you enjoyed?

5 responses

Easy login experience

Good recommendations

It recommended I watch saw

it finally worked

It worked

What was one thing you found difficult/confusing/frustrating?

5 responses

confused about list of movies brought up for genre i chose

Genre could have been more specific.

I couldn't hit enter to log in.

Didnt work the first time. Didnt know what genre meant. movies or books?

Didn't know what to write in name field.

Other comments

1 response

I wanted to put a picture in

Task 2: Movie Review (Interviewer)

How long did it take to complete this task?

5 responses

Here is space for notes during the interview. List all errors committed, any questions the user vocalized, and any other details about the interview.

4 responses

Very easily found movie search

tried to hit enter to search

the movie she wanted was first in results

again used the up arrow to choose rating instead of typing

wrote a fairly long review

was confused when the page didn't reload when she hit post, tried clicking a lot of times. Tried writing less. Needed guidance to get past that

reloaded the page and didn't realize it had already been posted.

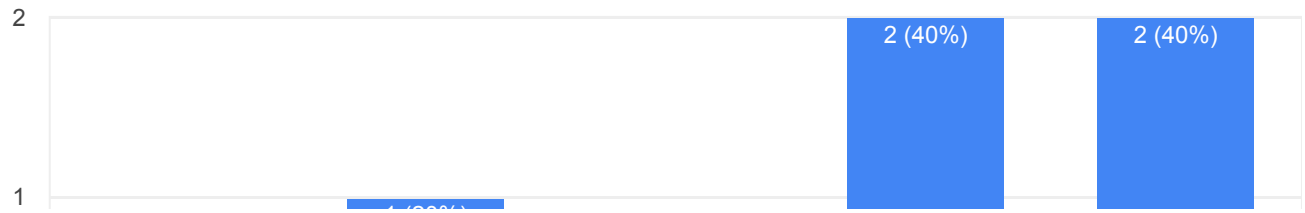
Took a long time to think of a movie to search. No errors.

navigates to move search. searched for superman. got stuck on enter again. asked outloud, "what is the review score out of?" but figured it out by tabbing through the input field. "i think it's broke" when hitting submit because it doesn't refresh the page

Used playlist to find movie not search. Enter doesn't submit search.

How well did the participant do?

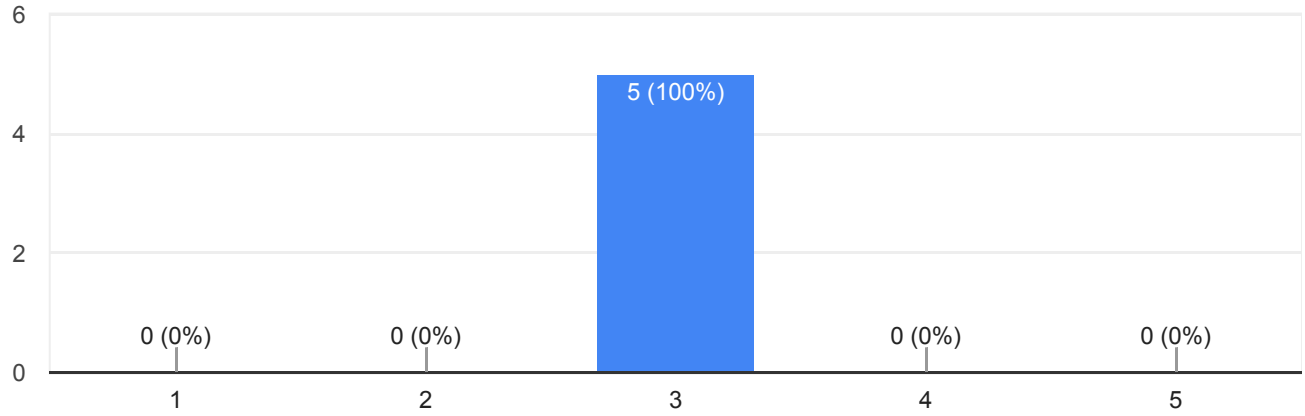
5 responses



Task 2: Movie Review (Interviewee)

How much did you enjoy this user experience?

5 responses



What was one thing you enjoyed?

5 responses

I enjoyed how easy it was to search for a movie and find it

Super easy

All the pictures

Its a decent interface not too difficult to use

I can delete my review

What was one thing you found difficult/confusing/frustrating?

5 responses

I did not like that when i hit the "post" button my review did not show up until I refreshed the page. most sites will automatically refresh when you post on them

When i hit enter it didn't go

It didn't show my comment right away.

The movie search link is hard to see because its blue. all the links should maybe be yellow.

None

Other comments

2 responses

Date and time would be helpful on reviews

Blocky, not really good looking, felt a little slow

Task 3: View Playlist (Interviewer)

How long did it take to complete this task?

5 responses

Here is space for notes during the interview. List all errors committed, any questions the user vocalized, and any other details about the interview.

5 responses

Used the browser back button first

clicked all the buttons, there is no way to do it

Had no idea how to get to recommended movies. Thought it was just supposed to be movie search. Had to prompt where to go. We don't have a link for this??

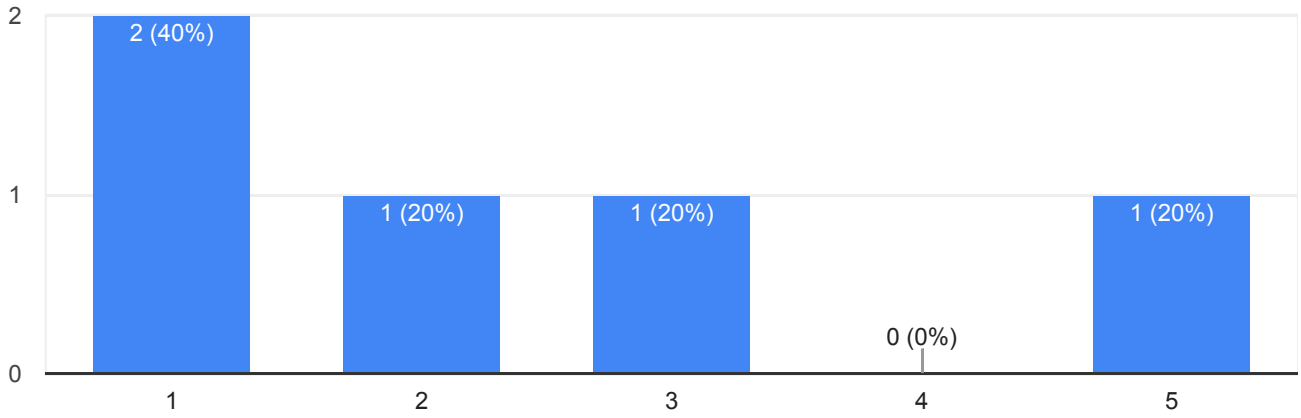
clicked logo. clicked movie search. clicked user search. click notifications. it doesn't exist.

would have to use back to get to playlist

How do I select a new genre?

How well did the participant do?

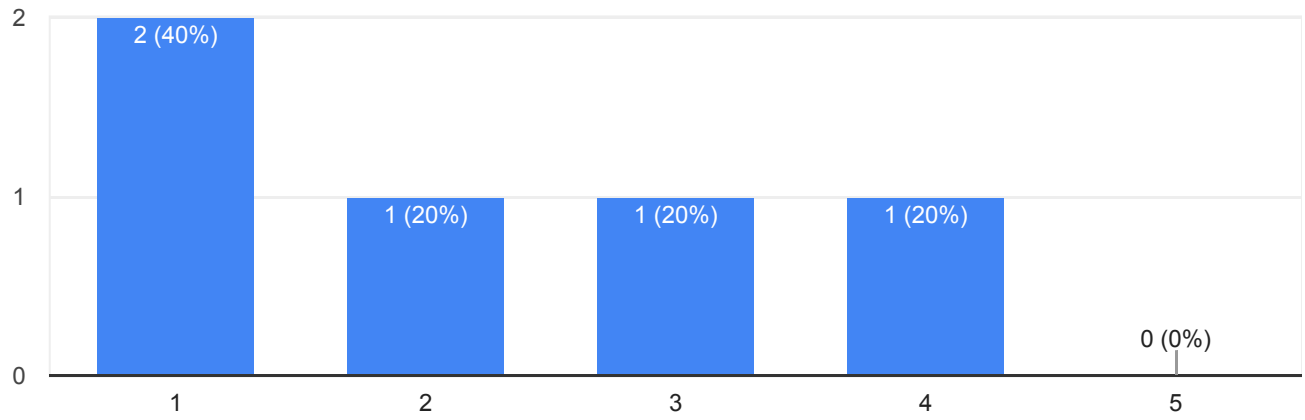
5 responses



Task 3: View Playlist (Interviewee)

How much did you enjoy this user experience?

5 responses



What was one thing you enjoyed?

3 responses

I like that movies were recommended to me based on genre and it included new and older movies, not just recent ones.

Nothing

Listed good movies

What was one thing you found difficult/confusing/frustrating?

5 responses

The choice of movies listed was a bit random.

Could not find recommended movies

That it didn't exist

Cant see small posters.

Why is the list not sorted by rating? How come I can't search by a different genre on the page?

Other comments

2 responses

It would be cool to search for places to watch the movie

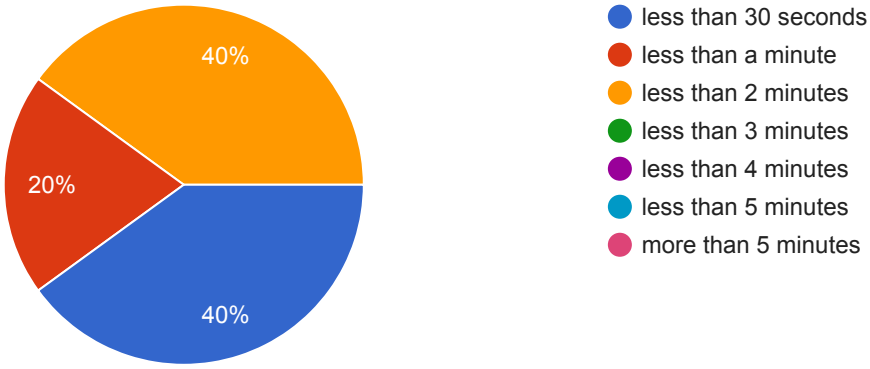
stronger matches get bigger pictures? the small ones you cant really see.

Want to see search for director or actor, thats how I would find new movies I havent seen.

Task 4: Follow User (Interviewer)

How long did it take to complete this task?

5 responses



Here is space for notes during the interview. List all errors committed, any questions the user vocalized, and any other details about the interview.

5 responses

tried to click the profile picture to go to the profile to follow, quickly corrected

No errors

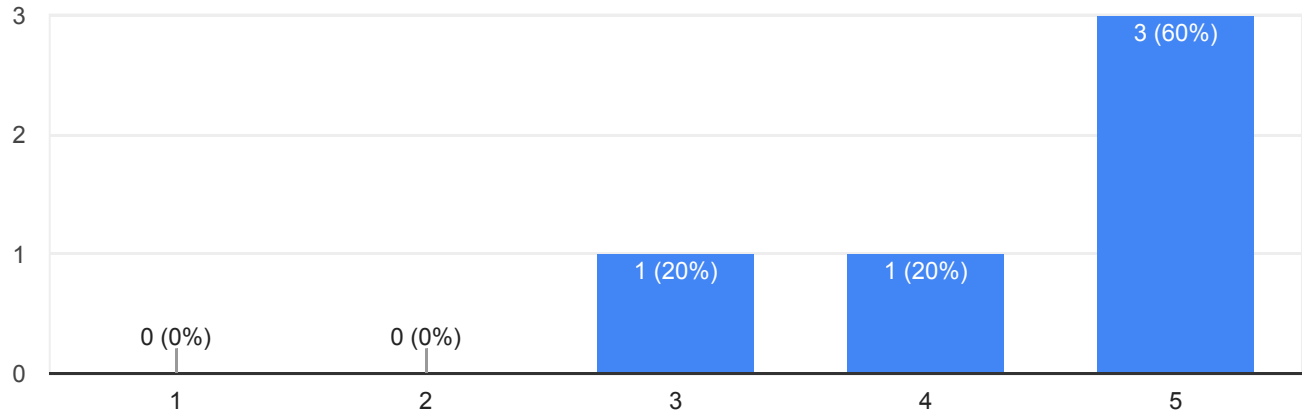
tried to hit enter again :(happy he can follow himself :)

Didn't think it was case sensitive. can you go to their profile from search?

Had a bit of trouble finding the button.

How well did the participant do?

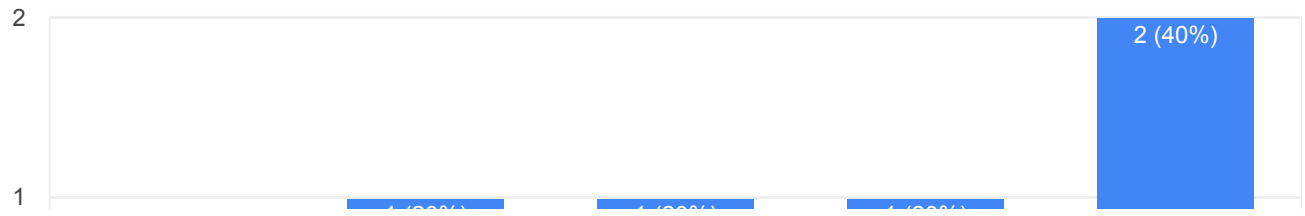
5 responses

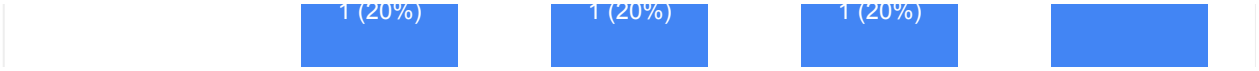


Task 4: Follow User (Interviewee)

How much did you enjoy this user experience?

5 responses





What was one thing you enjoyed?

5 responses

- it was easy to search and follow a user
- It was easy
- following John and Ben
- buttons and design make sense
- Following others seems cool

What was one thing you found difficult/confusing/frustrating?

5 responses

- there are no suggested users or top users, so you have to know someones username to find them, unlike other sites
- Searching for users
- hitting enter still didn't work
- case sensitive search
- Being followed doesn't make much sense

Other comments

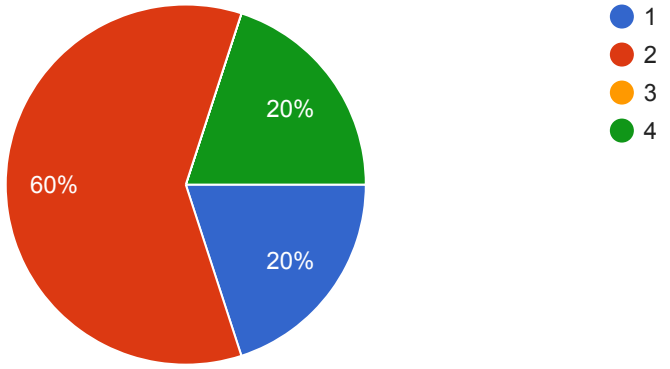
3 responses

- What if I wanted to search by someone's full name? I have to know their username.
- is there a way to search a user based on their likes. Want more advanced search
- These followers don't make a ton of sense. Why didn't it just be a friend or something?

Final Thoughts -- Interviewee

Which was your favorite task?

5 responses



Any last suggestions/thoughts?

5 responses

I like the easy search options at the top of the page, as well as the profile feature. Perhaps being apple to extend your profile to show more aspects of yourself or even choosing multiple movie genres would be helpful, because most people like more than one type of movie!

Definitely could add more to it. Can't get back to the home page. More suggestions. See what your friends/followers watched.

Let me hit enter.

would you be able to put links to reviews you've written on your profile. suggestions for followers with similar interests. Have a bio box for what types of movies you're interested in. top 3 genres instead of just 1.

Logging in works fine.