GUI II SPRING 2016

ClockWORK USABILITY TEST REPORT

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# Executive Summary

The goal of this study was to conduct a usability test of the mobile application ClockWork with multiple users and test the functionality and user interface. ClockWork was designed to be simple to use. During this usability test we focused on observing the user's difficulties and speed in using the functionality and navigation of the application. Navigation may be simple for the developers because they may be familiar with common application design patterns and symbols however we sought to test the application with a sample of our intended audience to see how they would interpret symbols, navigation and and the functions.

# Methodology

## Who we tested

We tested eight applicants their profiles and uses are evaluated below.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age**   |  |  | | --- | --- | | 20-25 | 6 | | 26-30 | 1 | | 31-35 | 0 | | 36-40 | 1 | | **TOTAL (participants)** | **8** | | **Social media Usage**   |  |  | | --- | --- | | Daily | 7 | | Never | 1 | | **TOTAL (participants)** | **8** | |

**Gender**

|  |  |
| --- | --- |
| Women | 0 |
| Men | 8 |
| **TOTAL (participants)** | **8** |

## Instructions read to user

Welcome to Clockwork, our app is a hybrid mobile application that seeks to streamline the planning it takes to hand out with your friends. The app provides users the ability to quickly publish and join events without the hassle of having to call, text or message your friends. If at any point during the testing, you are completely stuck do not be afraid to ask for help. Please remember we are testing the software not you. At the end of your testing there will be 5 short questions that we would like you to answer, thank you for your time.

### Tasks for User

1. Create an account
2. Click Create an event button
3. Fill in event fields and Create event
4. View Your event created
5. Go back and View another event
6. Attend an Event
7. Go to Home and Delete your previously created event
8. View a person's profile
9. Go to notification window and see the notifications
10. Delete a notification if there any
11. Sign out

### Post User Questions

1. Was the navigation of the app simple?
2. What is your impression of the user interface?
3. What feature would you add or remove?
4. Did anything confuse you?
5. Would you ever see yourself using this app?

### Guidelines for Evaluator

1. Write Specific roadblocks the user hits.
2. Write down functionality errors.
3. Write down suggestions that are verbally mentioned by the user.
4. Speed of the user.
5. If the user got flustered or confused.

### What participants did

Most of the users were able to create an account without any difficulties. Once they created an account and were logged in the user's had a hard time finding the create an event button because they were not on the home tab where the create event button was. Once they figured out the create event button was at the home tab they were able to create an event but some of the users ran into the problem of setting event time to 0 and this would create an event but instantly delete it and these users became confused. Then all the users were able to view then attend an event successfully. A majority of the users had difficulty deleting an event with the slides to delete method, many of them held their finger on the event and waited for a delete menu to appear. Users then went to view the profile tab from the side menu and others tried to view the profiles through the list of attendee in the event details tab.All users found the notification tab, deleted notifications, and then logged off successfully.

### What data we collected

We collected data on on how easily the user was able to navigate and use the functions of the application. We also collected data on the opinions of the user and what they would change or remove.

**Table 1. Key**

|  |  |  |
| --- | --- | --- |
| No Difficulties | Difficulties | Not Tested |
| 🔴🔴 | **🔳🔳** | N/A |

**Table 1. User Beta Test Task Completion -** This table displays the user’s ability to complete each task. Difficulties encountered was also recorded. Begging with User 4 we stopped asking users to delete their event. Beginning with User 5 we stopped asking users to view a person’s profile because the task is ambiguous.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Actions | User 1 | User 2 | User 3 | User 4 | User 5 | User 6 | User 7 | User 8 |
| Created Account | 🔴 | 🔴 | 🔴 | **🔳** | 🔴 | 🔴 | 🔴 | 🔴 |
| Click Create an event button | **🔳** | **🔳 🔳** | 🔴 | 🔴 | 🔴 | **🔳** | 🔴 | 🔴 |
| Fill in event fields and Create event | 🔴 | 🔴 | 🔴 | 🔴 | 🔴 | **🔳** | 🔴 | 🔴 |
| View Your event created | **🔳 🔳** | **🔳 🔳** | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | **🔳 🔳** | 🔴 🔴 | **🔳 🔳** |
| Go back and View another event | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 |
| Attend an Event | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 |
| Deleted Their Event | **🔳 🔳** | **🔳 🔳** | **🔳 🔳** | N/A | N/A | N/A | 🔴 **🔳** | N/A |
| View a person's profile | **🔳 🔳** | 🔴 🔴 | 🔴 🔴 | **🔳 🔳** | N/A | N/A | N/A | N/A |
| Viewed their notifications | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 |
| Delete a notification if there any | 🔴 | 🔴 | 🔴 | N/A | 🔴 | 🔴 | 🔴 | 🔴 |
| Signed out | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 | 🔴 🔴 |

## Major findings

* Set default page after login to Home
* Change Event creation button to be more visible to user
* Increase the length of user email
* Create label for time of event as “Set Joinable Duration”
* Validation for time to prevent Creation of event with 0 time till event
* Change deletion of event to most common method
* Make Clarification of where user profiles can be viewed

## **Table 2. Compilation of User Answers -** This table records user responses for post test survey.

|  |  |
| --- | --- |
| Question | Answer |
| Was the navigation of the app simple? | * Yes * Yes,but needs work.”Home should be “Events” and “< Event” should be “< Events” * Yes.it was simple and most of the tasks were obvious * Yes * Yes * Yes,except create event * Yup * Yes |
| What is your impression of the user interface? | * Very nice * Colors need work.Maybe add icons next to navigation so it can be collapsed to icon-only view. * Its nice and clean,with a few minor changes.I think the “add event” icon should be changed. I associated it with an edit button more than add. * Clean and flat, I liked it * Simple * Slick,but a little plain * Simple * Its great |
| What feature would you add or remove? | * Notifications for events user has joined * Click on those attending to see profile * I think all needed core features are there.Would be nice to click and view others’ profiles. * Viewing other people's profiles * None * Maybe a location option(where the meetup is taking place. * Giving an alert |
| Did anything confuse you? | * Swipe to delete had to figure out * Couldn't find Events initially * Deleting an event.I expected a long press but a swipe does make senses. * Couldn't click on a user to see their profile * The time system is not clear * It took a second to find create event button * Yes looking at my event which I created |
| Would you ever see yourself using this app? | * Yes * Still not sure what it does.I want to advertise an event and not have it start immediately * I think it has potential to be useful * Yes,it's a good idea,with a few improvements it could do very well in the mobile app store. * Maybe * Totally,especially if incorporated w/ social media * Nope, not really any need for me * Yes |

# 

# Final Changes

**Table 3. Final version changes -** This table displays the changes we will implement in our final version.

|  |  |
| --- | --- |
| Addition / Change | Reason |
| Adding Google Maps feature to Event Add and Event Detail views | Allow users to easily convey location details for event |
| Keep side-menu closed | It is always open on large screen sizes, and users were unhappy that the hamburger button did not respond |
| Rename Home Tab to Events | Users found the titles confusing |
| Change icon button for event add | Users feel the icon currently used conveys editing instead of adding |
| Increase char length limit for user email | User was unable to submit a long email when signing up |
| For Ionic Time Picker Edit heading to “Set Joinable Duration” | Users are confused about what the time picker is for. |
| Set Time Picker validation to not allow 0 time input | Users who set 0 time had their events expire immediately |
| Use different icons based on notification  type/ content | Users feel that notifications will be easier to read with related icons showing. |
| Add href for clicking on attendees in attendee list on event detail to bring to user profile. | Users were unable to view other users profiles. |

# Changes that will not be Implemented

**Table 4. Changes that will not be implemented -** These changes should but will not be implemented due to time constraints.

|  |  |
| --- | --- |
| Addition / Change | Reason |
| \*Move delete event button to event detail, only visible to the event owner, require cancelled event notification | Current Delete/ Cancel method is difficult for users to find |
| \*Add ability to edit user profile info, ie bio and pic (url) | Make the profile more personal to enhance UX |

# Conclusions about the quality of your user interface.

A lot of users advise us to have more color in our interface and we agree. The quality of our page is solid. Many liked our simple user interface. However, we also acknowledge that during the usability test, users pointed out several problems for the mobile application. We need more work on the UI and fix a few functionalities on the page to improve the page quality. Our biggest goal in moving forward is to remove any confusion a user may encounter while using our application.

# Impressions of the usability test experience itself

It was a great learning experience. It allowed us to understand how users think and their preferences. Thanks to the usability test it helped us understand what we need to improve and features that was unnecessary. Testing other group projects also taught us that navigating the page should be extremely simple.