Voltron Milestone 3

- What sort of benchmark tasks would you have users perform to help evaluate the system?

  For this project, we would use a repeated-measures study design to evaluate our system. In this design, a single user tests all interfaces of the system. By observing single users interacting with our system, we will acquire valuable insight on how quickly and easily different users are able to navigate our design. With this information, we will be guided to tailor our application to better meet the needs of our user group by ensuring that out system as a whole is easily navigated by a diverse set of users.

  What separates Comma from other menstrual cycle tracking applications are the additional features which we have identified a demand for within our user group. These features allow Comma to have a more holistic overview of feminine health than typical period trackers. These are features such as our symptom calendar, different alarm features, as well as our contraceptive comparison and information tabs.

  Since the personalized features are what make Comma unique, these features will be closely evaluated since they have little precedent in the application world as of yet. Tasks for the user to perform for the sake of evaluation and improvement are outlined below.

  1. View which contraceptive method you are currently using.
  2. Add a headache to today's date.
  3. Activate an alarm to refill a prescription.
  4. Input that your cycle ended today.
  5.

- What kind(s) of subjective questionnaires would you use to have a user critique the system?
  - Usabilitest to gain quantitative use values
  - We could implement a semantic differential scale or multiple choice questionnaire to allow the user to provide feedback without thinking too much or having to produce their own responses. This encourages users to answer with their first instincts, which gives us insight into whether the user's experience with the program was more negative or positive. From here we can move to evaluating the factors of our application which gives the user either a negative or positive impression.

- What kind(s) of interview questions would you use before a user tries your system? After?
  - Before
    - What is your impression of a women's health application?
    - Do you currently use a similar application?
    - What features would you expect a women's health application to have?
    - How comfortable are you will using mobile applications?
    - What is your biggest annoyance when using mobile applications?
    - What is your favorite application to use and why?
    - Why do you think women may be hesitant to download this application?
  - After
    - What was your first impression of this system?
    - Did you find anything confusing?

- ■ Were there any features you did not like for any reason?
- ■ If so, why did you not like them?
- ■ What are any additional features you would like to see?
- ■ Do you have any suggestions for improvement?
- ■ Is this an application you see yourself using in your daily life?
- ■ What can we do to make this application easier to use?
- ■ What can we do to make this application more appealing?
- What are other evaluation techniques? Why is it appropriate or not appropriate to use These?
  - ○ We could have used a between-users evaluation technique as opposed to our selected repeated-measures study design. A between-users design tests users on only one condition at a time and compare data between users. We have chosen the repeated-measures design instead. This design exposes the each user to the entire program and allows us to evaluate how the user interacts with it. Our feedback for Milestone Two showed user concern about our application being too complex. In response to this feedback, we have made design changes to our prototype in an effort to make it more user friendly. Since we want to reach the widest user group possible, we must design for the user group with the least technical skills. Gathering data and observing users interacting with the program as a whole will allow us to evaluate the complexity of our application and direct us to the most user-friendly design. While a between-users evaluation might still provide valuable information, the repeated-measures design is more optimal for the identified concerns we are evaluating.
  - ○ Another evaluation technique which we can implement is a questionnaire. Often, users might feel uncomfortable openly criticising the application. A questionnaire is a an appropriate solution for this issue. With the right questions and evaluation measure, a questionnaire can evaluate well the user's perceived ease of use and allow the user to provide critical feedback without the discomfort of direct conversation. In a questionnaire, we would ask the user to rank gauge their experience in different avenues of the application on a provided scale. For instance, we might ask the user to rank the clarity of our home screen on a scale from 1 (bad) to 5 (excellent).