

## Project Milestone 3: Sereyrath Nov, Bunlong Heng & Andi Milhomme

Date of Report: April 15, 2014  
Location of Test: Lowell, MA

### Executive Summary

Our usability test was conducted in class where we asked several people to interact with our website: GameWorld. They were required to complete a certain number of tasks, and we observed them as these tasks were performed. The majority of our testers did not have any trouble going through all the steps. However, there was a section where virtually everyone got confused for a while. During the test, many of our users had a bit of trouble trying to scroll down in the "Set up" page. The pointer navigated through the images instead of moving the page up or down. We have gotten some pretty good feedback from our tester and we hope this will help us iron out any glaring imperfection that could ruin the user experience.

### Methodology

#### Who we tested

Eight volunteers were kind enough to test our application. They came from various backgrounds but were mostly computer science students from other classes and a couple of art students.

Audience type (Total 8)	Gender
CS Major 4	Women 1
Art Majors 2	Men 7
Unknown 2	

## GameWorld Project Milestone #3: Beta Version and Usability Test

### **Below are the instructions and task list that were given to the test subjects**

Thank you for coming. Today you are serving as an evaluator for our site GameWorld. Our goal is to see how easy or difficult you find the site to use. My role is to record your reactions and gauge the level of difficulty you had accomplishing a list of tasks listed below. If you have any questions, let us know.

**Note:** If you encounter an un-clickable link, it means that this feature is not yet implemented.

### **Tasks**

Please complete these tasks:

- Learn more about device of your choice using several methods.
- Learn about how to setup an emulator such as the NES.
- Register a new Account.
- Login with your credentials.
- View your profile and sign out.

**Write any comments you have about the looks or functionality of the site.**

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### How we recorded our data

#### GameWorld Evaluator Form

Tasks	Difficulty (1-5)	Comments
Finding information about a device		
Emulator Setup		
Account registration		
Login		
Profile viewing and login out		

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### What the participants did

The participants were given a sheet like the one found in page 2, which gave them five tasks to complete. They were also required to write a short comment about their overall impression of the looks and functionality of the site.

### What data we collected

While the user were interacting with the site, we stood back and quietly observed their movements, while we recorded everything. After they had finished, we asked them to give us a quick verbal assessment of their experience. This was also recorded in our notes.

## Significant feedback collected

### User's comments

Some users were more thorough in their evaluation of the website than others. Their comments were really valuable. Here are three of the most significant comment we have found:

1. *"The two buttons on the register page are somewhat confusing: do I click on Register or Log In? The use of multiple different fonts makes the content more difficult to read. Try to stick with one font."*
2. *"The functionality was nice but finding how to setup emulator was weird there were only pictures (did not know if it was intended)."*
3. *"[...] When looking at images for setup of an emulator, I can get stuck scrolling through images instead of down the page. While logged in, switching pages logs you out."*

## Major findings and solutions

### Major issues

- Users confusing register and login buttons during the sign up process. (70% of users).
- Difficulty scrolling down or up in the "Set up" page. (60 % of users).
- Too many different fonts (20 % of users).

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### Solutions

- We will get rid the login button during the registration process. This will remove the redundancy.
- To avoid the confusing during scrolling, a more intuitive method such as a carousel will be used.
- The site will significantly reduce the number of fonts used.

## Changes and conclusion

### Changes

The changes that will be made in our website can be divided into two categories:

1. Mandatory changes that were due to a major problem the user encountered.
2. Quality of life changes that are most aesthetical or functional.

During our testing we have realized that our content needs to be made more legible. That is why the text formatting will be improved upon. Another change we need to implement is improving our search engine. As of this moment, the user can only select a result from the dropdown menu. Typing a query in the box then pressing enter does not work. This is a bug that will be fixed.

There is one quality of life change that we think would be crucial to the improvement of the user experience. It has to do with displaying a pop-over that would notify the user about a feature that is will not be implemented or still under development. For now, we have made the links un-clickable but we still have noticed that certain users have insisted upon clicking them. We think this change would provide the user with more feedback and reduce their frustration.

### Conclusion

Transitioning from an alpha to a beta version has allowed us to pick up a few extra skills along the way. We have learned how to foresee the struggle a potential user might have with a feature, if it was designed a certain way. We have also learned how to implement a minimum viable product. Having a small set of features that work well together instead of a big clunky mess which breaks often.

So far we are making some really good progress towards a final version. We are very satisfied of the overall quality and the user interface. Nevertheless, if there was only one lesson to retain from the usability testing in general it would be: whenever we are about to implement a new feature we should ask ourselves "What would the user do?"