

Phase 4

Group 2

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Members:

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Summative Evaluation

The main functionality of our app is to create an activity for every user of the app to see and consider attending (joining). First the programmer Percy Teng asked 5 people to sign up and make a QPlay account. After they logged into the profile interface, they had an option to modify their profile information. The second step was to create events by tapping the “+” button on the top right of activity list interface and entering the name, date, time, location and description of the activity. The new activity will be displayed on the activity list interface and they were allowed to join the activity by tapping the join button beside each activity. The rest of the time spent by the users was around with the app. In conclusion, the summative evaluation exposed a good amount of problems and bugs of our app, which we fixed the most of. We also took advice from the users about the interface and Percy improved cognitive affordances, sensory affordances and physical affordances of the app. The link below was to the result of our questionnaire.

Link to QPlay Survey Results:

<https://www.surveymonkey.com/results/SM-27HKD37J/>

The Results Summarized:

1. 80% people would like to use this app except for one person who did not have a good enough phone to use applications.
2. All of them did not really find this app complex
3. 60% people found it easy to use while the rest stayed neutral.
4. 80% People did not need a start guide for this app, yet there was one person wasn't sure.
5. 80% People found it well-integrated, yet there was one person wasn't sure.
6. 75% people agreed that there was no consistency at all, and one user found a bit consistency.
7. They all believed most Queen's students will use it
8. 40% of them found it was awkward to use sometimes, yet the rest didn't.
9. 60% people were confident about the app all the time and 20% were confident about the app half of the time. One person wasn't confident at all due to the lack of a good phone.
10. All of them did not think they need to learn specific things to use this app.

Specific evaluation:

1. The text “setting” on the profile interface is confusing.
2. There are two “activities” on the profile interface.
3. In create event page, it is not easy for users to notice that they need to enter the name of the activity at the top in between cancel and post buttons.
4. In create event page, users don't get how to enter the date and time at first.

5. It's not easy to distinguish the name of the activities from the rest of the information of the activities.
6. When they login, the first edit text field was asking for "username" instead of "email" which is really confusing.
7. The app crashes when you are creating a new activity and entering description in a new line.
8. The people who joined field in each activity is not obvious enough.
9. There is no unjoin option
10. They can't edit or delete their own activities
11. When they changed their usernames, the usernames after "joined: " in activity list interface remained same.

Iterative refinement

1. Changed the text "setting" to "Edit Profile".
2. Changed the text of the activity button to "My activities" so it can be easily distinguished from the other button with text "Activities" at the bottom.
3. Changed the text hint of activity name field to be "Enter activity name here" to improve sensory affordance.
4. Give the whole linear layout for the bar of date and time on click listeners, so when user tap any part of the bar will invoke a date or time picker to improve physical affordance.
5. Used double quotes to wrap around the name of the activities to improve cognitive affordance.
6. Changed the text "username" to "email" to improve cognitive affordance.
7. Creating new line also creates a new line the database text file, so it will have error when I read information back line by line. So I substitute the `System.getProperty("line.seperator")` into " ",(five spaces) and when I read information back, I change the " "(five spaces) back to be `line.seperator` to fix this bug.
8. Made the background of the people who joined field light grey to emphasize the meaning of it to improve sensory affordance.
9. Unable to add that functionality due to the lack of time and overwhelming workload
10. Unable to add that functionality due to the lack of time and overwhelming workload
11. When users change their name, I also change their names in the "joined:" field improved consistency.

Long Term Evaluation

QPlay plans to implement a long-term evaluation plan after its first release to ensure it lives up to the high quality standards it strives to obtain for its users. The application will be enhanced to collect user feedback data through the following methods.

QPlay plans to collect data through random voluntary rating pop-ups on the application asking users to give it a 1 or 5 based on interaction experience. If a user rates the application a 1 it will also ask them to give a brief explanation why. Our team decided to use random pop up ratings since we assume our users will be more focused about creating/joining activities when using the application instead of giving feedback. With random pop up ratings we can remind the user that we would like them to provide feedback on the application. A discussion page would also be added to the application where users could post informal questions about the application and others can reply. The application will also collect data by having an user feedback page within the application so if there was an error the user can go to that page, describe the error and submit a report that would be sent the development team to investigate. This way the development team can see what issues users are having and fix the problems. This feature would also send a confirmation email back to users saying we are working on the issues after they have sent a request.

QPlay aims to log data about user interaction. The application plans to collect data about what types of activities certain users are creating or joining most often so it can then recommend certain activities people have created in those categories to them first. QPlay would also log data on which users were usually participating in each other's activities so if a certain user creates an activity the other users would be notified. For marketing purposes the application would also log data about the age category and sex of students who are using the application.

We would be using the data and techniques mentioned above to refine our application in later releases. If any major bugs were reported we would fix those immediately and add the changes into the next release of the application. If users expressed a need for new features on one of the posts in a discussion page we could have a development meeting where we look into implementing it weighing the pros and cons of adding it to our next release. The development team would also take in comments and suggestions we get from the random rating pop ups and again consider them for our next release by having a development meeting and viewing the data and suggestions. In order to filter through the feedback we would be receiving through these methods we would have our database filter through looking for specific words such as features, failure and bugs. Then look to review those comments first in order for us to eliminate non-helpful feedback.

In the future to access information about the phenomenological aspects of interaction QPlay users have with the application over time we would use periodic questionnaires. The app would every month ask users to complete a voluntary brief questionnaire about their experience with QPlay in order to collect quantitative and qualitative data about the application in a cost effective manner. We have chosen to

collect data every month in order to see changes over time of the users feelings about the application. The questionnaires are however voluntary this is to avoid users becoming frustrated with having to complete them. QPlay would then use this data to better enhance the application releases in the future and hopefully improve the emotional impact the application has on users.

Poster

See attached.