

Phase 3

Group 2

Date: Sunday November 12, 2015

Members:

Student: Ally McManus
Role: Project Manager
Student Number: 10091566
NetID: 12amlm

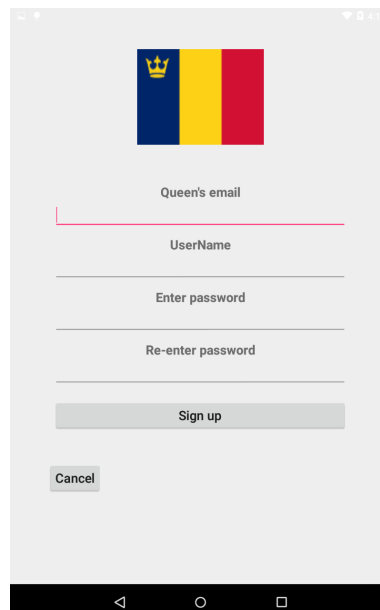
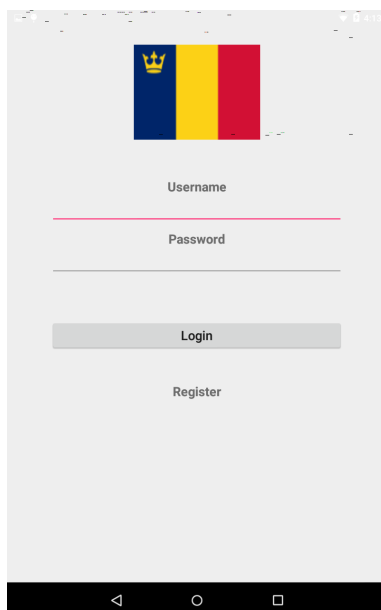
Student: Percy Teng
Role: Programmer
Student Number: 10122592
NetID: 13spt1

Student: Mitch Vollebregt
Role: Tester
Student Number: 07401124
NetID: 31mv9

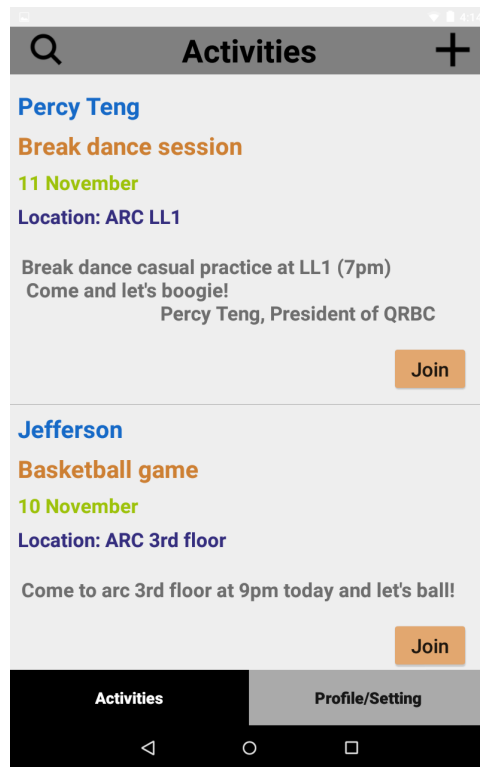
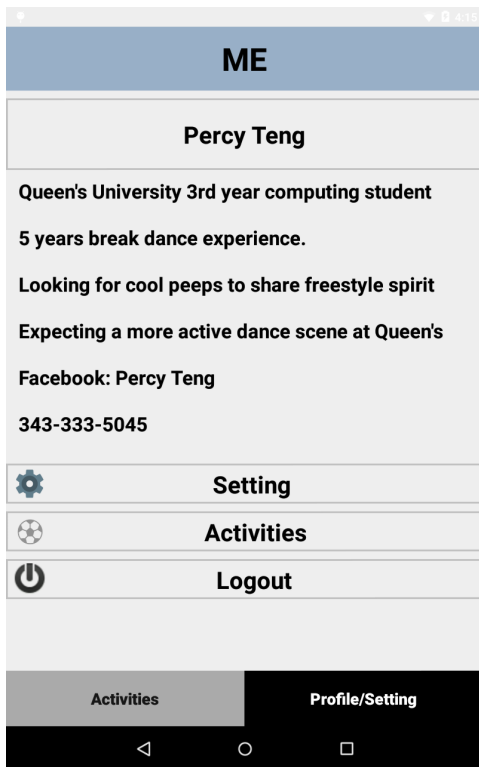
Change Log

Change Made:	Details:
1. Change the appearance of login and registration interface	Deleted the big "Q" symbol in login and registration interface. Added Username textview in registration interface. Changed the style of edit text in both interfaces
2. Changed the appearance of profile page	Added logout button under activities button. Changed the colors of some parts of the interface. Filled out the interface with actual user information.
3.Changed the appearance of activity list page	Changed the create icon to be a "+" so it will be better recognized by users. Filled out the interface with made up activities posted. Added "join" button so users are able to join activities.
4.Changed the appearance and functions of activity creation page	Added a date picker for users to pick the date and changed color of some parts of the page
5.Added rate button to user own activity list	Added rate buttons for each activity in the page which displays all the activities the current user attended or hosted so users can rated all the activities.
6.Added an other user profile page for information of other users	This page is fairly similar to the profile page except there is no setting and logout button.
7.Changed the layout and appearance of setting page	Removed the logout button from setting page and moved cancel and save button up to the top of the page. Changed the color of some parts of the page for aesthetic purpose

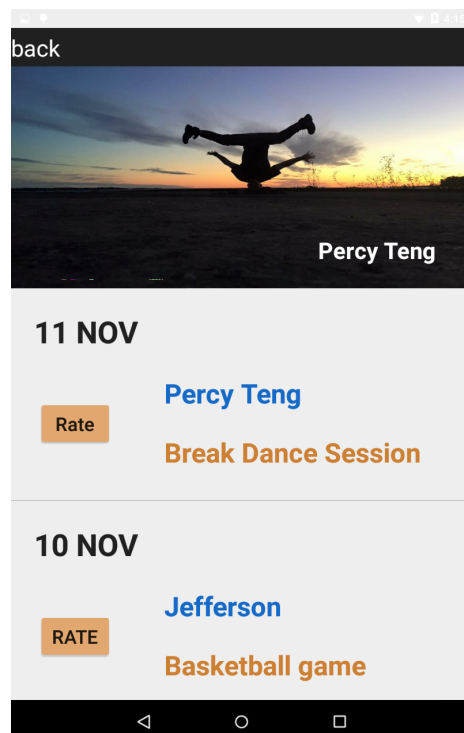
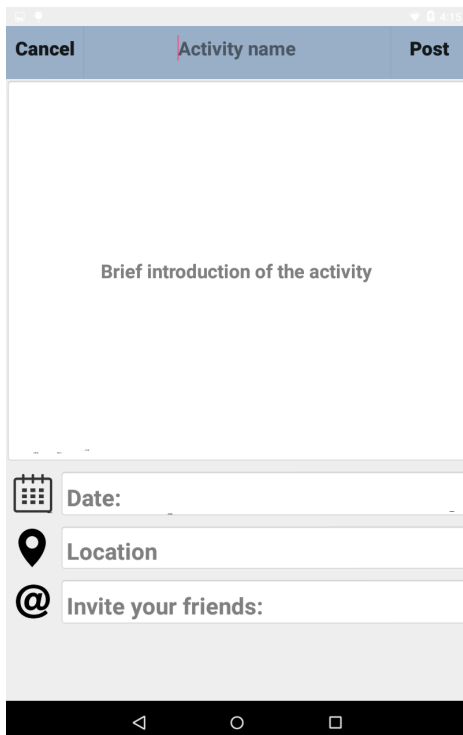
Change 1:



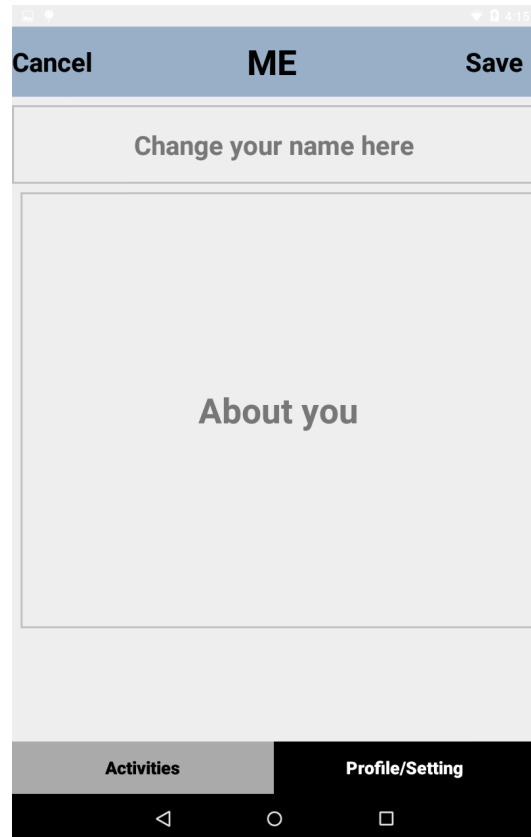
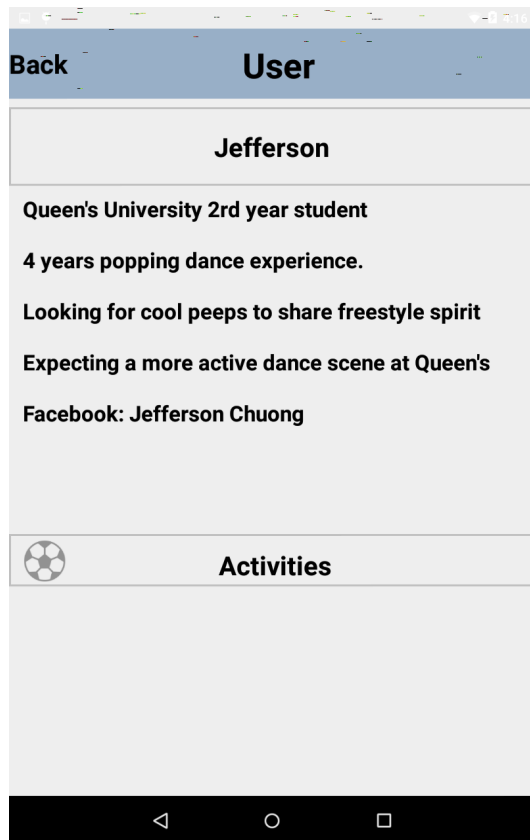
Change 2 and 3:



Change 4 and 5:



Change 6 and 7:



Detailed Task Descriptions

Task Description 1: Create event

- Log in with your queen's email and password
- Press activity button in the bottom left corner which will give you an overview of all the activities in Queen's community
- Press the "+" button in the top right corner which directs you to an activity creation interface.
- Type in name of the activity, date, location and description of the activity you are creating.
- Press Post button in the top right corner of the current interface.

Task Description 2: Join event

- Log in with your queen's email and password
- Press activity button in the bottom right corner which will give you an overview of all the activities in Queen's community
- Press the join button in the bottom right of the intended activity.
- User is registered in when the text of the button turned to be "Joined".

Heuristic Evaluation Forms

List of Heuristics Used for Evaluation:

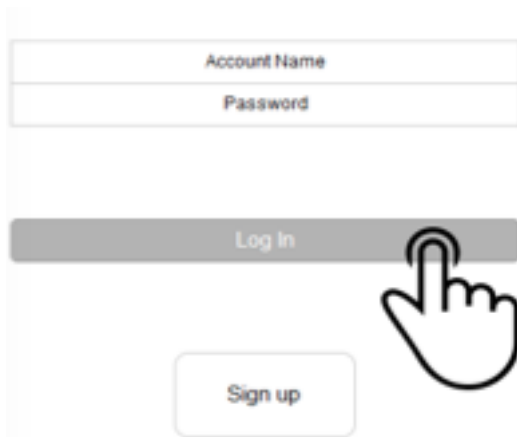
- Helps user recognize, diagnose and recover from errors.
- Consistency and standards
- Match between the system and the real world
- User Control and freedom
- Recognition rather than recall

Evaluator: Ally McManus

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #1

Prototype screen, page, and location of problem: Third page of prototype bottom of screen.



Name of heuristic: Helps user recognize, diagnose and recover from errors.

Reason for reporting as negative or positive: Does not give user appropriate error message information if they log into the app incorrectly (wrong password or not valid email) .

Scope of problem: Login page of app.

Severity of problem (high/medium/low): High

Justification for severity rating: If the user doesn't understand why they can't log into the app they may get frustrated and not use the app at all.

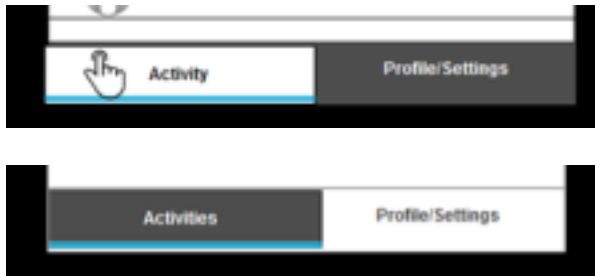
Suggestions to fix: Add an informative error message to the screen to indicate to the user if they have entered their password incorrectly or if they are not using a valid email address.

Possible trade-offs (why fix might not work): May result in user realizing they have forgot their password or email they used and would need more information which the application right now does not provide.

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #2

Prototype screen, page, and location of problem: Screen 6 and 7



Name of heuristic: Consistency and standards

Reason for reporting as negative or positive: Bottom left hand button is labeled “Activity” on one screen and “Activities” on other screens, which is inconsistent and unclear of what the button does.

Scope of problem: Every screen

Severity of problem (high/medium/low): Medium

Justification for severity rating: It will be confusing to the user and cause inconsistency throughout the app but they will likely still understand what the button means.

Suggestions to fix: Change the button to say “Activities around you”. This give a more clear description to the user of what the button does when you click on it. They will be able to differentiate between activates they’ve joined and activates they want to browse for.

Possible trade-offs (why fix might not work): May result in inconsistency with something else in the app or if we update it later on where the page shows more then just activates in the same area as the user.

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #3

Prototype screen, page, and location of problem: Screen 7



Name of heuristic: Match between the system and the real world

Reason for reporting as negative or positive: Icon used for “create a new activity” isn’t very clear or recognizable to a user.

Scope of problem: Every page in the app where you can create an activity.

Severity of problem (high/medium/low): High

Justification for severity rating: If the users aren’t familiar with the icon to create an activity it will cause a lot of confusion and they will be unable to create activities in the application.

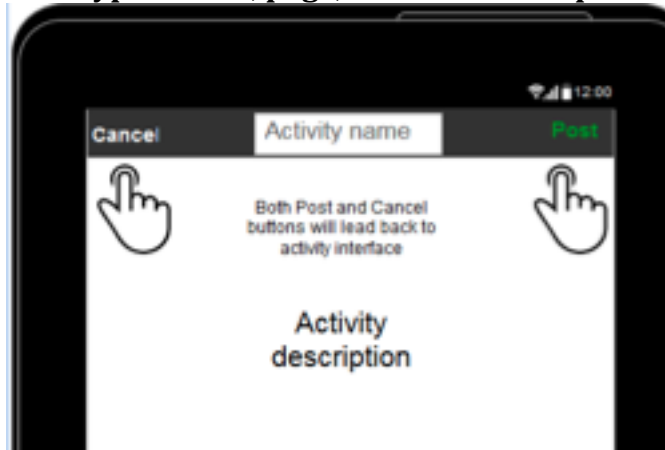
Suggestions to fix: Change the icon to a “+” or “create activity” button instead so it is more clear to users on how to create activities.

Possible trade-offs (why fix might not work): Users may not know what the “+” icon means either or “create activity” might be too long of a phrase on the screen and effect the aesthetic appearance of the app.

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #4

Prototype screen, page, and location of problem: Screen 8



Name of heuristic: User Control and freedom

Reason for reporting as negative or positive: The cancel button on the create activity page allows the user control to cancel creating an event and get back to the activities page if they have accidentally pressed that button or wish to no longer create an event.

Scope of problem: Create event page

Severity of problem (high/medium/low): non-existent

Justification for severity rating: There is no problem with this function since it allows the user access to easily leave a page they wish to no longer be on.

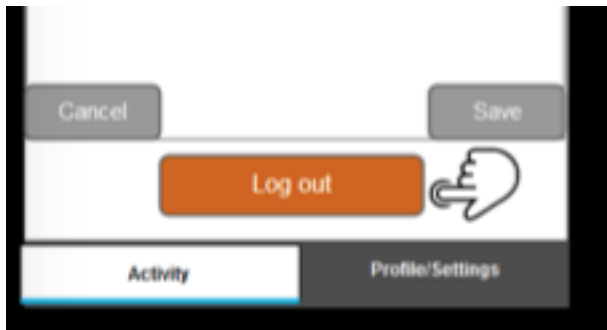
Suggestions to fix: Add more features/options like this throughout the app.

Possible trade-offs (why fix might not work): Sometimes we will need specific information from a user on a certain page and will not want them to leave the page before answering such as a password or email on login page.

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #5

Prototype screen, page, and location of problem: Screen 13



Name of heuristic: User Control and freedom

Reason for reporting as negative or positive: A logout button is only available on setting page of the application

Scope of problem: Every page of application

Severity of problem (high/medium/low): Medium

Justification for severity rating: The user has to always go to the settings page if they wish to logout of an application

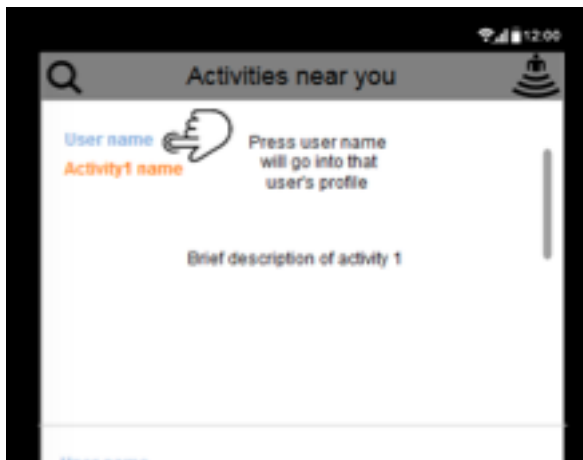
Suggestions to fix: Add a logout button to every screen on the application so user has easy access to logout if they wish to.

Possible trade-offs (why fix might not work): Adding a logout button on every page could clutter the design.

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #6

Prototype screen, page, and location of problem: Screen 9



Name of heuristic: Recognition rather than recall

Reason for reporting as negative or positive:

Scope of problem: Activates near you page

Severity of problem (high/medium/low): High

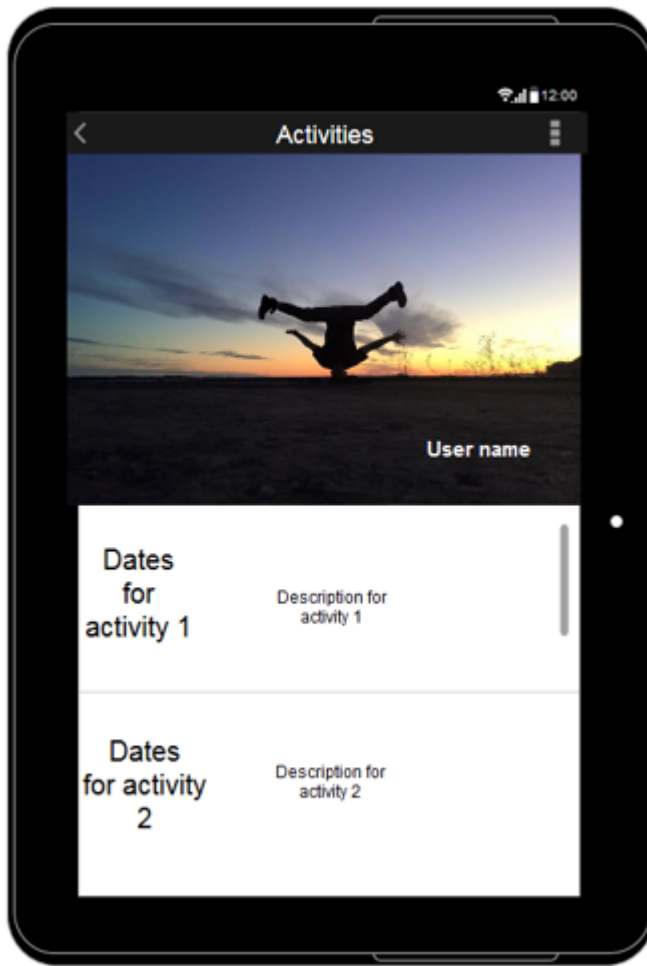
Justification for severity rating: The user has no icon or button to select when wanting to join an event.

Suggestions to fix: Add a “join event “ button that switches to “joined” after they have clicked it so the user is able to join event near them and knows when they have joined an event.

Possible trade-offs (why fix might not work): There is not current functionality for this in the prototype and it is a required feature for our application so there are no trade offs for adding this feature.

Problem # : 7

Prototype screen, page, location of problem:



Name of Heuristic: Recognition

Reason for reporting as negative or positive: Missing a function for joining activities in other users' activity lists.

Scope of problem: every activity that hasn't taken place yet in users' activity lists

Severity of problem (high/medium/low): Medium – would be a helpful change but not necessary.

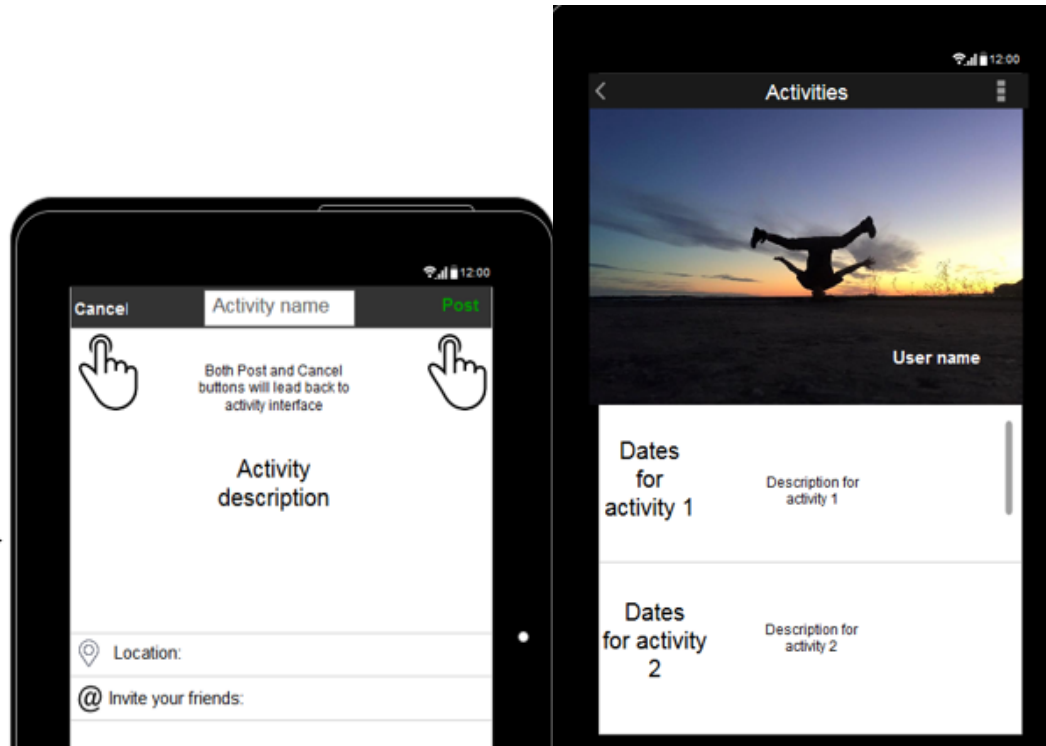
Justification for severity rating: It will be more convenient for users if they can join activities by going into the activity creator's activity list.

Suggestion to fix: Add a join button beside each activity that hasn't taken place yet in this user's activity list. When users press the button, they will be registered in the activity along with their name appeared under the activity.

Possible trade-offs (why fix might not work): cause more complexity for developers.

Problem # : 8

Prototype screen, page, location of problem:



Name of Heuristic: Consistency and standards

Reason for reporting as negative or positive: missing for a text field for dates when creating a new event since dates is an important parameter for each activity in user activity list interface.

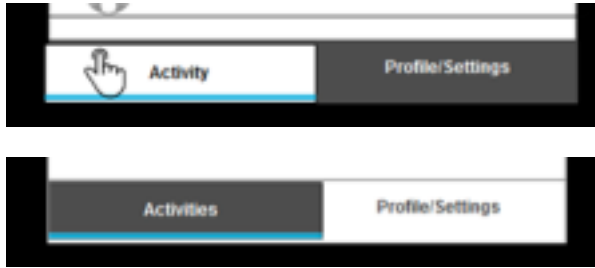
Scope of problem: every activity creation interface

Severity of problem (high/medium/low): Medium – relatively important problem for developer. Minor problem for users.

Justification for severity rating: Solving this problem will make it easier for developers to generate activity list interface. Users, however, will likely still include the dates of the activity within the description.

Suggestion to fix: add an additional bar either above “location” or below “invite your friends” for time schedule

Possible trade-offs (why fix might not work): None drawbacks for fixing that problem



Name of heuristic: User Control and Freedom

Reason for reporting as negative or positive: Activities and and Profile/Settings buttons are available on almost every page giving the user immediate access to the two highest level and most import functions.

Scope of problem: Almost every screen

Severity of problem (high/medium/low): low

Justification for severity rating: It is desirable for these buttons to exist on every screen rather than just most of the screens.

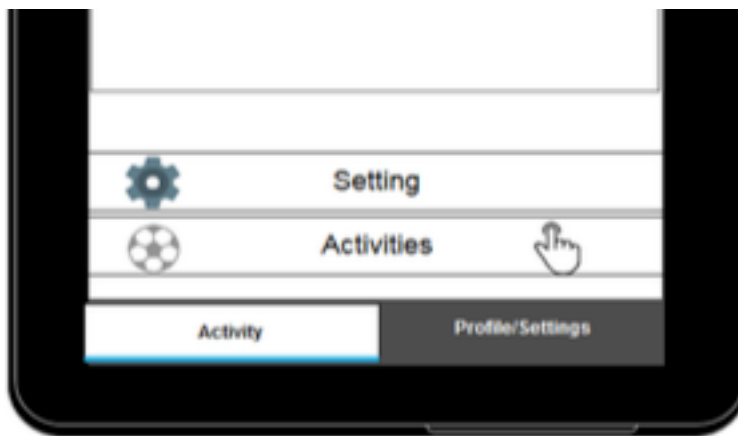
Suggestions to fix: It would be nice if every screen with the exception of the login screens maintained these two buttons so the user always has the ability to quickly access either functionality.

Possible trade-offs (why fix might not work): Gives the user multiple ways to jump to the highest level of each screen which might not be clear (cancel button or activity button).

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #9

Prototype screen, page, and location of problem: Screen 4,6,7,9,11,12,13



Name of heuristic: Match Between System and The Real World

Reason for reporting as negative or positive: Users activities should be named something different than “Activities” to not be confused with the global application activities.

Severity of problem (high/medium/low): Medium

Justification for severity rating: The current copy “Activities” does not differentiate from the global copy “Activities” despite being different.

Suggestions to fix: Should be named “My Activities” or something similar so the user knows these are their activities.

Possible trade-offs (why fix might not work): No reasons.

Name of system being evaluated: QPlay

Other information about the system being evaluated: Problem #10

Prototype screen, page, and location of problem: Screen 4

Summary Report:

Must Do Fixes:

1. Problem 6 - Missing the “Join Activity” button on activities page. This needs to be fixed immediately as it is a core function of our application.
2. Problem 8 – Missing the date field for activity descriptions. Date needs to be added so users know when activities will be happening.
3. Problem 3 – Change the create event icon to a “+” so users are better able to identify how to create an event.

RITE UX Evaluation

1. The ideal participant for our RITE will be a user within our target audience (Queen's students) and familiar with smartphones and preferably the Android operating system.
2. The participants will perform two tasks. First they will perform the task that we have implemented in our vertical prototype: creating an event. Then they are given the task of joining an event.
3. Both tasks have been identified as critical tasks as they are the main functionality of the application vital for its usability – if a user cannot create and event then there are no events to join and if a user cannot join an event then there are no successful events.

4. Task scripts:

- a. Both tasks will be performed using the detailed mock-ups previously constructed and the user will be given a brief description about the application. The user will be told the overall task and shown the initial login screen. They will then be asked to explain the action they would take on the given screen and why, as well as any confusions or uncertainties they had regarding their choice. They will then be given the next screen and the process will repeat until the task is completed. At each screen the facilitator will be given a set of optimal steps to complete the action and should observe if the user completes the action using the same steps. If the user does not complete the action in the optimal number of steps the facilitator should ask the user about their choices.

b. Task 1 – Creating an event

1. The user is given a brief description regarding the application and can ask questions to ensure they understand the applications goal.
2. The user is to be instructed to use the application to create a new event of their choice.
3. The user is to be shown the “Login” screen and instructed to make up a username and password. The facilitator should note the optimal steps are:
 1. Tap “username” field to bring up keyboard
 2. Enter username in “username” field
 3. Tap “password” field
 4. Enter password in “password” field
 5. Tap “login” button
4. The user is then to be shown the “activities” screen, the first screen displayed after a successful login. The facilitator should let the user look at the page for a few moments and then ask the user what they think the purpose of the screen is as this is the most important and information dense screen. The facilitator should then remind the user of the task and note their action. The optimal step is:
 1. Tap “add event” button in top right corner of the screen

5. The user is then to be shown the “create new event” screen. The user is instructed to create an event at their discretion. The user is instructed not to invite other users to the event and to leave the “invite friends” field blank. The optimal steps are:
 1. Tap “description” field to pull up the keyboard
 2. Write description for the event in the “description” field
 3. Tap “date” field
 4. Enter date in the “date” field.
 5. Tap “location field”
 6. Enter location in the “location” field
6. The user has now successfully completed the task and should be given a chance to further explain their thoughts on the process.

c. Task 2 – Joining an event

1. The user is given a brief description regarding the application and can ask questions to ensure they understand the applications goal.
2. The user is to be instructed to use the application to join a sample event of their choice.
3. The user is to be shown the “Login” screen and instructed to make up a username and password. The facilitator should note the optimal steps are:
 1. Tap “username” field to bring up keyboard
 2. Enter username in “username” field
 3. Tap “password” field
 4. Enter password in “password” field
 5. Tap “login” button
4. The user is then to be shown the “activities” screen, the first screen displayed after a successful login. The facilitator should let the user look at the page for a few moments and then ask the user what they think the purpose of the screen is as this is the most important and information dense screen. The facilitator should then remind the user of the task and note their action. The optimal steps are:
 1. Tap “join” button on event the user wishes to join
 2. User is instructed by the facilitator that the join button has changed to “joined”
5. The user has now successfully completed the task and should be given a chance to further explain their thoughts on the process.

5. Participant user 1

- The first user fits our ideal candidate, as they are a Queen’s student, a smartphone user, and familiar with the Android operating system. The user uncovered the majority of the issues and oversights in the UX for the given tasks. The user’s thoughts for both tasks are summarized as the following notes:

- The user experienced no issues with the login interface and stated that it felt familiar.
- The user was immediately familiar with the layout of the “activities” screen and what its purpose was. The user was however unsure about where the add button was but correctly guessed the top right corner. The user explained that was the familiar location for an add button however the icon used created uncertainty. This is flagged as an issue.
- The user was able to explain how they would use the “create events” page however assumed that a calendar would pop up when tapping on the “event”. This is flagged as an issue.
- The user was able to complete the task in the optimal number of steps at each screen however did raise concerns that need to be addressed.

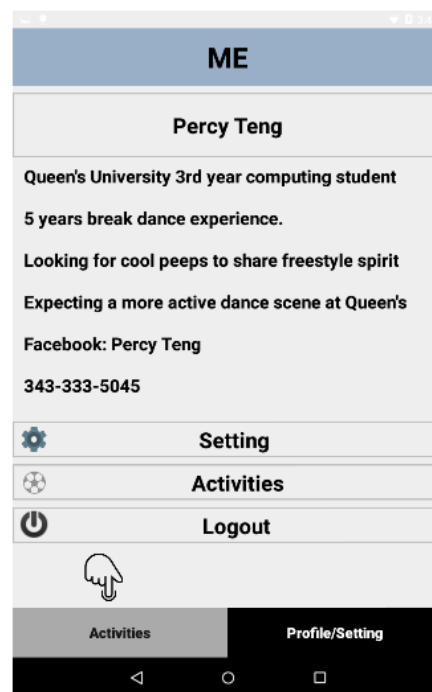
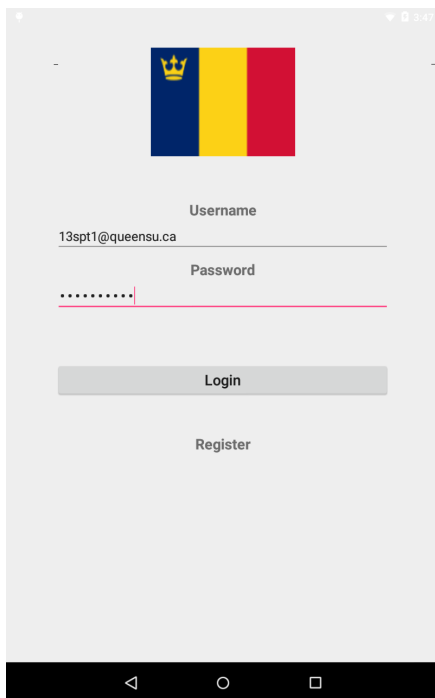
6. Participant user 2

- The second user was tested on the improved user interface and experienced improved results compared to user 1. This user was also our ideal candidate as they were a Queen’s student, a smartphone user, and familiar with the Android operating system. This is fortunate as it allows us to keep the focus of the test on our user interface as both users have similar levels of experience with Android.
- The user was able to complete each screen in the optimal number of steps and had more certainty over their decisions than the last user. This user also assumed that tapping on the “date” field when creating an event would open a pop up calendar, which was now the implemented interaction.

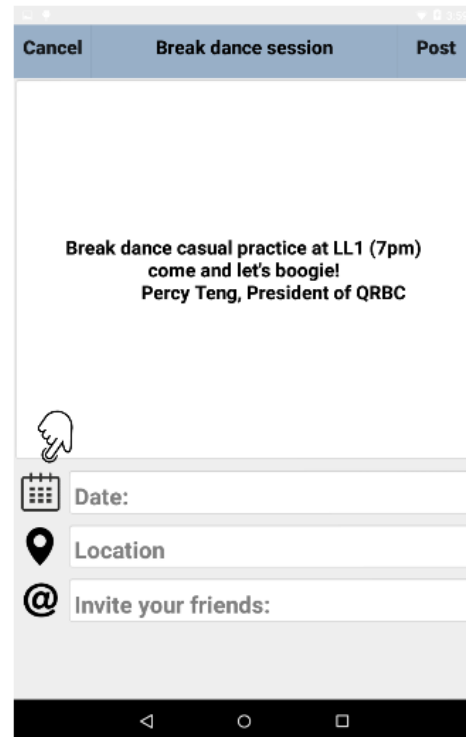
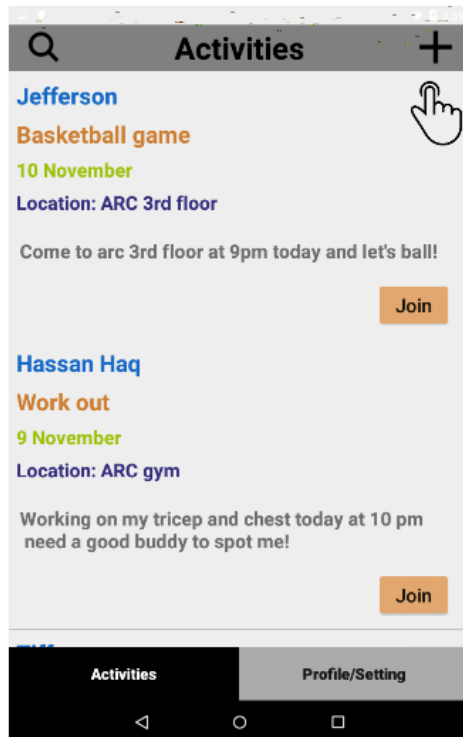
Vertical Prototype

Task Description implementation: Create event

1. Log in with your queen's email and password
2. Press activity button in the bottom left corner which will give you an overview of all the activities in Queen's community

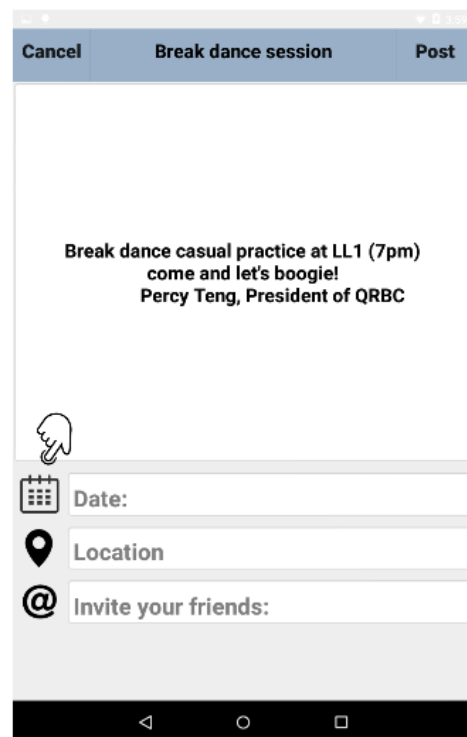
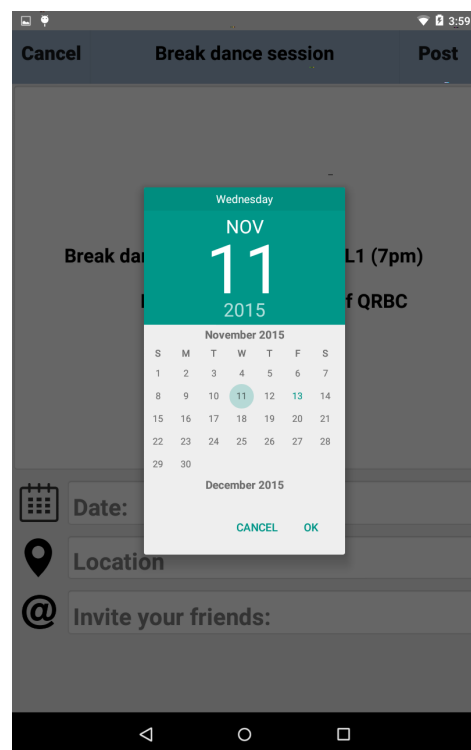


3. Press the "+" button in the top right corner which directs you to an activity creation interface.
4. Type in name and description of the activity you are creating and press the calendar icon to select the date of the activity.

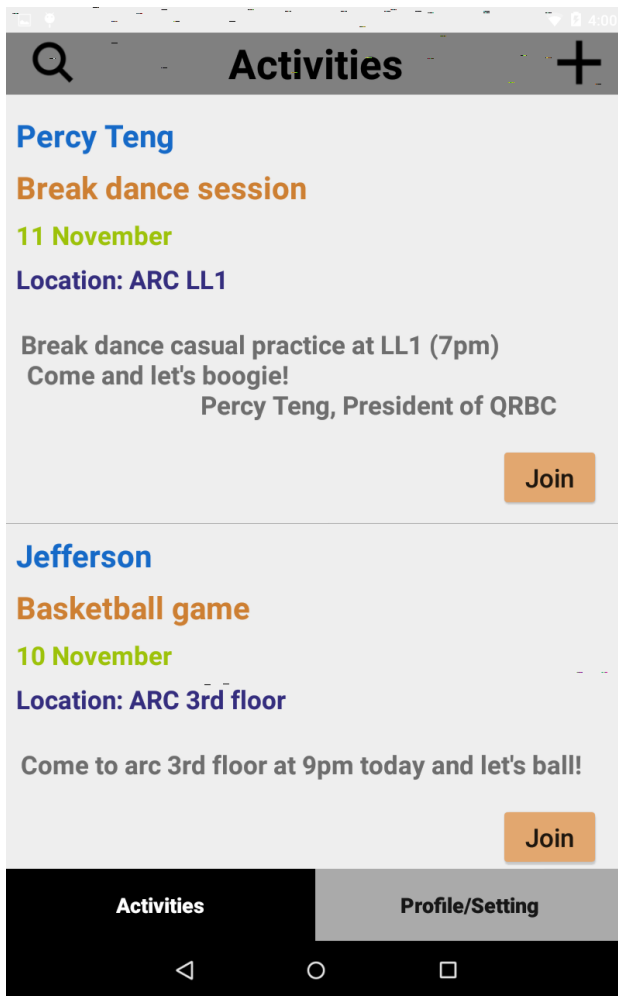


5. select a date from the calendar.

6. Press Post button in the top right corner of the current interface.



7. The new activity is posted in the activity list.



Questionnaire

Adaptations to questionnaire:

- I changed the term “system” to “app”
- I changed the scale and anchors to match specific questions
- I added a “comments” section under each question for more feedback on the specific rating if applicable
- I re-worded some questions to be more related to the app (ex. referencing Queen’s Students)

Questions were ranked on a scale of: -2 -1 0 1 2

Web link to survey: <https://www.surveymonkey.com/r/MBFC8LS>

QPlay Questionnaire

1. I think that I would like to use this app frequently

Absolutely

Most Likely

Potentially

Not often

I would never use this app

☐

☐

☐

☐

☐

If notable, please describe why you gave that rating

2. I found the app unnecessarily complex

Absolutely

Mostly complex

Neither simple nor complex

Not very complex

I never found the app complex

☐

☐

☐

☐

☐

If notable, please describe why you gave that rating

3. I thought the app was easy to use

Absolutely	Mostly easy to use	Neither easy nor hard	Not easy to use	I wasn't able to use this app at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.

4. I think that I would need a “Getting Started” guide to be able to use this app.

Absolutely	Most likely	Not sure if I would need a starter guide	Not likely	I would not need a starter guide to use this app.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.

5. I found the various features in this app were well integrated

Absolutely	Mostly integrated well	Not sure	Poorly integrated	Not integrated well at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.

6. I thought there was too much inconsistency in this app

Absolutely	Mostly inconsistent	Neither inconsistent nor consistent	Not much inconsistency	There was no inconsistency
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.

7. I would imagine that most Queen's students would learn to use this app very quickly

Absolutely	Most likely	Not sure	Not likely	They would not be able to learn use the app quickly.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.

8. I found the app very awkward to use

Always	Very often	Sometimes	Not often	I did not find the app awkward to use
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.

9. I felt very confident using the app.

All the time	Most of the time	Half of the time	Rarely	I never felt confident using the app
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.

10. I needed to learn a lot of things before I could get comfortable with using this app.

Absolutely agree	Mostly agree	Sort of agree	Don't agree	I did not need to learn anything before using this app.
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If notable, please describe why you gave that rating.