

Group 5 – Usability Testing & Heuristic Evaluation

Attended meeting: Javier Ramirez
Tai Pham

Study Task-

- 1-You just bought the new watch, set up the watch.
- 2-You have been feeling tired recently you want to find some way to correlate this with how much active you've been, check on your fitness this week.
- 3- after a long and tiring day, you want to know how much you have moved around, check to see how many miles you've walked or run.
- 4-after eating so much mcDonalds, you feel funny so let's check on your pulse.
- 5- you just stood up too quick and feel a head rush, let's check up on your blood pressure.

Prototype A

<https://www.figma.com/proto/hE0aKlgjOETuwxNDFWYh/Prototype-A?scaling=scale-down>

Prototype B

<https://www.figma.com/proto/S3EdgYdQTw4mPXoLj6YVxcik/Prototype-B?node-id=0%3A1&scaling=scale-down>

Part 1: Usability Testing

User: Milad Montazeri

- **What did you like about Prototype A?**
 - That everything in main options was in one page.
- **What did you dislike about Prototype A?**
 - The button were kind of small for a watch interface.
- **What did you like about Prototype B?**
 - The ability to scroll (press the down arrow)
- **What did you dislike about Prototype B?**
 - It takes more time to do a task, because of the scroll.
- **What was confusing about these prototypes?**

- It didn't ask for too much information about my self-characteristics compared to other watches for accuracy.
- Do you have any suggestions for improving these prototypes?
 - You could add body weight and body type

Study Report

Study Session # 1, 10-28-18, 1:00pm, Business Building

Study Participant info: Milad Montazeri and they're occupation is a business student.

Who conducted the study: Javier Ramirez and Tai Pham

Observations from Prototype A: When they were testing A I saw they were confused at first, because there wasn't menu option, there's an option button, but that usually not the norm. Mistakes that were made was when they selected the home button they thought they would go the main menu tab.

Observations from Prototype B: I saw that their time for completing task were way finished faster than in prototype A. Having named the button differently and adding the scroll ability they were able to make clear selections.

Participant feedback: The user highly preferred prototype B, because of the size of the buttons and scroll ability, but he also thought that we should add more information in to the information tab for accurateness.

Jinu Shin- Study Task

-What did you like about prototype A?

Prototype A was straight forward, it was easy to know where i was going after an initial run through. The study tasks where easily completed

-What did you dislike about prototype A?

There wasn't too much to dislike about this prototype, other than its look, but it is a prototype and not a completed version.

-What did you like about prototype B?

B was also very straight forward, the ability to "scroll" was helpful. The fact that there was a home button and menu button on all the pages help to easily navigate better. I was able to complete the study task as easy as prototype A.

-What did you dislike about prototype B?

The prototype itself lacks aesthetics but its only a prototype. Other than that it works well and function as it should

-What was confusing about these prototypes?

It wasn't as confusing as it seem at first. I was able to set up the watch, but since the ability to put in your name and age was NULL, Tai noted that before beginning so in a real watch i would be able to easily set it up.

-Do you have any suggestions for improving these prototypes?

Figure out how to be able to fill in blanks on the prototype it self, but other than that, it is functional.

Study report:

Study session 2: 11-2-2018 B school

Jinu Shin

Conductor- tai pham and Javier Ramirez

Prototype A observation: went smoothly

Prototype B observation: went equally as smooth

Participant noted that both prototype worked out pretty well.

User: Jacob Tran

- **What did you like about Prototype A?**
 - I liked that it felt like a simple interface that had a lot of health features.
- **What did you dislike about Prototype A?**
 - The back button on the main options page was really small.
- **What did you like about Prototype B?**
 - The larger buttons and down arrow to scroll down.
- **What did you dislike about Prototype B?**
 - I prefer to have the options on the bottom after selecting a health feature,
- **What was confusing about these prototypes?**
 - It was confusing to have no color in the background of the tabs.
- **Do you have any suggestions for improving these prototypes?**
 - I would find the application more appealing if there was more color.

Study Report

Study Session # 3, 10-29-18, 3:00pm, Engineering main lobby building

Study Participant info: Jacob Tran and they're occupation is a computer science student.

Who conducted the study: Javier Ramirez and Tai Pham

Observations from Prototype A: The user seemed a little confused at the main page as to which button to press. After they got to the main menu he completed the tasks successfully.

Observations from Prototype B: It was clear to the user how to get to the main menu and then complete the desired tasks.

Participant feedback: From the feedback the user would likely of chose prototype B, with more color added to the prototype.

Part 2

Prototype	Heuristic	Tester
B	Consistency and standards	Javier Ramirez
A	Visibility of system status	Javier Ramirez
A	Matches between system and the real world	Javier Ramirez
B	Recognition rather than recall	Javier Ramirez
B	Aesthetic and minimalist design	Javier Ramirez

Prototype	Heuristic	Tester
B	User control and freedom	tai
A	Error prevention	tai
A	Flexibility and efficiency of use	tai
B	Help and documentation	tai
B	Help users recognize, diagnose, and recover from error	tai

UAR #: 1	Problem/Good: Good	Rated by: Javier Ramirez
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Name: Milad Montazeri			
Relevant heuristic: Consistency and standards			
Steps to reproduce: Stepping through the process of the application was seamless			
Detailed explanation: It was very easy to navigate to the different options.			
Possible solution: This was excellent implantation of consistency and standards.			
Severity (low, medium, high, critical): Critical		See also:	

UAR #: 2	Problem/Good: Problem		Rated by: Javier Ramirez
Name: Milad Montazeri			
Relevant heuristic: Matches between system and the real world			
Steps to reproduce: Write out what acronym stands for not reducing it for example BPM – beats per minute.			
Detailed explanation: The user had trouble understanding some abbreviations to some medical terms.			
Possible solution: Write out the abbreviations for example BPM – beats per minute.			
Severity (low, medium, high, critical): Low		See also:	

UAR #: 3	Problem/Good: Good	Rated by: Javier Ramirez	
Name: Jinu Shin			
Relevant heuristic: Visibility of system status			
Steps to reproduce: It was a good idea to include what part of the application they were on.			
Detailed explanation: It was clear to the user by specifying what was happening through the process of the application.			
Possible solution: There was enough explanation on each phase of the process, do it was a good implementation of visibility of system status			
Severity (low, medium, high, critical): High		See also:	

UAR #: 4	Problem/Good: Good	Rated by: Javier Ramirez	
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Name: Jinu Shin			
Relevant heuristic: Recognition rather than recall			
Steps to reproduce: Have a minimalist approach by not having to go in too deep for each selection they choose.			
Detailed explanation: The user found it easy to go through each process without getting lost.			
Possible solution: I implemented the heuristic well.			
Severity (low, medium, high, critical): High		See also:	

UAR #: 5	Problem/Good: Good	Rated by: Javier Ramirez
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Name: Jacob Tran			
Relevant heuristic: Aesthetic and minimalist design			
Steps to reproduce: Just have the important information about the features to display to the user.			
Detailed explanation: The user found all the information relevant in the process without any information that was displayed without relevant information.			
Possible solution: I implemented the heuristic well.			
Severity (low, medium, high, critical): High		See also:	

UAR #: 6	Problem/Good: good	Rated by: tai pham
Name: jacob tran		
Relevant heuristic: User control and freedom		
Steps to reproduce: Have the home button be available everywhere		
Detailed explanation: By having the home button available when people feel stuck they can leave and have control		
Possible solution: Its easier to have the home button on the side of the watch that way its always readily available		
Severity (low, medium, high, critical): high	See also:	

UAR #: 7	Problem/Good: problem	Rated by: tai pham
Name: Jinu Shin		
Relevant heuristic: Error prevention		
Steps to reproduce: When pressing something that doesn't do anything you dont know if its just loading or if its not doing anything		
Detailed explanation: The user found it hard to know if they are waiting or the watch is frozen		
Possible solution: Have the watch vibrate slightly when pressing something that the watch cannot evaluate, When it vibrates it gives us feedback, telling us that there is a error in what your trying to do		
Severity (low, medium, high, critical): high	See also:	

UAR #: 8	Problem/Good: good	Rated by: tai pham
Name: Jinu Shin		
Relevant heuristic: Flexibility and efficiency of use		
Steps to reproduce: It was clear on how to use all the functions		
Detailed explanation: The user was able to run everything smoothly		
Possible solution: There doesnt need to be any shortcuts as the UI is simple and straight forward		
Severity (low, medium, high, critical): low	See also:	

UAR #: 9	Problem/Good:	Rated by: tai pham
Name: Milad Montazeri		
Relevant heuristic: Help and documentation		
Steps to reproduce: the interface is simple enough where you wont need help		
Detailed explanation: The user was able to do everything with ease and without help and quickly		
Possible solution: Help documentation is not needed as the UI is very simple		
Severity (low, medium, high, critical): low	See also:	

UAR #:10	Problem/Good:	Rated by:tai pham
Name:Milad Montazeri		
Relevant heuristic:Help users recognize, diagnose, and recover from error		
Steps to reproduce: When the UI ever crash an error message could be presented to tell the user to turn the watch on and off		
Detailed explanation:if the UI ever crash, safety code can pop up that prompts the user to restart the watch		
Possible solution: Create a prompt that shows up if the UI crashes		
Severity (low, medium, high, critical):low	See also:might not need when dealing with such a simple UI	