

Group 5

2018/12/2 下午4:16

- Prototype A:
<https://www.figma.com/file/EOdQFJ6lSY7CTTaHzeYfk122/Stop-Smoking-App-Version-A?node-id=0%3A1>
- Prototype B:
<https://www.figma.com/file/TwCl72JlJSMQ6PJ2TBZ2Ue/Stop-Smoking-App-Version-B?node-id=0%3A1>

Part 1:

- User test 1: Dec 2, 6:00pm, Norlin Library
- Study participant info: A, student
- Who conducted the study: Tianjian Wei, Tianyi Ma
- Participant feedback:
 - What did you like about Prototype A
The layout is easy to understand and to use.
 - What did you dislike about prototype A
No follow up suggestions for users.
 - What did you like about Prototype B
It has a clean layout.
 - What did you dislike about prototype B
Black color background. Should include some theme choices.
 - What was confusing about these prototypes
In prototype A, the "next" button on the up right of report page is confusing. Can combine two pages together and remove the "next" button.
 - Do you have any suggestions for improving these prototypes
Adding social networks.
- User test 2: Dec 2, 6:12pm, Norlin Library
- Study participant info: B, student
- Who conducted the study: Tianjian Wei, Tianyi Ma
- Participant feedback:
 - What did you like about Prototype A
The layout looks good.
 - What did you dislike about prototype A
The page looks boring
 - What did you like about Prototype B
Operation is simple for everyone
 - What did you dislike about prototype B
Age limit for smoking (under 18 should not able to use)
 - What was confusing about these prototypes
In prototype B, there's No click buttton or any instruction on welcome pages. People might get confused for what should they do.
 - Do you have any suggestions for improving these prototypes
Adding a guide / tutorial
- User test 3: Dec 2, 6:25pm, Norlin Library
- Study participant info: C, student
- Who conducted the study: Tianjian Wei, Tianyi Ma
- Participant feedback:
 - What did you like about Prototype A
It's simple to understand and to use
 - What did you dislike about prototype A
Mistakenly pressed the record but can't undo
 - What did you like about Prototype B
Specific profile for accurate smoking information.
 - What did you dislike about prototype B
No punishment for over-smoking.
 - What was confusing about these prototypes
The icon at left-corner let user confused with "Friends"
 - Do you have any suggestions for improving these prototypes
Add registration on login page
- Observations from Prototype A:
All three user find it easy to use and don't have a lot of problems when using it. But there are some series problems and bugs that we didn't find it before such as the app can't undo the "record smoking".
- Observations from Prototype B:
During the test study of Prototype B, there are couple surprises, such as: I did not realize that user will be confused during welcome page, as well as some mistakes, for example: forgetting to add a registration button for users to sign up

Part 2:

Prototype	Tester
A	Tianjian Wei
B	Tianyi Ma

Usability Aspect Report 1: (UARI)

Complete this form *once*, as the first page of your report:

Product Name: Quit Smoking app - prototype A
Date of Study: Dec 2, 2018
Experimenters' Names: Tianjian Wei
Subject ID: #1

Complete this form for *each* problem or good aspect that you observe. (An empty form, suitable for actual use, is on the last page. These are the instructions).

No. <The type of observation (HE or UE) and <i>unique number</i> > (HE=Heuristic evaluation; UE=User Evaluation)	Problem/Good Aspect < say which >
Name: < Succinct but descriptive and distinctive name for the problem or good aspect.>	
Evidence: Heuristic: < For Heuristic Evaluations, list the name of the heuristic (e.g., "Consistency") > Interface aspect: <Where the problem is. Include relevant facts about the interface. In addition to interface facts, pictures are almost always necessary and usually faster to produce than words alone, unless you are very skilled at providing word pictures>	
Explanation: <Your explanation of what's bad or good about this interface aspect. For Heuristic Analysis, put your explanation about how the heuristic is met or violated. If applying the heuristic involves making claims about the user (e.g., what the user will or will not be familiar with), include claims and any evidence/reasoning to support those claims. Locutions such as, "The [expert, novice] user will <i>probably...because...</i> " or "Users will be <i>unlikely</i> to... <i>because...</i> " are appropriate here.>	
Severity or Benefit: Rating: <number + description. Use Nielson's ratings: (see http://www.useit.com/papers/heuristic/severityrating.html) 0 = <u>Not a problem</u> : I don't agree that this is a usability problem at all 1 = <u>Cosmetic</u> problem only: need not be fixed unless extra time is available on project 2 = <u>Minor</u> usability problem: fixing this should be given low priority 3 = <u>Major</u> usability problem: important to fix, so should be given high priority 4 = <u>Usability catastrophe</u> : imperative to fix this before product can be released > Justification (Frequency, Impact, Persistence, Weights): Frequency: <Common or rare? Why? How many users (of what type—new, causal, experienced are <i>likely</i> to experience the problem? Why? Is this something most users, some users, hardly any users will <i>probably</i> want to do? Why?> Impact: <Easy or difficult for the user to overcome? Why? If is difficult to overcome if the user is unlikely to be able to achieve goals or will probably waste a lot of time.> Persistence: <Is it a problem that is one-time (once users know about it and overcome it—no matter how difficult it was to detect and to overcome) or will they be repeatedly bothered by it? Why? (If they can't detect it and overcome it, then it persists)> How I weighted the factors: <Justify your numerical rating by providing your assessment and reasoning about all of the following: frequency, impact, and persistence, and how you weighed these factors in your overall severity rating. For example, A relatively rare problem, easy to overcome and low persistence could justify rating as a minor usability problem; a low frequency problem but one that is critical occurs (e.g., Unable to Save) would be grounds for giving it a high severity rating, despite low frequency. If this is a good aspect, then Rating is "NA," but describe the benefits to the user that you see from this aspect. >	
Possible solution and/or trade-offs: < If a problem, propose a possible solution. You MUST include trade-offs to be credible. If you can't think of some bad trade- off, say so. If a good aspect, then trade-offs also are appropriate >	
Relationships: <Cross reference other UARs this relates to (if any). Include No & name. If the relationship to the other UAR is not obvious, then give reasons why you list it here (because...)>	

No. HE 1	Problem/Good Aspect Problem
Name: No undo function	
Evidence: Bad user control and freedom: Can't undo the "record smoking"	
Explanation: The user will probably mess up their smoking counter because they can't undo if they mistakenly press the "record" button	
Severity or Benefit: Rating: 4, usability <u>catastrophe</u> : Justification: Frequency: It should be rare because the chance that user mistakenly pressing "record smoking" button is really high Impact: If users press the record button mistakenly, they can fix this by not pressing the record button next time. But this is still a serious problem because users might not notice about this, and it will be really hard to overcome if user mistakenly press it too many times Persistence: this can be either one-time or every time. If the users keep mess it up, they might just give up using the app.	
Possible solution and/or Trade-offs: If we add undo button, users might keep using undo improperly to reduce their smoking counts	
Relationships:	

No. HE 2	Problem/Good Aspect Good Aspect
Name: Easy to understand and use	
Evidence: Good Visibility of system status: The buttons are in proper position and has good contrast of colors.	
Explanation: Both expert and novice users will be easy to know what we want to show and what they are going to do, because all the buttons have bright colors, which make them having good contrast with the background. The main function button: smoke recording button, is sitting right on the center of the main page. It's big and filled with green color while the background is all black.	
Severity or Benefit: Rating: NA Justification: Frequency: This will be the benefit for users all the time they use it Impact: Big impact for users Persistence: This will be the benefit for users every the time they use it since it also gives users better experience.	
Possible solution and/or Trade-offs: Can't think of any trade-off for putting buttons on proper position or having great contrast. It should always be beneficial.	
Relationships: HE3. Because having shadows also increased the contrast of colors.	

No. HE 3	Problem/Good Aspect Good Aspect
Name: Good feedback	
Evidence: Good Visibility of system status: The shadow shown when clicking each tasks button gives good feedbacks	
Explanation: Both expert and novice will find it easy to know whether they successfully clicked any button, and they are easy to know which page they are because shadow will show on each tasks' button	
Severity or Benefit: Rating: NA Justification: Frequency: This will be the benefit for users all the time. Impact: It gives better using experience but it's not really important. Persistence: This will be the benefit for users all the time they use it since it also gives users better experience.	
Possible solution and/or Trade-offs: Can't think of any trade-off for having good feedbacks.	
Relationships: HE2. Because adding shadows also makes it easier to understand and use.	

No. HE 4	Problem/Good Aspect Problem
Name: Should have a simple versions profile with advanced settings.	
Evidence: Bad Flexibility and Efficiency of use For most users that seldom smokes, we can just use the simple version profile settings. And put other profile settings into the "advanced setting" for smokers that smoke a lot.	
Explanation: The novice user will probably feel boring to register because they have to fill out so many information.	
Severity or Benefit: Rating: 2, Minor usability problem Justification Frequency: Common. Every user will have to register for the app and might have the problem. Impact: It's actually not a big deal, might just get a little boring to fill out the information. Persistence: This will be one-time since user is going to do the registration for only one time	
Possible solution and/or Trade-offs: User who wants to fill more information might miss the "advanced setting" button	
Relationships: HE 5. Adding a guide or tutorial will reduce the chance that users miss the "advanced setting" button.	

No. HE 5	Problem/Good Aspect Problem
Name: No helps for users	
Evidence: Bad Help and documentation The app should give a quick guide or tutorial for first time users. If users don't understand any functions of the app, it should provide a help.	
Explanation: The novice user will probably feel confusing because there's no guide or tutorial for them to use.	
Severity or Benefit: Rating: 2, Minor usability problem Justification Frequency: Rare. Because out app is pretty simple and easy to understand. Impact: It depends on what problem the uses have. However, it shouldn't be hard to overcome since the app is simple. Persistence: This will be a problem every time the user is finding a problem.	
Possible solution and/or Trade-offs: I can't think of any trade-offs for adding helps.	
Relationships: HE 4. Adding a guide or tutorial for register will also reduce the chance that users miss the "advanced setting" button.	

Usability Aspect Report 2: (UAR2)

Product Name: Quit smoking App
Date of Study: Dec 12 2018
Experimenters' Names: Tianyi Ma
Subject ID: 2

No. HE2-1	Problem Aspect
Name: Registration on login page	
Evidence: Heuristic: efficiency of use Interface aspect: at login page, first-time users do not know how to login. And lack of login through other app (Facebook).	
Explanation: Users are unlikely to use our app, because without registration link, creating an account is confusing and complicate.	
Severity or Benefit: Rating: 4 Justification (Frequency, Impact, Persistence, Weights): Frequency: for every first-time users, this problem if common. Impact: Difficult, because if users cannot registration through app, they have to go to the website and create their account. Persistence: One time for each user. How I weighted the factors: This problem must be solved in my view. The lack of registration will lead to less increasing of new users.	
Possible solution and/or trade-offs: Add registration link on login surface, and that link leads to website that helps users to registration.	
Relationships: None	

No. HE2-2	Problem Aspect
Name: No button on welcome page	
Evidence: Heuristic: efficiency of use Interface aspect: On welcome page, there are no button or any hint to let users know what they should do.	
Explanation: Users may feel confusing about what is going on and touch the screen randomly, because users may irritability when they are waiting for a long time.	
Severity or Benefit: Rating: 2 Justification (Frequency, Impact, Persistence, Weights): Frequency: high, every time, an user open this app. Impact: Easy, if user know what they should do before last time they use the app. Persistence: One time for each user. How I weighted the factors: This problem is not a big deal, but should solved if developer have leisure time.	
Possible solution and/or Trade-offs: Solution I: Add a hint like "touch to continue" on welcome page. Trade-off: May destroy feeling of welcome page. (a simple motto with a beautiful background) Solution II: wait 5 seconds and goes to main menu automatically.	
Relationships: None	

No. HE2-3	Good Aspect
Name: Simple layout	
Evidence: Heuristic: efficiency of use Interface aspect: very simple for every step and user know what they can do on this app.	
Explanation: The whole system is clean and easy to use.	
Severity or Benefit: Rating: NA Justification (Frequency, Impact, Persistence, Weights): Frequency: high, every time, an user use the app. Impact: Users may enjoy a simple layout Persistence: almost all the time How I weighted the factors: We should keep this benefit, whatever the further modification and improvement we will do.	
Possible solution and/or Trade-offs: NA.	
Relationships: all of the UAR.	

No. HE2-4	Good Aspect
Name: Specific profile for accurate smoking information	
Evidence: Heuristic: help and documentation Interface aspect: specific data from user, using those data to yield best quitting method for user.	
Explanation: For the first time using, system asks very specific profile from user, and not bother user anymore. The system gives back best and accurate feedback to user. Furthermore, update information and profile automatically.	
Severity or Benefit: Rating: NA Justification (Frequency, Impact, Persistence, Weights): Frequency: common, since app does not ask for information anymore. Impact: NA Persistence: NA How I weighted the factors: We should keep this benefit but may reduce input profile for further.	
Possible solution and/or Trade-offs: User may feel boring during first-time using.	
Relationships: all of the UAR.	

No. HE2-5	Problem Aspect
Name: Theme changed option	
Evidence: Heuristic: User control and freedom Interface aspect: the black theme is too boring for users. An optional of themes is better for users increase using experience, or maybe a DIY theme.	
Explanation: Users may feel dull, if use black background all the time. Because black theme is too simple and monotonous.	
Severity or Benefit: Rating: 3 Justification (Frequency, Impact, Persistence, Weights): Frequency: rare, since not all the users dislike black theme. Impact: Easy, the theme options can add on settings. Users may not spend a lot of time on it. Persistence: NA How I weighted the factors: We may solve this problem if developers have extra time. Black theme if not an absolute bad or absolute good choice. We need further using report.	
Possible solution and/or Trade-offs: DIY option may cause more bug than unify style.	
Relationships: all of the UAR.	