Task 4.6 – Usability Test Results

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Affinity Map

Observations

P1: I feel like she was holding back criticism.
All: Paused at 'Hunt Creation'
All: Confused at 'Your Clues'
P2: Clicked on Location Bar instead of map
P4: Sped through tasks, didn't have much to say

Positive Quotes

P1: "The Bottom bar is intuitive"
P4: "I didn't have any trouble getting around the app"
P2: "Everything's pretty clear"
P5: "The navigation was pretty simple"

Negative Quotes

P2: "Smaller friend feed, show nearby scavenger hunts on home"
P2: "No descriptions on the hunt search screen"
P2: "Need more details on hunt screen"
P2&3: "Add clues screen is confusing"
P3: "How do I search near a certain address"
P5: "There doesn't seem to be any description"
P5: "I don't know what the rating means"
P6: "No information about the location in the search bar"

Errors

P2: Created a hunt without clues
P3: Tried to click on the Home Screen
P3: Couldn't figure out how to get to start point of hunt
P5: Tried to set hunt to 'friends only'
All: Back button doesn't work

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	ERROR RATING	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS
Errors - Record and prioritize most critical errors based on your error classification.									
Created a hunt without clues		■		■			3	2	Separate Hunt Creation and Clue Creation screens; Make stepped process
Tried to click on the Home Screen			■				2	2	Add interactivity to Homepage
Couldn't figure out how to get to start point of hunt			■				2	1	Add dotted line to start location from user's location, or an arrow
Tried to set hunt to 'friends only'					■		3	1	Add friends only privacy option, add ability to select which friends to invite
Back button doesn't work	■	■	■	■	■	■	4	6	Fix behavior of back buttons, add a logo to symbolize Home, and add text of previous page on back buttons
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.									
Holding back criticism	■		■					2	Remind participant that they won't hurt my feelings and that we're testing the app, not them
Paused at Hunt Creation Screen	■	■	■	■	■	■		6	Separate Hunt Creation and Adding Clues and Creating Clues so as not to overwhelm participants
Confused at Your Clues Screen	■	■	■	■	■	■		6	Add more information to individual clues so that participants know what's on the screen at a glance. Add their current location on the map with the clue location
Clicked on Location Bar instead of map		■						1	Make location bar interactive, enable search functionality from bar
Sped through tasks, didn't have much to say	■			■				2	Ask participant to slow down and explain their thought process, what they think of what they see, other probing questions
Negative Quotes - Any negative soundbytes? Record them here.									
Smaller friend feed, show nearby scavenger hunts on home screen		■						1	Reduce size of friend feed, add nearby scavenger hunts, add hunt search link
No descriptions on the hunt search screen		■						1	Add descriptions
Need more details on hunt screen		■						1	Add description and distance from starting point
Adding clues is confusing		■	■					2	Separate Creating a hunt and Adding Clues
How do I search near a certain address			■					1	Add Location search bar over map
There doesn't seem to be any description					■			1	Add descriptions
I don't know what the rating means					■			1	Add number of ratings
No information about the location in the search bar						■		1	Keep searched location in search bar so user doesn't forget where they just searched
Positive Quotes - Any positive soundbytes? Record them here.									
The Bottom Bar is intuitive	■							1	Navigation can stay the same
I didn't have any trouble getting around the app				■				1	Make sure buttons go to their expected destinations
Everything's pretty clear		■						1	Maintain clear looks when color is added
The Navigation was pretty simple					■			1	Navigation can stay the same