# User Testing summaries

**General Feedback ->**

Target the UX design towards an older demographic. Add hover text for button explain-ability. Add some sort of intuitive methodology that allows the users to know where to look. For example, when they click favorites, maybe the main menu bar highlights red, when they click into it, the “favorites” tab is then also highlighted red, allowing the user to know where to look.

I like the name. It looks professional. Bed and bathroom icons are handy. -> Female, 60’s feedback

**Class notes/ expert feedback**

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| **Week** | **Date** | **Feedback** |
| 1 | 22nd September | N/A |
| 2 | 29th September | N/A |
| 3 | 6th October | * Look at more datasets, are there any other crime datasets e.g., illegal parking, or even weather data and how it impacts crime. * How do you do crime ratings? Crime severity or frequency etc.? * Use google API “X bus stops in X radius” |
| 4 | 13th October | * Logo font not great, make the E [in HME] clearer. Have a picture logo. * Tag colours are cartoon/ clown-like, you should consider colour-blindness. * Should look at Netflix’s layout for carousel (arrows are clever). * Investigate language usage, “My Applications” is confusing. |
| 5 | 20th October | * Look into regression, dilution, and diattenuation effects. * Keep interested users in the loop (another survey?) * The presentation itself was difficult to read, include more visualization and less text. * Have more of an introduction to the recommendation system, why this approach, are you considering others? * Have user profile questions to solve the cold start problem? |
| 6 | 27th October | INTERIM PRESENTATION  **Demo**  Very strong demo with clear functionality outlined, and a clear user story presented. Showed main components and challenges.  **Communication**  Extremely effective communication, and very strong Q+A. Well organised presentation. Each team member know what they were going to talk about.  **Team work**  Clear evidence of Teamwork, with each person dealing with a different section but smooth transition between all. Because it was well organised and delivered, this displayed good team work for the preparation and delivery of the presentation. Some additional team building is needed to ensure tight integration of all members of the team, rather than two distinct groups  **Visual Content**  Improved visual content though still diagrams with text that is too small to read. Some of the lines and arrows were too thin to be visible |
| 7 | 3rd November | **General**   * Pay can impact repeatability of project. * If something doesn't work after a day or 1/2 day -> post about it.   **Backend**   * Great approaches -> document it all -> could be like 7-8 pages in final report. * Complexity is increased by things not working.   **DS**   * How are you going to test -> how many users? * Simulation software. * Jacob Nielson paper from 1970's -> only need 5 users for differentiation.   **PPT**   * Images are too small. * Communication is an art -> become Da Vinci. |
| 8 | 10th November | * Justify your choices as much as possible, especially for social aspects. * Add a paragraph on why react redux wasn’t suitable. * Have some comparative questions for evaluation. * Explain lambda faults in the report. |
| 9 | 17th November | USER/SYSTEM EVALUATION PRESENTATION   * It feels limited to UX evaluation, but that’s not all that was done. Mention the expert week to week evaluation. * Was there no evaluation of working application? * Mention everything that has changed from the start and why? * Include more visualisations. * Have a meeting to determine all the evaluations that were done * Include a more detailed timeline * Document for every activity: what, why, when, where, to who, and what change or not & why? * For comparative testing: half the participants should evaluate RME first and then Zillow, and the other half of participants the other way around. * Ask participants ‘How did you find this?’, never ‘How hard did you find this?’ |
| 10 | 24th November | * KNN cloud vs local machine * Cloud problems could be Amazon messing around. * Include top 3 challenges in the report, and how you solved them, or how you worked around them. * Create a new architecture diagram. * Load python file onto a virtual machine for recommendation system (no need to overcomplicate). |
| 11 | 1st December | * Instead of dots on Map, have one loopy thing then [20 properties here]. * Rename to Renting Made Easy * Need user feature preferences for KNN -> use same dumb data to evaluate recommendation systems (don't assume what users want) * Fix bug for create account and create dummy account for Andrea, Damian, and Brendan. * Tags (size + colour) any significance?   + include 3 tags -> a little confusing bc "2 scores are the same for the property but only 1 score showing as a tag". * Document everything you did even the stuff that didn't work. * list out everything that didn't work then when you get to solution explain in detail...? * email Damian for accessibility testing and expert review.   **Ideas**   * Create user flow. * Flow for rec system (including favouriting) * flow for browsing and property details (include personal scores and tags) * Number the arrows in diagram that way you can reference and explain in greater detail underneath. * "Going to" arrows be green and thicker? * "Return" arrows be red and thinner?? * create survey to evaluate recommendation systems.   **Andrea feedback**   * Code for new user does not work. * Neighbourhood service scores – why is “score” mentioned in every item in the list. * Why is crime safety outside the list? * Title on individual house page is too big. * “My Stuff” on the menu page – what is that? Too colloquial. * “Error saving search” Is this because I am not logged in? * Setting up a new account – code does not work with the message - Invalid code provided, please request a code again. When I press “Resend Code”, error message stays so my intuition is to keep pressing “Resend Code”. * Make it clear that it is renting only. * When I press BROWSE on the menu, it comes up with a page entitled results… I haven’t put in a search yet… * Are categories based on scores? These appear to be incorrect at times e.g., two categories have same scores but only one appears. |
| 12 | 8th December | * "Search for Baltimore properties here" or get google suggested search working. * "Your Recommendations" => slightly off centre * Sean aunt => user eval progression table -> use her work title don't say "My Aunt" * Make sure to explain "noise" in hybrid model -> don't call it noise though, it's too variable, have an image and an explanation -> Curse of Dimensionality. * On sign in -> "You only get one chance" <- warning to mitigate getting stuck. |