

Second User Testing Review:

COSC345 Cool Group

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Following the first round of user testing review, we collected far more responses from a lab session in which other course members used our app and wrote reviews. Their responses remained anonymous, and they were not made to fill the form, it was there optionally. We went from 4 to 23 responses, which is massive improvement. We will review each question in a few sentences.

People found the UI to be good, and the average rating was 8.43. No changes needed here.

20/23 people stated they understood the purpose of the app on first use, with 3 stating somewhat. We are happy that people can easily understand the use of the app.

People were mostly pleased with the responsiveness of the app, and the average score was 7.57. We agree that small changes could be made to improve it, and we have implemented a change that aims to do so.

One of our users left an amazing idea to change the user interface. They suggested that we add an indicator to show that a letter is going to be added to the translated sentence. Like in video games, where you hold a button, and it fills an indicator circle. Thus, we have added a bar at the bottom of our GUI, and when a letter is being signed, the bar fills, and once the bar is filled, the letter is confirmed and added to the sentence being written.

18/23 people stated our app somewhat accurately reads ASL. We agree, it's not perfect, and with far more data and training of our model, this could be improved, but we are happy with the performance we have currently for our first attempt at using an AI model to predict ASL signs. The other 5/23 said it did accurately read the signs.

The speech synthesis system got 5.74 average rating on how natural/good it sounded. This was somewhat expected, as we sacrificed the quality of the voice to increase the speed/responsiveness of it.

When asked if voice customisation is important to users, the average answer was 5.04. There was a massive range of answers here, and we think that customisation is important, so we have added this ability for users.

When asked what features people would like to see added, we received suggestions for GUI colour, letter lock-in/confirmation, sign dictionary, voice customisation, help menu etc. Therefore, we have added all these, as we want to please everyone!

The suggested changes to enhance overall experience were very similar to the above suggestions. We have made most of the suggested changes.

People answered with an average of 7.52 out of 10 when asked if they would suggest this app to others, and 7.74 when asked how satisfied they were with the overall experience. We are happy with these average responses, and glad people enjoy the app we have worked laboriously on.

And that's that! The user testing was a great help to us, and the suggested changes were fantastic. The user testing has played a great role in improving our app, and without it we could have missed some really important features.