

NORTHERN ARIZONA UNIVERSITY

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Drop the Code

<https://github.com/petetetete/cs386-project>

D6.2 – User Evaluation

CS 386 – Software Engineering

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Marco Gerosa

Script:

Opening statement	(Greet the user appropriately) “Thank you for agreeing to participate in our study. My name is (Insert your name here) and I will be here to facilitate the process.”	
Instructions regarding the evaluation process	I will be sitting here with you to listen and watch you as you go through the process of navigating our menus and performing tasks. As you are using the application, please speak aloud as many of your thoughts as you can, so that we can understand how our users think and feel about what we have created.	
Assign the task	Step #1	(Populate with task steps)
	Step #2	
	...	
	Step #x	(Where x equals the number of steps)
Questions regarding their task	(After the task has been completed, ask the user the following questions) How did you find the experience overall? How difficult did you find it to complete the task? How would you compare this difficulty to other similar tasks in other, similar programs? Which step did you find to be the <i>easiest</i> with the task? Which step did you find to be the <i>hardest</i> with the task? (If the user struggled on a section) I saw you struggled with ____, how would you recommend we improve that for the future? If you could change one aspect of the task, what would it be? (Ask any other questions that you feel are relevant)	

Satisfaction Survey	(Give the user our satisfaction survey for final opinions) “If you could fill out this satisfaction survey, it would help us improve our system for future users. Feel free to answer “
Closing statement	“Your participation in this study is invaluable to us and we would like to thank you for your time.” (If the evaluation is in person, escort out the user)

Results:

Micah Mossman was the user given the task to change the difficulty level from the main menu:

How did you find the experience overall?
<i>Micah:</i> It was pretty easy to find out where I could change the difficulty because I had three real options because I knew the logout page wasn't it. It took me a few seconds but I went with what I thought the obvious choice after that and went with the 'settings' option and from there it was self explanatory.
How difficult did you find it to complete the task?
<i>Micah:</i> On a scale from one to ten, I would have to say a two and I am only saying that because it took me a few seconds to choose the 'settings' option so even a score of two is pushing it.
How would you compare this difficulty to other similar tasks in other, similar programs?
<i>Micah:</i> Compared to other programs I'd say this is extremely easy compared to many other apps I use. Usually you have to jump through so many hoops to adjust a setting that may or may not even be adjustable. Overall, it is very simple to change the difficulty level compared to other apps.
Which step did you find to be the <i>easiest</i> with the task?
<i>Micah:</i> I would definitely say choosing the difficulty level because I only had three choices to choose from. I didn't have to navigate anywhere else I just had to make the choice.
Which step did you find to be the <i>hardest</i> with the task?
<i>Micah:</i> Finding the difficulty option but even then that wasn't difficult either because like I said before it seemed like the 'settings' option was the obvious choice from looking at all of the other options.
If you could change one aspect of the task, what would it be?
<i>Micah:</i> I would say add the ability to change the difficulty when you're in the menu where you choose levels. It would save more time than having to backtrack to the main menu and going from there.

Evaluation Summary:

It would seem that Micah enjoyed navigating the menus with ease and that he didn't have any trouble at all with changing the difficulty. His suggestion of adding the ability of changing the difficulty from the 'level select' menu was a good idea and we may take that idea into consideration. Overall he said it was easier to change the difficulty than some other applications he uses and that it was just easy in general to do on our application.

Bryce Chalmers was the user given the task to select level 3 from the main menu:

How did you find the experience overall?

Bryce: Short. From the page you had me start on the only thing I was unsure about was whether you wanted me to do the 'single player' button or the 'multiplayer' button. I chose the 'single player' button because I realized that I'm the only one using it so that makes sense. From there it was a cakewalk.

How difficult did you find it to complete the task?

Bryce: I didn't find it difficult actually. It seemed pretty straightforward to me so no difficulty here.

How would you compare this difficulty to other similar tasks in other, similar programs?

Bryce: I found it to be similar to some other apps I have used because most apps like to get you right into the game, which is what yours did too. The apps I use are pretty easy to use so I would have to say that the difficulty was very similar, with the exception of some apps that require a few more options before you get into the game.

Which step did you find to be the *easiest* with the task?

Bryce: Clicking the level because once I had gotten past the 'single player' button I only had to pick the third one, which was extremely easy.

Which step did you find to be the *hardest* with the task?

Bryce: Choosing between 'single player' and 'multiplayer' because the task wasn't specific to which one you wanted me to do but I guess I chose the right one anyway.

If you could change one aspect of the task, what would it be?

Bryce: I'm going to base this off what I said on the last answer. I would say that for the task you should say which option I should choose so I won't be stuck trying to figure out which one you wanted. Other than that the task was straightforward and simple to complete.

Evaluation Summary:

Bryce found his way through the task very easily, which is great to see even though we were in the wrong for not specifying which option we wanted to go through initially. His suggestion to include that information in the task is a good one and we will definitely have to include it in the future. Other than that Bryce enjoyed the parts he got to work with and how simple it was for him as well.

Stefanie Fleischman was the user given the task to login as a teacher:

Evaluation Summary:

Overall the experience to login as a teacher worked at well. I could login with easy and not have to worry about the computer forgetting my password for the login section. Also, as soon as I logged in I could see all the information about my students right away. The only issue that I had was that when I had an incorrect password, I could not see if the computer was still loading or if the password was incorrect. Other than that it worked at well.

Group Participation:

Peter – Improved the template and created/filled in the script, formatted and cleaned up evaluation results.

Hayden – Added an evaluation result.

Garrison – Created the template for the document. Added an evaluation result

Gage – Filled in the script “instructions regarding the evaluation process.” And did an evaluation result.