1. Health Rival

Analysis Document

Presented by: Team 2

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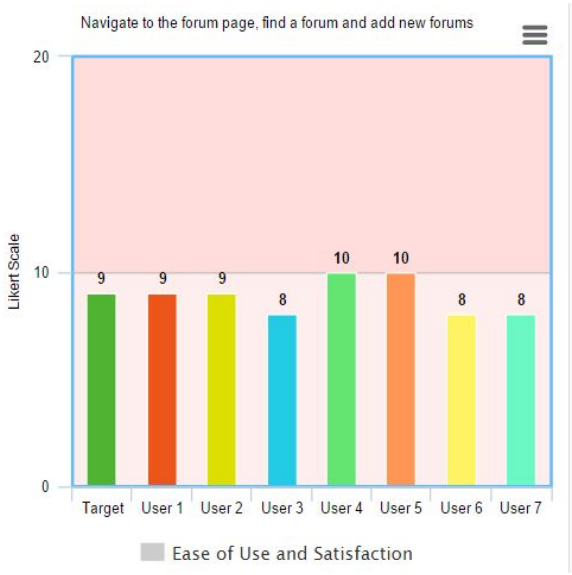
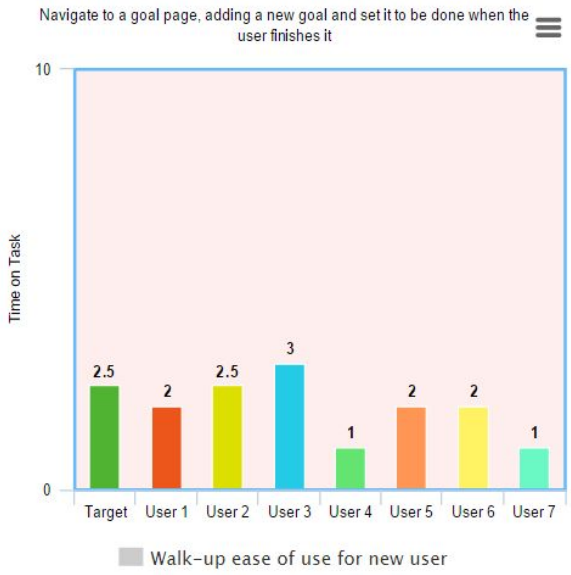
Data Analysis

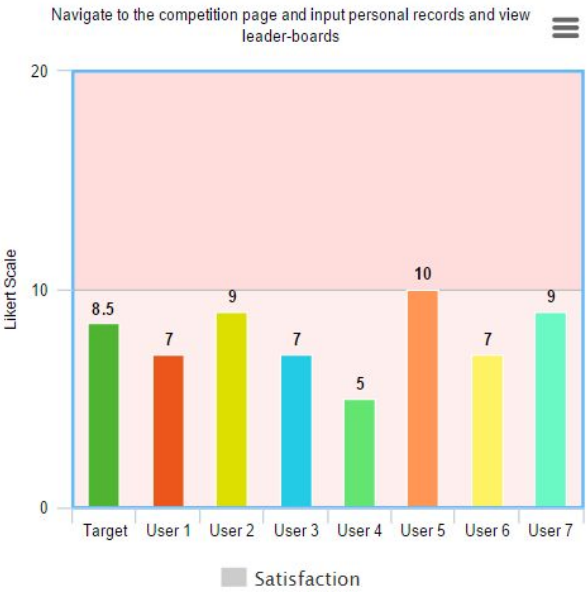
Outliers: We had no large outliers in our testing sample but there were a couple deviations. For the task “Navigate to the competition page and input personal records and view leaderboards”, User 4 had given a score of 5 when the rest of the testers had a score of 7+. User 4 had also graded the lowest on the task “Navigate to the my profile page and edit profile information”, when the rest of the group graded around a 7 or 8. User 4 seemed to be grading low and was perhaps having a bad day. This is the extent of our outliers which I suppose is either a bad sign in that we didn’t get a diverse enough group of people or that we did a good job on making our product meet these goals.

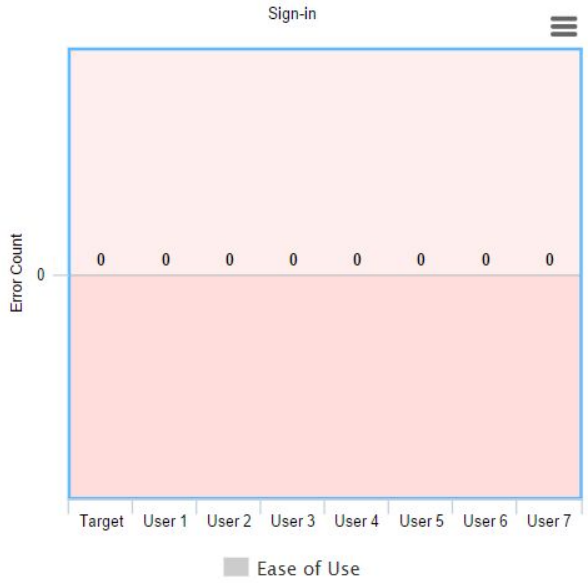
Quantitative and Qualitative Data Correlation:

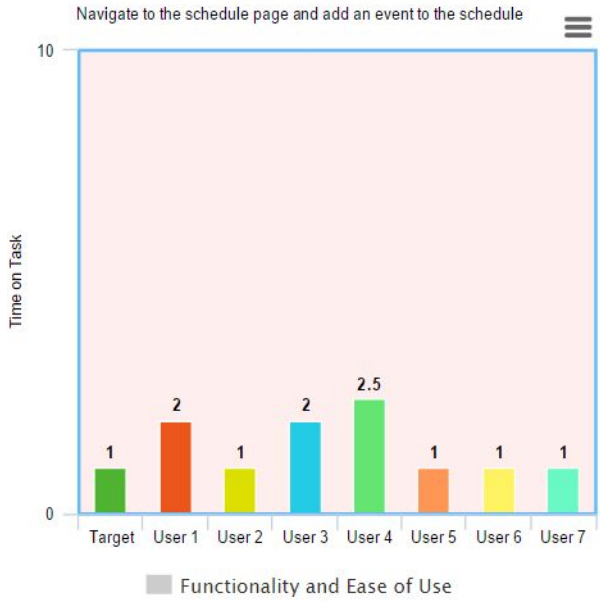
Quantitative:

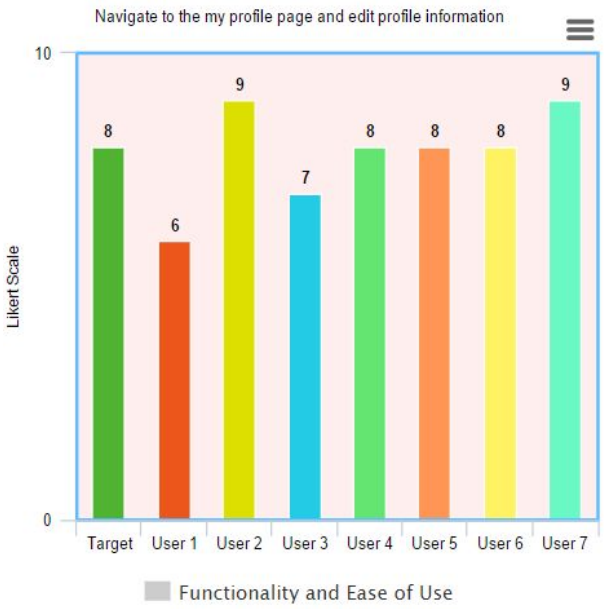


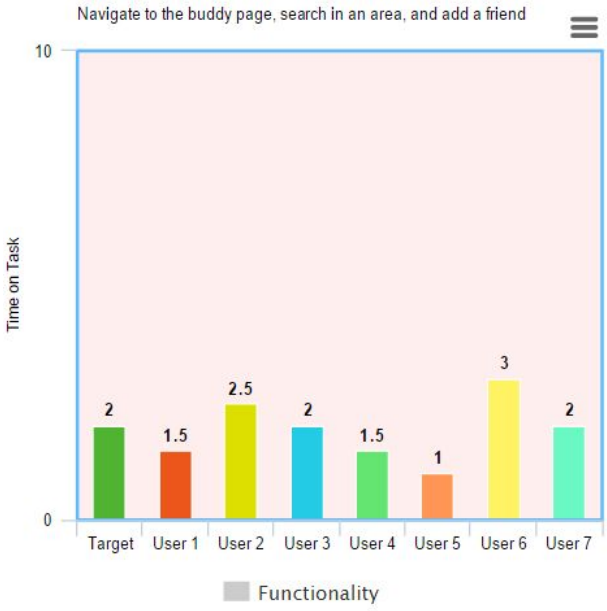

Navigate to a goal page, adding a new goal and set it to be done when the user finishes it
Time on Task
10
0
2.5
2
2.5
3
1
2
2
1
Target
User 1
User 2
User 3
User 4
User 5
User 6
User 7
Walk-up ease of use for new user

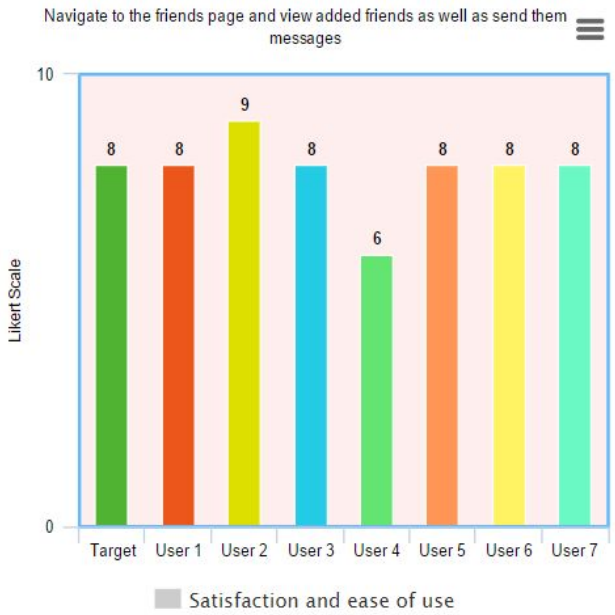

Navigate to the competition page and input personal records and view leader-boards
Likert Scale
20
10
0
8.5
7
9
7
5
10
7
9
Target
User 1
User 2
User 3
User 4
User 5
User 6
User 7
Satisfaction


Sign-in
Error Count
0
0 0 0 0 0 0 0 0
Target User 1 User 2 User 3 User 4 User 5 User 6 User 7
Ease of Use


Navigate to the schedule page and add an event to the schedule
Time on Task
10
0
1 2 1 2 2.5 1 1 1
Target User 1 User 2 User 3 User 4 User 5 User 6 User 7
Functionality and Ease of Use


Navigate to the my profile page and edit profile information
10
0
Likert Scale
8
6
9
7
8
8
8
9
Target
User 1
User 2
User 3
User 4
User 5
User 6
User 7
Functionality and Ease of Use


Navigate to the buddy page, search in an area, and add a friend
10
0
Time on Task
2
1.5
2.5
2
1.5
1
3
2
Target
User 1
User 2
User 3
User 4
User 5
User 6
User 7
Functionality



Qualitative:

Task 1:

All of our users found it quite easy to navigate the the forum page, find forums, and add new forums. We had updated our design to include an easy to see (ADD) button so that users could easily add new forums to the page. Users found it easy to use and find what they were looking for. Only positive responses received.

Task 2:

All of our users were able to navigate to the goal page, add a new goal and set it to be done when the user finished it. While it seemed like an easy task, some users took longer than others because they were unsure of what goals to add that they found useful while others just quickly came up with something. Some users such as user 3 were confused by the marking as done button as it seemed to not have any reason for them. Feedback was given that users shouldn't be able to delete a goal unless they marked it as done which may be a good idea, but others disagreed with this idea because "what if they made a typo or unrealistic goal?".

Task 3:

There were mixed results in our users for navigating to the competition page, inputting personal records, and viewing leaderboards. Some found it easy to understand while others found it to be daunting and confusing. User 4 could be considered an outlier here since they gave it a likert score of 5/10. They found it somewhat confusing to select what they wanted to see because it was "unclear in the design".

Task 4:

All of our users were satisfied with signing in as it was similar to most other websites where you simply type in a username and a password.

Task 5:

Most of our users found it easy to navigate to the schedule page and add an event to the schedule. While it took a little extra time for some users, overall they liked the design. Some users wished for a little more clarity as there is no direction for how to add an event to the schedule. You simply need to click the date and add an event, but some users thought it was a view only schedule and were looking for a button to add an event with.

Task 6:

Most of our users found it simple to navigate the the my profile page and edit profile information. They all liked the design of the profile page, but a few users thought that the profile page may lack content in case of if users would like to add more about themselves in their profiles that would relate to other users.

Task 7:

Some users had more difficulty than others when navigating to the buddy page, searching in an area, and adding a friend. They found it confusing that you had to send a message to add a friend and therefore took longer on the task trying to figure that out. They asked for a easier method such as an add friend button as well as a send message button similar to other websites. User 6 said that it may be easier to have an add friend button with the option to send a message as well instead of requiring it.

Task 8:

All of our users but user 4 were satisfied with navigating to the friends page, viewing added friends and sending them messages. Some users suggested a shortcut where users could quickly send a message to a friend instead of having to click on the profile and send a message from there.

***Note**: In pages where the website had not been developed, we showed designs that were not interactive, but had plans drawn.

Testing Goals Met:

Task	Target	Average	Met or not
Navigate to the forum page, find a forum and add new forums	9/10	9/10	Met, obviously we would want to see 10/10 but our goal was still met.
Navigate to a goal	<2.5 minutes	1.9 minutes	Met, this is good as it

page, adding a new goal and set it to be done when the user finishes it			shows that navigation to this page is not difficult or complicated
Navigate to the competition page and input personal records and view leaderboards	8.5/10	7.7/10	Not Met, this contained one of the minor outliers which may be what contributed to the low average but we will look into this task/page.
Sign-in	0 errors	0 errors	Met, no errors were found which means we implemented the sign in well.
Navigate to the schedule page and add an event to the schedule	<1 minute	1.5 minutes	Not Met, Slightly above our target but not by much. Maybe we shot too short for our target.
Navigate to the my profile page and edit profile information	8/10	7.5/10	Not Met, also slightly below target but close. Contained a minor outlier that may have contributed to not meeting the target.
Navigate to the buddy page, search in an area, and add a friend	<2 minutes	1.9 minutes	Met, just made our target but the buddy system is a large part of our project so it is important that we met the target.
Navigate to the friends page and view added friends as well as send them messages	8/10	7.8/10	Not Met, slightly below target. I don't think we should be concerned with being 0.2 points below our target.

Problems and Usability Solutions: We met four out of eight of our tasks. A 50% success rate does not seem that good. Upon closer look, two of the failed tasks contained a minor outlier which may have been why the results failed to meet the target. The other two tasks that failed were not off by much by a reasonable standard. Although, this may seem like our group making excuses for our shortcomings, so we will look into these failures anyways. Our first failure was for navigating to the competition page, inputting personal records, and viewing leaderboards. The main issue being inputting the personal records. This should perhaps be given a lookover and maybe include a more defined template to resolve this issue. The second failure was navigating to the schedule page and adding an event to the schedule. The issue being that we had implemented a calendar similar to Google Calendar where you click on the date to add the event. One of our users was not familiar with Google Calendar and struggled on how to perform this part of the task. A solution to this would be adding a button outside of the calendar that adds an event just to cover all bases. The third failure was navigating to the my profile page and editing profile information. I'm not quite too sure why this failed testing but we will do some more testing and find out how to fix this issue. The last failure was navigating to the friends page and viewing added friends as well as sending them messages. The issue was users navigating to the added friends page as it's not as easily seen as it should be. We will look into moving it to somewhere where it makes more sense to the user and perhaps larger.