MEMORANDUM

To: Andrew Kulak
From: Patrick Gatewood
Date: 24 April 2016
**Re:** Instructions Field Testing 2

The purpose of this document is to review the findings from conducting a second field test with my set of instructions.

Introduction

In this field test, I tested my set of instructions with a second audience that was different than my first audience. This audience consisted of my friend Charlie, a nursing student at Radford. Unlike my last audience, Charlie has limited experience using Android, playing mobile games, and reading Wikis. I observed Charlie and did not answer any questions he asked me.

Usability Testing

Unlike my last group, Charlie had volunteered to participate in my usability test. Therefore, he was a little more excited to read through my instructions. Charlie read through the entire set of instructions before even opening the game. Once he finished the whole instructions set, he then began playing.
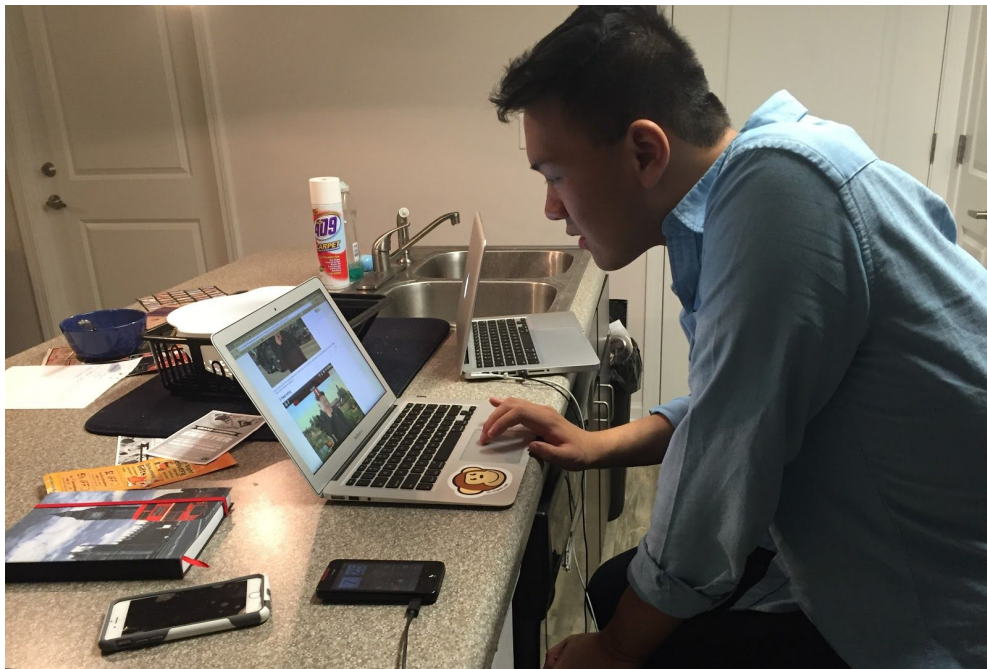
However, synonymously to the last test group, Charlie skimmed parts of my instructions. I had attempted to prevent this by breaking up blocks of text in my instructions document with pictures

and graphics, but I noted that Charlie said he thought there were too many pictures in my document. Finding the balance between readability and making things informational can be difficult.

Charlie ran into some problems during the game due to his skimming, but once he realized it, he instantly turned back to the instructions to see what he had missed. While I stated in my last memo that having instructions on a different medium than the game did not work well for users, it worked well for Charlie because he was able to read the instructions and reference the game simultaneously. Had the instructions been on his phone, he would have needed to load the game screen and then flip back and forth between the instructions and the game.

Takeaways

In my last usability testing memo, I concluded that the online instructions were of no use to users due to their being on a separate medium. However, after conducting this second usability test, I am adjusting my conclusion.

While I still believe that having an interactive demo for users would be the most helpful form in which to present users with instructions, I now believe that the online set of instructions has its place. Since users have such a wide variety of technological proficiency and learning styles, I now believe that the best way to help users is to present them with as many forms of instructions as appropriate.

Instructions that are extremely helpful to one group of users may be completely useless to another group. Allowing users to choose their preferred method of learning may aid them in succeeding in the task at hand. As I continue to tinker with my app, I will likely provide users with a link to the online set of instructions should they prefer them over the upcoming interactive demo.