

MEMORANDUM

To: Andrew Kulak
From: Patrick Gatewood
Date: 21 March 2016
Re: Instructions Field Testing

The purpose of this document is to review the findings from field testing my set of instructions.

Introduction

In this field test, users were given a mobile device and a set of instructions outlining how to play my game, Kim Jong Chew. I, the writer of the instructions, did not interact with the users; I only observed them. Users were not allowed to ask me any questions, so the instructions were their only guide to completing the task at hand.

Usability Testing

During testing, the participants were reluctant to follow the instructions. It seems that today, mobile users want instructions to accompany an application rather than being contained in a separate document. Had I designed these instructions outside of this class, I would likely have made them an interactive part of the app.

Users frequently attempted to ask me questions. Each time, I told them to refer to the instructions. Had they read the instructions in full, they would not have needed to ask these questions. My instructions were not particularly lengthy; the users simply would have preferred the instructions to be integrated into the app, as it can be unwieldy to read instructions on one screen and perform the instructions on another.



Once the users decided to put down the phone and read all of the instructions, things moved more smoothly. The users clarified the questions they previously had, and one of them nearly broke my high score in the game. I believe that had the instructions been on their phone, they would have instantly understood how to play the game.



Before long, two of the users started getting addicted. This is something the game aims to do, so I am pleased to see that the users do enjoy the gameplay after they fully comprehend it. On-screen instructions will be a big help in improving this aspect of the user's experience.

Takeaways

Modern applications do not have sets of instructions that exist outside of the app. It seems that the most practical and natural-feeling way to implement instructions is to design an interactive set of instructions. This unique way of utilizing modern devices allows for the user to actually see how the app responds to his or her actions.

The aforementioned design theory is beyond the scope of this assignment, so examining my set of instructions at face value, I have concluded that they sufficed in teaching users how to play. If I choose to implement instructions in a later version of my app, I will copy and paste the text from this assignment, for my users could not give me an example when I asked them if any part of the instructions was unclear.

I plan to go over the instructions and touch up what I can, but because my users did not give me any input regarding potential areas of improvement, I am unsure of how much I will edit my

document. If only making small edits for the version of my instructions that will be included in my final portfolio is not satisfactory, please let me know immediately so that I may discuss my options with you during office hours.