Usability Test Results

'Ink Tank'

Rhiannon Cooper

Affinity Map

OBSERVATIONS

P1, P5, P6

Noted they would usually sign up with Facebook or Google account.

P1, P2, P3, P4, P5, P6

No issues navigating through the onboarding & sign up process

P1, P2, P3, P4, P5, P6

No issues searching for and saving an image.

P1, P5

Confusion at the difference between 'saving' and 'adding to board' - believed they should be separate options

P1, P2, P3, P4, P5, P6

No issues navigating through the "preview" feature.

P1

Hesitant initially to know where to navigate to when wanting to 'chat' to an artist.

P1, P2, P3, P4, P5, P6

No issues navigating to the chat feature

P2

Questioned what would happen to their saved image if it wasn't saved onto a board.

Pe

Needed further guidance on where to find the VR feature. No issues once found.

P6

Confused by the layout of the app as generally just a desktop user

P

Needed clarification on what would be showing after searching a term

ERRORS

P2

In onboarding didn't find the 'back button' to go back to a previous onboarding screen.

P2, P5, P6

Confusion over the search function - Wasn't clear when they had 'searched' a term.

P2

Didn't click to clear the 'saved' pop up before trying to navigate into the image, so it didn't immediately work.

P2

Wanted to upload an image to try the preview feature & nothing happened

P2, P5, P6

When navigating back to the 'tattoos' page, had to search a term again before clicking on an image

P3, P4, P5, P6

Wanted to click an image or artist profile that didn't link to anything

P3, P5

Tried to move around the image on the preview feature - nothing happened

P5 - Tried to access preview feature through Guides, then Artists (needed guidance)

P6 - Tried to access preview feature through 'My Stuff'

P4. P6

Missed the option to add image to a board when liking on the main screen.

D5

Wanted to 'sign up' through the Facebook link

96

Was unable to like multiple images from the main search page

POSITIVE QUOTES

P1, P3, P4

I like the layout, it's simple. You can search quickly.

P1

I like being able to scroll through all the images

P1. P2

[Searching for and saving an image] is instinctive and simple. It's reflective of things we already know how to use

P1

I like that I have the option to retake the photo [in preview feature].

P2

I like the menu and the design of the icons.

P2, P4

[The onboarding] was pretty easy and it's all stuff you need to know. It's intuitive.

P1, P4, P5

I like the VR feature, it's really useful

P5

I like that it opens on the images as the first page

P2, P4

It's really easy, if I was doing it myself I would've known what to do [preview feature]

P2

The process works really well, and it's clear.

P

I like that when you go on to the artist page it shows you where they are and their ratings

P2

I like that you can switch over to the login from sign up page

P5, P6

The fact you can email [artists] or drop them a message through the app is really useful

P5

It's good that you have a skip option [through onboarding]

P6

That's not terribly a lot of information so that's ok, I'm happy with that, I do get concerned when people ask for you birthday and stuff. [sign up form]

NEGATIVE QUOTES

P1

I don't know what guides would be

P2

The icon for 'artists' is less clear what it is

P

I wouldn't sign up with the Facebook or Google accounts as I'm 'paranoid'

P4

Maybe a bit more information about the image on the main screen

Pé

I'd prefer to have the menu at the top

Pf

I'm a dotpoint kind of person, so a one page summary [for onboarding] would be fine, depending on what images are displayed.

P6

It's not immediately obvious where I would find a VR function

P5

On my first go [clicking the heart], I wouldn't be able to tell that I could add [an image] to a board that way

P6

The menu items at the bottom should be bigger icons

96

I don't know about the eye icon... VR would make sense to me. Or maybe a camera. [preview feature]

Rainbow Spreadsheet

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
Errors - Record and prioritize most critical errors based on your error									
classification.									
[Error Rating: 2] Missed the option to add image to a board when liking on the main								Perhaps make the pop up option larger, or split the	
screen.							2	options to 'like' an image and to 'save/add to board'	
								Perhaps make the button option for this more	
Figure Define 41 by a by a strong state of the first by the strong by the strong state of the strong state								obvious - in final development would also be able	
[Error Rating: 1] In onboarding didn't find the 'back button' to go back to a previous onboarding screen.							1	to 'swipe' back and forth between pages, reducing need for the button.	
oribbalding screen.							•	With the final images/gifs created for the	Participant 6 tried to access this feature by navigating to
								onboarding process created, how to access the	'My Stuff' with the aim of accessing the preview feature
								feature would be more clearly presented to users	through an image already saved, which would be a correct
[Error Rating: 1] Tried to access preview feature through incorrect pathways (Guides,								during onboarding and thus should mitigate this	pathway in the final product and thus was only an 'error'
Artists, My Stuff)							2	problem.	due to an incomplete prototype.
[Error Rating: 0] Confusion over the search function - Wasn't clear when they had									Error due to incomplete prototype that would not be
'searched' a term.							3		present in final product, not a design issue
[Error Rating: 0] Didn't click to clear the 'saved' pop up before trying to navigate into the									Error due to incomplete prototype that would not be present in final product, not a design issue - pop up would
image, so it didn't immediately work.							1		automatically clear in final product
[Error Rating: 0] Wanted to upload an image to try the preview feature & nothing							· ·		Error due to incomplete prototype that would not be
happened							1		present in final product, not a design issue
[Error Rating: 0] When navigating back to the 'tattoos' page, had to search a term again									Error due to incomplete prototype that would not be
before clicking on an image							3		present in final product, not a design issue
									Error due to incomplete prototype that would not be
[Error Rating: 0] Wanted to click an image or artist profile that didn't link to anything							4		present in final product, not a design issue
[Error Rating: 0] Tried to move around the image on the preview feature - nothing happened							2		Error due to incomplete prototype that would not be present in final product, not a design issue
паррепец									Error due to incomplete prototype that would not be
[Error Rating: 0] Wanted to 'sign up' through the Facebook link							1		present in final product, not a design issue
									Error due to incomplete prototype that would not be
[Error Rating: 0] Was unable to like multiple images from the main search page							1		present in final product, not a design issue
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.									
Noted they would usually sign up with Facebook or Google account.							3		
No issues navigating through the onboarding & sign up process							6		
No issues searching for and saving an image.							6		
Confusion at the difference between 'saving' and 'adding to board' - believed they									
should be separate options							2		
No issues navigating through the "preview" feature.							6		
No issues navigating to the chat feature							6		
Questioned what would happen to their saved image if it wasn't saved onto a board.							1		
Needed further guidance on where to find the VR feature. No issues once found.							1		
Confused by the layout of the app as generally just a desktop user							1		
Negative Quotes - Any negative soundbytes? Record them here.									
I don't know what guides would be							1		
The icon for 'artists' is less clear what it is representing [than the others]							1		
I wouldn't sign up with the Facebook or Google accounts as I'm 'paranoid'							1		
Maybe a bit more information about the image on the main screen [would be good]							1		
I'd prefer to have the menu at the top							1		
I'm a dotpoint kind of person, so a one page summary [for onboarding] would be fine,									
depending on what images are displayed.							1		
It's not immediately obvious where I would find a VR function							1		
On my first go [clicking the heart], I wouldn't be able to tell that I could add [an image] to a board that way							1		
The menu items at the bottom should be bigger icons							1		

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
I don't know about the eye icon VR would make sense to me. Or maybe a camera. [preview feature]							1		
Positive Quotes - Any positive soundbytes? Record them here.									
I like the layout, it's simple. You can search quickly.							3		
I like being able to scroll through all the images							1		
[Searching for and saving an image] is instinctive and simple. It's reflective of things we already know how to use							2		
I like that I have the option to retake the photo [in preview feature].							1		
I like the menu and the design of the icons.							1		
[The onboarding] was pretty easy and it's all stuff you need to know. It's intuitive.							2		
I like the VR feature, it's really useful							3		
I like that it opens on the images as the first page							1		
The fact you can email [artists] or drop them a message through the app is really useful							2		
It's good that you have a skip option [through onboarding]							1		
That's not terribly a lot of information so that's ok, I'm happy with that, I do get concerned when people ask for you birthday and stuff. [sign up form]							1		
I like that you can switch over to the login from sign up page							1		