

Interaction Design Capstone

Week 9 - Results!

This document contains:

1. Application description
2. Online tests results
3. List of potential revisions
4. Fit and Finish
5. Development plan

1.Application description

Summary description

Based on design brief “glance”, this app shows the right information at the right time. It has a dashboard where we can see several boards. Each board is configurable and selected by the user from a “board store”. I named it @Glance.

Example

For example: Traffic board appears on the dashboard first screen, by the morning, between 7AM and 9AM. It shows the traffic reports from my home to my work. It appears on the dashboard again at the time I usually leave the office, 6PM. Nevertheless, at wednesday, I don't go home after work, I go to the gym, so I configured the board to show me the traffic to the gym, instead of home, if the day of the week is wednesday. Another example, the grocery list board, that shows a simple list of items. It could be configured to appear on top of dashboard when the phone enters a supermarket! It could also let you take a picture of something and add it to the shopping list! It all depends on the board and what kind of features it provides.

Extra functions

I've included screen reader capability, and screen projector (display the content on a wall). These have revealed important for some personas. Resulting from the user interviews earlier on this project, I've also investigated some voice commands support.

For example, the “restaurant board” appear near lunch time, suggesting nearby restaurants according to my diet plan. To improve the experience with this board, and always have the best suggestions to eat, I would like to give input to it, just by saying: “today I'm eating fish”. This will improve the tomorrow suggestions. From the board point of view: “if yesterday was fish, today I'm gonna suggest meat to the user”.

Alarms can also be helpful. Using this “restaurant board” example, an alarm could be: “You've been eating meat for a very long days, it's time to have a different thing”.

Boards

These boards doesn't exist, I know. Maybe we could start by using some web site content to display as boards... Maybe we can develop these boards and create a “@Glance board store”.

2. Online tests results

Comments from the 4 users from usertesting.com

@Glance prototype test

Tester's Answers for @Glance prototype test

1. What frustrated you most about this site?
I was not frustrated by the site. I found both prototypes to be cleanly designed, easy to use, and easy to navigate. The second prototype was the easiest to use naviage, it took the gueswork out of find help and learning more about the app by featuring a clearly marked help section.
2. If you had a magic wand, how would you improve this site?
Because this is a prototype app, it's difficult to gauge the full functionality of the website and what can be improved. I think the ability to sync with other devices and programs such as FitBit or AutoTunes would be great.
3. What did you like about the site?
Clean design, easy to navigate, and easy to use.
4. How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very Likely)?
10

1 Sessions @Glance prototype test

Tester's Answers for @Glance prototype test

1. What frustrated you most about this site?
Not much. Altogether, it was fairly neat, and if it's going to have the programmable timeslots for different "boards" I think that it will be a very useful application!
2. If you had a magic wand, how would you improve this site?
I would go off of version B, and with apple, I would add a back button in the top left corner, as that is where most apple apps keep the back button, just to add that little level of comfort. Otherwise, not much.
3. What did you like about the site?
Very clean interface. It makes it very easy to navigate and work with.
4. How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very Likely)?
8

@Glance prototype test

Tester's Answers for @Glance prototype test

1. What frustrated you most about this site?
Nothing at all, everything went smoothly :)
2. If you had a magic wand, how would you improve this site?
I would remove the "clutter" of options at the bottom of the screen after selecting the weather app from prototype B. Six icons in a row looked a bit squashed in.
3. What did you like about the site?
I liked the concept of the app - although as I said during the test, it would need to provide some additional benefits in order for me to be persuaded to switch from using traditional separate apps for each function, to using this app and having these functions all in one dashboard.
4. How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very Likely)?
5

UI Sessions @Glance prototype test

Tester's Answers for @Glance prototype test

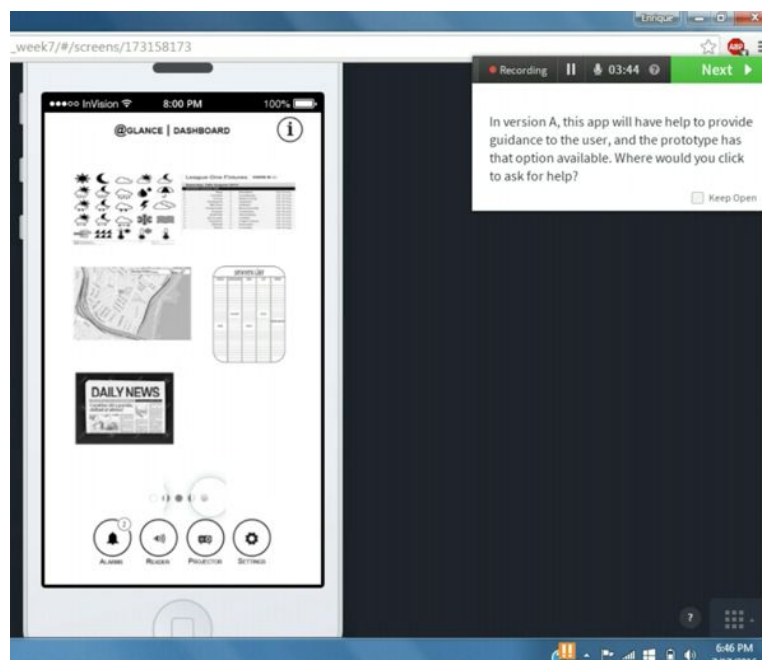
1. What frustrated you most about this site?
Nothing at all but app option B was alot easier to navigate then app option A
2. If you had a magic wand, how would you improve this site?
From what i seen so far it looks good since it is only a prototype i guess there will be colors to make it look nicer app option B is a big improvmnent over option A
3. What did you like about the site?
I liked that you have all the information you would need on a daily basis in one app this makes it convenient
4. How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very Likely)?
7

Screenshots

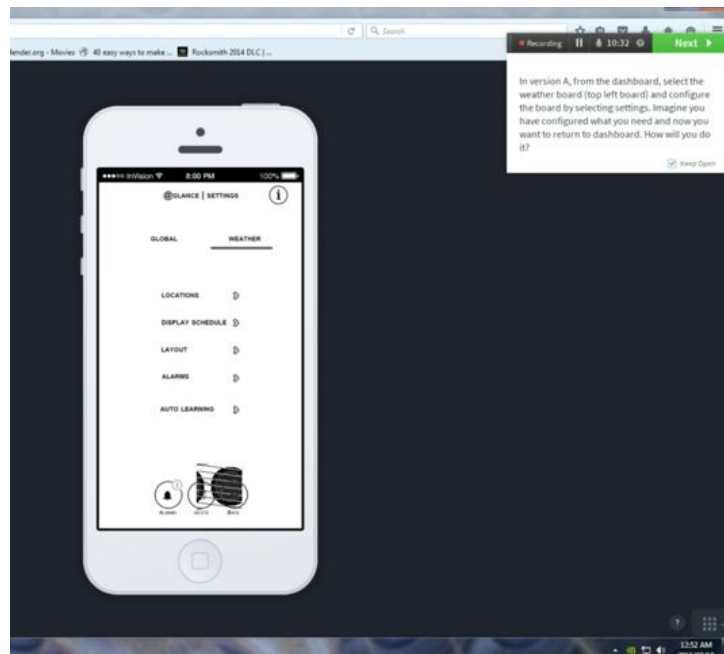
User trying to find the help in the version B of the app



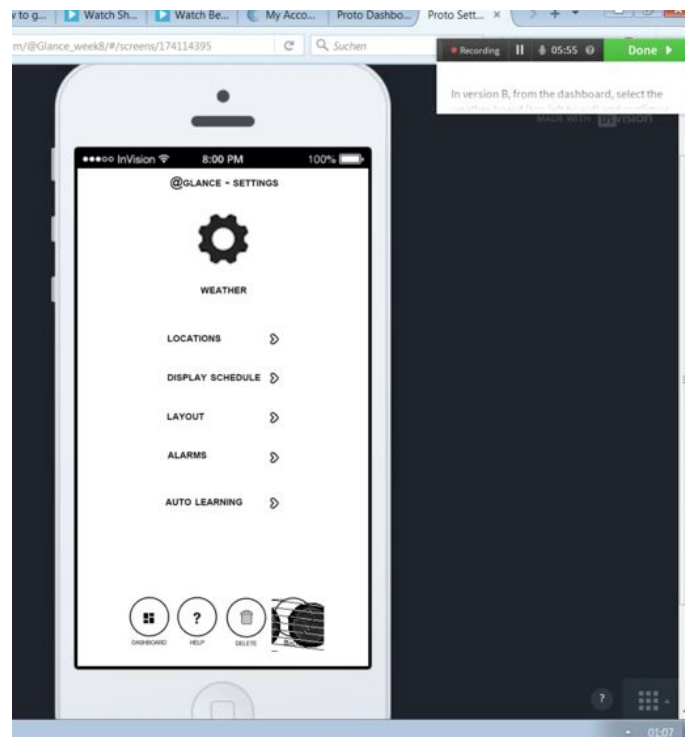
User trying to find the help on version A of the app



User trying to return to dashboard, on version A of the app, ignoring the top shortcut under "@Glance" and using multiple "backs" to do it



User trying to return to dashboard, on version B of the app and not using the “dashboard” action, but the “back” button several times



A/B tests summary

There were two tests in the run:

- How to provide the best shortcut to help: where to put help button and what icon to use
- How to provide good back to home navigation: where to put the shortcut to home screen (dashboard) and test if the users preferred to use the back button multiple times until reaching home

Calling Help

The version A provided help on top right of the screen, under a (i) icon. Users told that the place was ok, but the icon was more adequate to an about information rather than help. Some users had to stop and think a little before finding the help. The version B provided the help in the bottom toolbar under a (?) icon. Users preferred the version B, since they reached help much more easily than users of version A. With version B the access was direct and simple, one told.

Returning Home (dashboard)

Version A provided a top link to home, under the name of the app “@glance”, but it never got hit. It's hard to find and with a black & white prototype that problem got a little bigger. Without contrast the link was not seen. So, the users used the bottom toolbar back button to navigate back to home screen. Version B had a shortcut in the toolbar named dashboard, clear and simple. Nevertheless one user still preferred to navigate through back button (pressed several times until reaching the home screen) rather than use the toolbar button. But at the he said that after all he likes the shortcut, he just didn't see it at the first time. So the version B is clearly better than A.

What to test in the future

- Should there be a fast shortcut to board store? (the place to find and add more boards) Currently it's under settings.
- Dashboard screen should be paginated, swiping left/right to see more pages, or vertically scrollable?
- Gestures like tap and hold for a few seconds make sense to access a certain board settings?
- Double tap on the dashboard could be useful for any action? Maybe to force a refresh of the boards...
- Boards have different features, for instance, grocery list board has the possibility to add a new item to the list just by speaking. What's the best way to do this? Double tap grocery list to make it ready to receive voice input?

Conclusions

Version B is clearly more usable, findable and efficient than A. But even though it has some improvements to be made. Users also felt like it was a complete prototype, in a sense that they've tried all the options, but only some were implemented. Nevertheless, it was useful to understand that the designs need to be better communicators, in a way that the user looks at the UI and understands what it's meant to do.

Some important parts of the application were not available, because they were not meant to be tested, even though it would have been better to implement (mockup) them in the prototype, because that would give added value to the app and by doing that it will provide better experience to the tester.

Besides the requested tasks, the users also tried the app and gave some feedback about some other parts/features. For instance, Alarms was confusing and I might consider renaming it to notifications. The Alarms screen was also confusing, since the user didn't understand what it was meant for.

Screen reader (that reads the dashboard content in order to allow the user to just put the phones and hear the board's content) and screen projector (like samsung galaxy beam, project the screen on a wall) were not understood. It's better to give some glance of what they could do in the prototype.

3. List of potential revisions

List of changes

- Boards examples have been improved to be more communicative and self explainable. Instead of free images it was changed to simple cards with a lot of explanations
- Clutter removed from the bottom toolbar, using a slide left/right to see more actions
- Help improved to be “more helpful”
- Help shortcut moved to bottom toolbar and improved icon
- Home (dashboard) shortcut added to bottom toolbar and removed from app name
- Alarms renamed to notifications and mockup screen updated to better explain what it is meant to be
- Settings area was re-styled because it caused a lot of confusion to certain users. It was changed to cards instead of expand/collapse items
- Screen reader and projector were improved with a toast message to explain a little better what they're meant to be

All of these changes have been added to the prototype.

4. Fit and Finish

In order to provide better understand the prototype evolution, I've added links to old prototypes.

Old prototypes

Link to week 7:

http://217.199.187.190/ricardomaduroweb.com/@Glance_week7/#/screens

Link to week 8:

http://217.199.187.190/ricardomaduroweb.com/@Glance_week8/#/screens

Final prototype

Link to week 9, the current and final prototype:

<https://invis.io/5N80JLQBU>

App final name

I named this app as “@Glance”

5.Development plan

Last week development plan

Link:

https://drive.google.com/open?id=1xQ6Sxw6W_I47iUP0oAZR6sUGjCKA-D9EBVEGsQ1CTLY

Snaphsot:

Plan for interactive prototype: Provide a detailed plan for the next three assignments, and briefly summarize goals for the final assignment.						
Week	Task	Due	Status	Comments	Estimated hours	Actual hours spent
week 7: ready for testing	display several boards on the dashboard screen	12-07	Done		1	3
	display global settings to configure @glance app	12-07	Done		1	3
	display board settings to allow configuration of board	12-07	Done		1	3
	display dashboard fullscreen with one board	12-07	Done		1	3
	display screen to allow add of board to dashboard	12-07	Done		1	3
	create alarms screen and display alarms	12-07	Done		1	3
	create screen to set board about user habits	12-07	Done	Set weather locations and set show schedule	1	3
	display action for projection of screen	12-07	Done	Create a floating button for that	1	3
	display action for reading current screen	12-07	Done	Create a floating button for that	1	3
	display help / FAQ screen	12-07	Done	Show some help content explaining the app	1	3
	create interactive prototype using invision	12-07	Done	join all screens to create a complete interactive prototype	4	4
Weekly Summary		12/07/2016	Ok		14	34
week 8: test your prototype	develop a protocol	15-07-2016	Done		8	4
	find 2 testers	15-07-2016	Done	search people at home or at work	8	4
	perform the first usability test	15-07-2016	Done		3	4
	adjust design according to first test	15-07-2016	Done	re-design according to user feedback	3	4
	perform the second usability test	15-07-2016	Done		3	4
	compile results	15-07-2016	Done	process the results from the usability tests and create changes to be applied	8	4
	re-design for A/B testing	15-07-2016	Done	select a component to re-design and submit to A/B testing	8	8
Weekly Summary		15-07-2016	ok		41	32
week 9: results	Learn how to use google analytics	07-08-2016			4	
	Find 20 testers	07-08-2016		Search on social media and email address book	4	
	Launch A/B testing with google analytics	07-08-2016			8	
	Compare rates online	07-08-2016			8	
	Discuss findings from the chi-square	07-08-2016		can you draw solid conclusions or are additional experiments needed? What changes would you make based on these results? What other things would you test in the future?	8	
	Fit and finish	07-08-2016		Concentrate on completing the changes based on the results of your in-person test. Attention to detail will serve you well. Make sure the app is optimized for the mobile interface. Same drill as the other weeks, keep updating your development plan.	8	
Weekly Summary			Project Status		40	0
week 10: show & tell	Create medium post	14-08-2016			16	
	Create video demo	14-08-2016			16	
	Publicize work	14-08-2016			8	
Weekly Summary			Project Status		40	0
Constraints	Summer vacations			I'll make a trip for 2 weeks to south Portugal		
	Kids school vacations			During 3 weeks, I'll have to take care of them all day, at home		
	Current job load			If the day at work is exhausting, I'll have less time to work on this at night		
Stretch goals						
Save users habits by recording most used boards positions						
Allow voice input for recording habits						
Screen projection (on wall)						
Screen reading						

Updated development plan

Link:

<https://docs.google.com/spreadsheets/d/1G2X98uYaic27caFfuECd4ro11jeo6uU3UHVTRxygc50/edit?usp=sharing>

Snapshot:

Plan for interactive prototype: Provide a detailed plan for the next three assignments, and briefly summarize goals for the final assignment.							
Week	Task	Due	Status	Comments	Estimated hours	Actual hours spent	
week 7: ready for testing	display several boards on the dashboard screen	12-07	Done			1	3
	display global settings to configure @glance app	12-07	Done			1	3
	display board settings to allow configuration of board	12-07	Done			1	3
	display dashboard fullscreen with one board	12-07	Done			1	3
	display screen to allow add of board to dashboard	12-07	Done			1	3
	create alarms screen and display alarms	12-07	Done			1	3
	create screen to set board about user habits	12-07	Done	Set weather locations and set show schedule		1	3
	display action for projection of screen	12-07	Done	Create a floating button for that		1	3
	display action for reading current screen	12-07	Done	Create a floating button for that		1	3
	display help / FAQ screen	12-07	Done	Show some help content explaining the app		1	3
	create interactive prototype using invision	12-07	Done	join all screens to create a complete interactive prototype		4	4
Weekly Summary		12/07/2016	Ok		14	34	
week 8: test your prototype	develop a protocol	15-07-2016	Done		8	4	
	find 2 testers	15-07-2016	Done	search people at home or at work	8	4	
	perform the first usability test	15-07-2016	Done		3	4	
	adjust design according to first test	15-07-2016	Done	re-design according to user feedback	3	4	
	perform the second usability test	15-07-2016	Done		3	4	
	compile results	15-07-2016	Done	process the results from the usability tests and create changes to be applied	8	4	
	re-design for A/B testing	15-07-2016	Done	select a component to re-design and submit to A/B testing	8	8	
Weekly Summary		15-07-2016	ok		41	32	
week 9: results	Learn how to use useTesting.com	21-07-2016	Done		4	4	
	Create the A/B tests and submit them	21-07-2016	Done		4	4	
	Process the results from the tests	21-07-2016	Done		8	8	
	Improve prototype with feedback from tests	21-07-2016	Done	Using photoshop, implement some re-design	8	16	
	Discuss what was found from the tests and create the document to submit assignment	21-07-2016	Done	can you draw solid conclusions or are additional experiments needed? What changes would you make based on these results? What other things would you test in the future?	8	8	
	Fit and finish	21-07-2016	Done	Concentrate on completing the changes based on the results of your in-person test. Attention to detail will serve you well. Make sure the app is optimized for the mobile interface. Same drill as the other weeks, keep updating your development plan.	8	8	
Weekly Summary	Weekly Meeting Time:	21-07-2016	ok		40	48	
week 10: show & tell	Create medium post	14-08-2016			16		
	Create video demo	14-08-2016			16		
	Publicize work	14-08-2016			8		
Week Summary	Weekly Meeting Time:		Project Status		40	0	
Constraints	Summer vacations			I'll make a trip for 2 weeks to south Portugal			
	Kids school vacations			During 3 weeks, I'll have to take care of them all day, at home			
	Current job load			If the day at work is exhausting, I'll have less time to work on this at night			
Stretch goals							
Save users habits by recording most used boards positions							
Allow voice input for recording habits							
Screen projection (on wall)							
Screen reading							