Group 5 - Usability Testing & Heuristic Evaluation

The Green Thumb
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Link to Plant Home A: https://www.figma.com/file/D8i24TSmaW8Qvlfnjc3neOgk/PlantHome-A
Link to Plant Home B: https://www.figma.com/file/tWiUuKykMWRvCMRbaBz9LA/PlantHome-B
Link to Plant Search A:
https://www.figma.com/file/KzsudKxob3pUiHd1nkk5nn/PlantSearch_A?node-id=0%3A1
Link to Plant Search B:
https://www.figma.com/file/NpajkTbe5ppkocWbiWZE9IcR/PlantSearch_B?node-id=0%3A1
Link to Plant Page A:
https://www.figma.com/proto/W2YojZX0aKxr3d7tVOjP4Jre/PlantPageA?node-id=0%3A1&scaling=scale-down
Link to Plant Page B:
https://www.figma.com/proto/9Ufen0wc9b59ERiiu7ORN6/PlantPageB?node-id=0%3A1&scaling=scale-down

Prototype	Heuristic	Tester
A	Visibility of system status	Tim
A	Match between system and real world	Tim
A	User control and freedom	Tim
A	Consistency and standards	Tim
A	Error prevention	Colin
A	Recognition rather than recall	Colin
A	Flexibility and efficiency of use	Colin
A	Aesthetic and minimalist design	Becky
A	Help users recognize, diagnose, and recover from errors	Becky
A	Help and Documentation	Becky
B	Visibility of System Status	Tim

B	Match between system and real world	Tim
B	User control and freedom	Tim
B	Consistency and standards	Colin
B	Error prevention	Colin
B	Recognition rather than recall	Colin
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B	Help users recognize, diagnose, and recover from errors	Becky
B	Help and Documentation	Becky

Study Session 1   December 2, 2018

Prototype A
Tester: Jim   **Occupation:** Student
Conductor: Tim Childers
Likes:
Looks cleaner and more 'modern' Liked functionality of buttons which did work. Likes the dropdown menu.
Dislikes:
Frustrating not being able to go backwards from plant search page. Not all buttons were functional and he did not know what to do when linked to figma page and not preview page.
Suggestions:
Ability to reverse decisions. More clear water and sunshine symbols, that tell you what a full or half empty sun or water droplet means. Possibly a information bar when hovering over each icon.

Prototype B
Tester: Jim   **Occupation:** Student
Conductor: Tim Childers
Likes:
Likes the logo instead of having a title on each page. Likes black background with white text. Also the black highlights the green colors. But looks less 'clean' the prototype B. Also like information icon on homepage, that displays notifications.
Dislikes:
Similar frustrations of prototype A. Wishes menus worked on all pages except for just one. Did not like inconsistency in menu placement.
Suggestions:
Move title on homepage up, and make it so it doesn't move when notifications are displayed. Keep the logo instead of having title.

Study Session 2   December 2, 2018

Prototype B
Tester: Beth   **Occupation:** Student
Conductor: Colin O'Connell
Observations:
The prototypes linking to a figma file instead of a preview was very confusing for the user.
Likes:
Likes the dark background. Likes the plant pictures.
Dislikes:
Thought the design was kind of clunky and very inconsistent. The menu doesn't work all throughout and isn't clean when it does work. Not all buttons work properly. Some things didn't make much sense, not every action was obvious.

Prototype A
Tester: Beth   **Occupation:** Student
Conductor: Colin O'Connell
Observations:
Similar to with prototype A.
Likes:
Nothing new, really.
Dislikes:
Doesn't like the white background. Notifications look worse than before. Menu even more inconsistent.

Suggestions:
Make everything consistent. Have the dark background. Make menu much cleaner. Clean up the design of everything. Have more fluid transitions.

Study Session 3   December 2, 2018

Prototype A
Tester: Marie **Occupation:** Housewife
Conductor: Becky McConnell
Observations:
Task 1 and 2 were completed fairly quickly. Task 3, however, was more difficult as we didn't create a "my plants" prototype page. There were also some issues with the prototype.
Likes:
Being able to close out of warnings was nice. After testing prototype B, stated that she prefers dark text on a light background, as it's easier to read.
Dislikes:
The difficulty bar was confusing against the white background.
Suggestions:
Have something to distinguish the difficulty bar against the white background. Make the plant info page data accurate to real life. Add more plants to the search page. Add a "my plants" prototype page with information about all of your plants; on this page, display water and light needs for plants, and allow plants to be named.

Prototype B
Tester: Marie **Occupation:** Housewife
Conductor: Becky McConnell
Observations:
The notifications were noticed much more quickly in this version. Otherwise, it was very similar to prototype A.
Likes:
The black background made the plant images pop more, and made the difficulty bar much easier to understand. Having the exclamation mark for notifications was nicer, since you could hide them.
Dislikes:
Not sure if having the name of the app/symbol on plant info pages was good or not.
Suggestions:
Allow the sun and raindrop to be tapped on for a text description of the light/water needs (i.e. "full sun", "indirect light", "well-draining soil", or "water every day"). Allow the user to return to the search page from an info page.

Usability Aspect Report Template
From Shaun Kane, based on UAR Template from Brad A. Myers and Bonnie John
http://www.cs.cmu.edu/~bam/uicourse/UARTemplate.doc

UAR #: 01	**Problem/Good:** Problem	**Rated by:**Becky McConnell
Name: Notifications on the top of the screen (A)		
Relevant heuristic: Aesthetic and minimalist design		
Steps to reproduce: 1. Accumulate many notifications 2. Open the home screen in version A		
Detailed explanation: With the current design, the notifications may fill the entirety of the screen, or otherwise be distracting and unpleasant on the home screen.		
Possible solution: Allow the notifications to be collapsed, or make a separate notifications page.		
Severity (low, medium, high, critical): Medium	**See also:**	

UAR #: 02	**Problem/Good:** Problem	**Rated by:**Becky McConnell
Name: Attempting to search with few parameters (A and B)		
Relevant heuristic: Help users recognize, diagnose, and recover from errors		
Steps to reproduce: 1. Attempt to select search options out of order, or select fewer than all of them 2. Attempt to search for a plant		
Detailed explanation: In the prototype, you can't search for a plant with fewer than all of the attributes. There's no explanation of what you're missing.		
Possible solution: Have text popup when you try to search with too few parameters instructing the user to use more parameters. Also, allow the user to search with fewer than one parameter.		

Severity (low, medium, high, critical):	See also:
High (Can cause a lot of frustration)	

UAR #: 03	Problem/Good: Problem	Rated by:Becky McConnell

Name: Confusing symbols (A and B)

Relevant heuristic: Help and Documentation

Steps to reproduce:
1. Open the information page for a plant
2. Attempt to figure out what the sun and raindrop symbols mean as far as actual amount of sun and water

Detailed explanation:
It may be difficult for users to distinguish between the sun and raindrop symbols, when it comes to actually knowing how much sun or water to give a plant. Some text or documentation should be given that tells the user what the symbols mean.

Possible solution:
Allow the user to tap on these symbols to bring up text that tells them how much sun/water to give their plants.

Severity (low, medium, high, critical):	See also:
Medium	

UAR #: 04	Problem/Good: Good	Rated by:Becky McConnell

Name: Simplistic Search Page

Relevant heuristic: Aesthetic and minimalist design

Steps to reproduce:
1. Open the search page.

Detailed explanation:
The search page is very minimalist- the only buttons are the menu bar and the search buttons.

Possible solution:
N/A

Severity (low, medium, high, critical): N/A	See also:

UAR #: 05	**Problem/Good:** Problem	**Rated by:** Becky McConnell

Name: Search Page Information

Relevant heuristic: Help and Documentation

Steps to reproduce:
1. Open the search page

Detailed explanation:
The search page buttons may be confusing to some. It may help to have documentation about what the search buttons mean more specifically.

Possible solution:
Add some sort of help button on the search page that explains the search page buttons in detail.

Severity (low, medium, high, critical): Low	See also:

UAR #: 6	**Problem/Good:** Good	**Rated by:** Colin O'Connell

Name: Plant Search Prevents Errors

Relevant heuristic: Error Prevention

Steps to reproduce: From home page, select "Search Plants", then input the different values and select "Let's go!" This is for both prototypes.

Detailed explanation:
This prevents errors by having standard inputs so it is impossible for the user to put a random search filter that won't apply.

Possible solution: N/A

Severity (low, medium, high, critical): N/A	See also: N/A

UAR #: 7	Problem/Good: Problem	Rated by: Colin O'Connell

Name: Search Results Unclear What They're Showing

Relevant heuristic: Recognition rather than recall

Steps to reproduce:
From the home page select "Search Plants" and then input any filters and select "Let's go!" There will be the search results. This is for both Prototype A and B.

Detailed explanation:
The results will show based on the input, but it doesn't show what search filters were used to get these results. You would have to remember your inputs.

Possible solution:
Maybe include the search filters at the top of the results page.

Severity (low, medium, high, critical): Low	See also:

UAR #: 8	Problem/Good: Problem	Rated by: Colin O'Connell

Name: Slowness between Pages

Relevant heuristic: Flexibility and efficiency of use
Steps to reproduce: Multiple ways:

Steps to reproduce: Multiple ways:
1.   Select "Search Plants" from the home page.
2.   Select a plant from the home page.
3.   Select any different page from the menu.

Detailed explanation:
Right now, it takes a while to switch between any of the different pages and it is not smooth at all. This is for both prototypes.

Possible solution:
Put all pages into one file and make the transitions smooth and quick.

Severity (low, medium, high, critical): High	**See also:**

UAR #: 9	**Problem/Good:** Problem	**Rated by:** Colin O'Connell

Name: Menu on Plant Page Slightly Inconsistent

Relevant heuristic: Consistency and standards

Steps to reproduce:
From the home page, click on a plant. On the plant page, open the description by clicking the arrow. Now click on the 3 bars in the upper right corner. This is for Prototype B.

Detailed explanation:
When the menu is opened and the description is open on the plant page, the description goes away.

Possible solution:
Have a cleaner looking menu where the background stays consistent when opened.

Severity (low, medium, high, critical): Medium	See also:

UAR #: 10	**Problem/Good:** Problem	**Rated by:** Colin O'Connell

Name: Inconsistent Menu and Top of Screen

Relevant heuristic: Inconsistency and Standards

Steps to reproduce: Clicking to any of the other pages from the home page. So clicking on a plant or clicking "Search Plants". This is for Prototype B.

Detailed explanation:
The menu bars are inconsistent in size between the pages. It also varies in working or not throughout the prototype. Also, the top of the screen is different between pages with the logo and the color. In general, the style between all the pages is inconsistent.

Possible solution:
Put all the pages into one file and standardize the formats and styles. Make the top of the screen and the menu bars exactly the same on each page.

Severity (low, medium, high, critical): High	See also:

UAR #: 11	Problem/Good: Lack of Page Indication	Prototype A
Name: Tim Childers		
Relevant heuristic: Visibility of System Status		
Steps to reproduce: Navigate to Homepage or select a plant and go to the plant page.		
Detailed explanation: When visiting the Homepage and each Plant Page, it is not clear which page you are on.		
Possible solution: Simple title for each page you are on.		
Severity (low, medium, high, critical): low	**See also:**	

UAR #: 12	Problem/Good: All terms are natural and in order	Prototype A

Name: Tim Childers		

Relevant heuristic: Match between system and the real world.		

Steps to reproduce:
N/A

Detailed explanation:
When using the application, all the words, phrases and concepts were practical and intuitive. Nothing was too technical, although terms such as Plant Search may seem vague, but are brief.

Possible solution:
N/A

Severity (low, medium, high, critical): N/A	See also:

UAR #: 13	Problem/Good: Things are inconsistent	Prototype A
Name: Tim Childers		
Relevant heuristic: Consistency and Standards		

Steps to reproduce:
Compare Homepage, Plant Search, and Plant Info pages.

Detailed explanation:
Some design features are inconsistent across the application, such as placement of menu expander and shape and color of backgrounds and buttons.

Possible solution:
Go through each page and make everything uniform so user has easier time using application.

Severity (low, medium, high, critical): High	**See also:**

UAR #: 14	**Problem/Good: Can't navigate on Plant Search page.**	**Prototype A & B**
Name: Tim Childers		
Relevant heuristic: User control and freedom		

Steps to reproduce:
Navigate to Plant Search page and try going back or unselecting a button.

Detailed explanation:

There is no way to navigate back to the homepage or any other page from the Plant Search page. There is also no way to undo a selection once it is made.

Possible solution:

Add the ability to navigate using a drop down menu. And allow users to deselect search options.

Severity (low, medium, high, critical): Critical	See also:

UAR #: 15	Problem/Good: It's not clear what Let's go button does.	Prototype A & B

Name: Tim Childers

Relevant heuristic: Match between system and real world.

Steps to reproduce:
Navigate to Plant Search page and select all search options.

Detailed explanation:
The Let's go button isn't clear if you are searching for something or going to another page.

Possible solution:
Maybe just title it "Search"

Severity (low, medium, high, critical): low	**See also:**