

User Testing

I informed the user I would like to show them an app I was working on for a group project. I told the user that I wasn't going to tell them how to use the app, but wanted to see if they could work out the 'game' from the instructions on the screen and I would like to sit next to them and watch how they got on. I also informed the users that I might take some notes and ask some questions, and if they wanted to stop at any point it was not a problem.

I also advised the users that if they got stuck using the app, they could ask me for some help.

I kept reiterating to the user that this was not a test of their ability or knowledge, but the purpose of this was to find out whether or not the app was easy to use and to get their opinion on what bits they liked about the app and what bits they would like to change.

I asked open ended questions such as:

- Can you explain to me what the game is asking you to do?
- What parts of the game do you like?
- What parts of the game don't you like?
- Do you think the game is fun?
- Do you think you are learning anything from the game?
- If you could change something (anything at all) what would you like to change?
- I asked if they would like this as a game with points?



User 1: Female, 13 years old, secondary school

- Understood what the game is trying to do - thought the instructions were clear
- Liked the front page - the image and the map
- Frustrated with the map - difficulty navigating round it e.g. zooming into the sea.
- Couldn't find the submit button "I found Yang" - kept clicking on the country - when it changed colour she thought that was it selected e.g. green made her think she had chosen it.
- Frustrated trying to get the country names - the pop-up country name sometimes doesn't show (this could be dependent on zoom?)
- Learnt that the popup only shows when you click a country
- Wasn't that interested in the facts - but liked them when they were pointed out
- Thought she was maybe a bit too grown up for the game
- Thought the voice over was really fun
- Thought the map style was cool
- I asked her would it be good if you got points based on your guess - she liked this idea.
- She suggested that it would be good if there were hints e.g. what continent its in

User 2: Male, 10 years old, primary school

- Understood what the game is trying to do - thought the instructions were clear
- Struggled with some of the landmarks - I gave him some hints e.g. think South America.
- Liked the game - thought some landmarks were really easy and some were really really hard.
- Didn't like Yang's face as the marker, wasn't sure how it fitted in with the narrative of the game
- Clicking the map is the fun bit - getting the popup for the countries - didn't care about the facts
- Found it really hard to get out of the map to click the "I found Yang" button (I had to tell him there was a button to click)
- Loves the voice-over
- I asked if it would be good if you got points based on your guess - he liked this idea.

User 3: Female, 50 years old, parent and teacher

- Understood what the game is trying to do - thought the instructions were clear
- Found the biggest learning point was clicking on the different countries and having the names pop up
- Struggled navigating around the map - zooming into countries and the sea when she wanted to move the map over.
- Could not get out of the map (I had to help)
- Did not realise there was a submit "I found Yang" button
- Liked the facts - thought she learnt some new stuff
- Wasn't sure about the Yang image - a pointer might be better?

- Didn't like the map - thought something with country names on would have been better
 - Thought Edinburgh Castle image was a tough one - was trying to click Scotland not realising the country was classified as UK
1. All users liked the idea of "hotter" and "colder" dependent on your guess.
 2. All users liked the ideas of a "hints" button.
 3. User 1 and User 2 liked the idea of a scoring system