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CS 371

# Usability Study

Didn't have time to get a 3<sup>rd</sup> participant because of the technical problems with getting the app to work when it was meant for an iPhone and I only had an iPad.

## Usability Plan

No changes made

For Reference: <https://drive.google.com/file/d/1UcHYpc0pe1LLAoSm-2ZzrIN60iMWVvFe/view>

## Qualitative Data Analysis

### Coversheets

Participant 1                      July 13 5:13pm

Age: 20's              Gender: M              Technology User: Normal              Temple Attender

Overall: This user was slightly confused about the layout of the app, such as where the home screen was and how to get temple names into the list. When given instructions to do certain tasks such as reserving a name, he was able to figure it out instantly.

Data collected: MO\_SIZE, MO\_COLOR, E\_RECEIVE, V\_ICON

Quotes: "You have blue for men and pink for women, makes it understandable"

Participant 2                      July 13 5:24pm

Age: 20's              Gender: M              Technology User: Heavy              Temple Attender

Overall: This user was confused about what state the app was in at times, like when you press reserve. He was very proficient in navigating the app when given it the first time.

Data collected: MA\_RES, MO\_SIZE, MO\_COLOR, V\_STATE

Quotes: "It doesn't tell me if it confirmed the reservation", "You press the print button after reserving it"

## Tags

Variable	Tags
<b>Trust</b>	T_NAME: The User will be hesitant to receive a name from the shared page in fear of doing the same name as their family member
<b>Mapping</b>	MA_RES: The User will not have a valid mental model of the Reserve button and will be confused by the event of the button
<b>Motivation</b>	MO_SIZE: The size of the header is off balance from the size of the footer which will be unappealing to the User MO_COLOR: The color scheme of names will be understood but the main screen and buttons color scheme will appear random to the User.
<b>Simplicity</b>	S_SHARE: The User will enjoy the ease of sharing names with the app
<b>Efficiency</b>	E_RECEIVE: Receiving names for the temple from shared names will take less than 30 sec first time using the app
<b>Visibility</b>	V_ICON: The highlighted Icon on the bottom is not enough for the User to know which page (reserved/shared) they are on at a glance V_STATE: The user won't know what state the app is in when they press the reserve button

## Data

### Participant 1 –

Details: 20's, Male, Temple attendee, normal technology user

#### Notes:

1. Gave participant the phone with the app started, gave the executive summary of what it does
2. Asked him how he would reserve names and he instantly went to the reserve button[5]
3. Told him to play around with it and he had no trouble navigating between the different menus, tried to press the icons on the reserved page but was confused about them being placeholders, expected them to have the same functionality as the shared page, easily figured out you could tap them if this was the real product[3]
4. Took the phone back from him and navigated to the print page, gave it back and asked if he knew where he was at, which he did. He was able to easily navigate back to the app as well.
5. Asked what he thought about the color scheme, he observed "You have blue for men and pink for women, makes it understandable"[2]
6. Asked him what he thought about the components of the page, and if he'd make any of them bigger or smaller, he said they were all fine[1]
7. Asked for final thoughts, he was wondering if it would let you sign into your lds.org account. He was wondering if it's going to have a loading screen logo when you first start up the app. He was also wondering which screen was technically the home screen[4]

8. Thanked him for the help and gave him a Twix

[1]MO\_SIZE    [2]MO\_COLOR   [3]E\_RECIEVE   [4]V\_ICON    [5]MA\_RES

### Script Details

2. Just press the reserve button

3. Reserves the name for you, he was wondering how you get names to reserve in the first place though

4. Go to the reserve button and press print, although it's confusing which screen is the home screen so you know where to expect the reserve button to be

6. I changed it to the print page, knew it was the print page, was waiting for the preview to finish to be sure

8. Observed "You have blue for men and pink for women, makes it understandable"

9. Said layout was good but needed a top bar with a pull-down menu like most IOS apps. That way you can access more options. Also needs logo at the beginning when you first load up app

### Participant 2 –

Details: 20's, Male, Temple attendee, heavy technology user

### Notes:

1. Gave participant the phone and asked him what he thinks the reserve button does. He already pressed it though in eager experimentation and found out that you can press get FOR code or print the name[3]

2. Asked him how he thinks you'd get names to the temple, said you select a name and press reserve.[3] This is correct. He was confused when he pressed reserve and it didn't give a confirmation that the temple received the name[4]

3. Took the phone back from him and set it to the print page. Gave it back and asked him if he knew how to get there. He easily went back to the app and showed how you press print after pressing reserve

4. Asked him what he thought about the color scheme. He said it was good[2]

5. Asked him what he thought of the component sizes. He also said that they were good[1]

6. Asked if he had any final thoughts. He played around with it a bit more and was confused on how the FOR temple number for every person was the same. This is a result of the prototype having hard coded values for now

7. Thanked him for the help and gave him a 3 Musketeers

[1]MO\_SIZE    [2]MO\_COLOR   [3]MA\_RES    [4]V\_STATE

## Script Details

2. Press the reserve button, easily figured that out in 1 second of using app
3. Reserves the app for the temple, he observed “It doesn’t tell me if it confirmed the reservation” expected a box to pop up that says the temple has received the reservation
4. Press the print button
6. I set it to the print page, he observed that to get to that page “You press the print button after reserving it”, easily found his way back to the app in 1 second
8. Said the color scheme was good, was confused on what the FOR number was about. This is supposed to be the number you bring to the temple to have them print off the names for you.
9. Said the layout was good

## Recommendations

*Color and Layout:* All the users were fine with the color scheme and layout, this is a good sign that it should be kept the same. They both especially liked the pink and blue coloring for the female and male names.

*Logo:* There was a desire to have a logo appear when the app first starts up, they were expecting that because most iOS apps have it.

*Functionality:* Both users expected the reserved page to have the same functionality as the shared page. The final design should keep the same functionality for the reserved page as the shared page.

*Name Loading:* The users were wondering how you’d load the names from your family search account into the app. There should be an obvious reference into how this is done.

*Home Screen:* There should be an obvious indicator as to which screen is the home screen.

*FOR Number:* The FOR number should be easy to read.