



CODOMETTLE

Remote User Testing

CodeMettle Research Initiative

April

2 studies completed

- Terminus internal
- Terminus external

(Moderated)



May

1 study completed

- Terminus content Interviews

(Interview)



June

Remote usability
testing platform
purchased



July

2 studies completed

- Carrier Monitoring
- EM&C

1 study in progress

- Planner



EM&C

Live website test

Test Focus:

Clarity of input fields
Terminology

Participants:

6 Veterans



Start New Service Request

Create New Policy Template



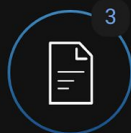
Next Service Request Expires in: 00 01 00 00



Drafted



Pending



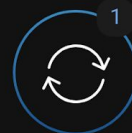
Proposed



Planning



Awaiting



Active



Executed



Mission Details

Point Of Contact

Network

Additional Details

Map Coverage

Terminals

Review

Map Coverage ?

Top Left Coordinate

6.055

Latitude *

-1.554

Longitude *

Top Right Coordinate

6.055

Latitude *

46.406

Longitude *

Bottom Left Coordinate

-36.051

Latitude *

-1.554

Longitude *

Bottom Right Coordinate

-36.051

Latitude *

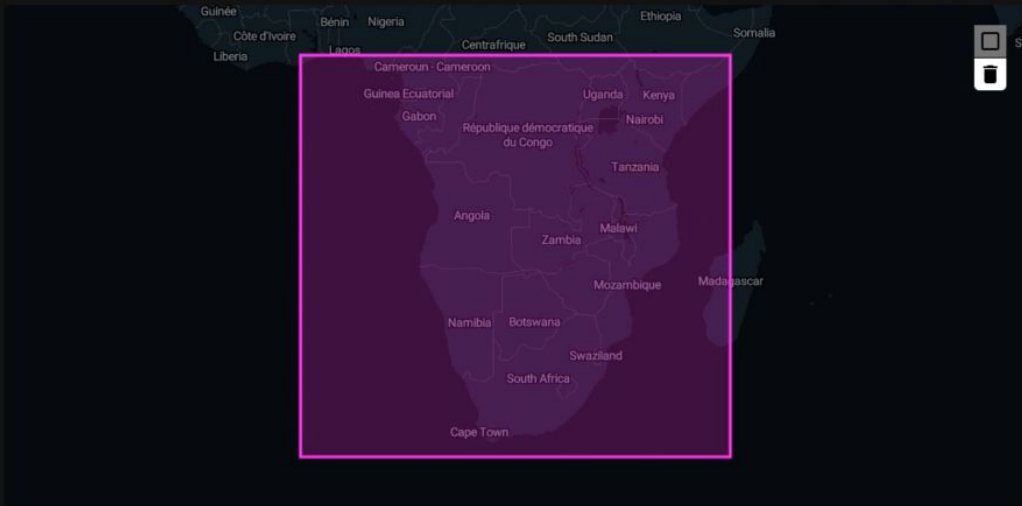
46.406

Longitude *

Total Coverage

9121864.92

Coverage Area (Square Miles) *



12:04

10 of 14

Pause

Delete any pre-existing map coverage area. Draw a rectangle over South Africa - no need to be precise.

When you are finished, click CONTINUE to move on to the Terminals page.

Remember to speak your thoughts aloud.

Next

BACK

CANCEL

SAVE AS TEMPLATE

SAVE AS DRAFT

CONTINUE

Results - EM&C

- Clearing field when adding multiple terminals is frustrating
- Map interaction (not knowing you can draw, trying drag & drop)
- Multiselect dropdown for adding Priority Ranking
- Services field not supporting " , "
- Unclear field names / acronyms
 - Special Configurations, SBD#



Carrier Monitoring

Figma prototype test

Test Focus:

Clarity of sunburst chart
Navigation

Participants:

4 Users familiar with carrier waves
4 Untrained users

Carrier Monitoring Overview

Quick Filters:

No Issues

Recent Alarm

Carrier Alarm

Comm Alarm

Lockout

Search



ALARMS OVER PAST 24 HOURS

NORTHEAST

4

CLEAR

3

RECENT

12

CARRIER

4

COMM

0

LOCKOUT

ALBANY_RX

ALBANY_TX

AUGUSTA_RX

CONCORD_TX

DOVER_TX

HARRISBURG_TX

HARTFORD_RX

HARTFORD_TX

MONTPELIER_RX

PROVIDENCE_RX

TRENTON_RX

WASHINGTON_RX

MIDWEST

12

CLEAR

2

RECENT

6

CARRIER

3

COMM

1

LOCKOUT

BISMARCK_RX

COLUMBUS_RX

COLUMBUS_TX

INDIANAPOLIS_RX

JEFFERSON CITY_TX

LINCOLN_RX

SOUTHEAST

9

CLEAR

5

RECENT

8

CARRIER

0

COMM

2

LOCKOUT

ATLANTA_RX

BATON ROUGE_TX

CHARLESTON_RX

COLUMBIA_TX

FRANKFORT_RX

MONTGOMERY_TX

NASHVILLE_RX

RALEIGH_TX

ATLANTA_TX

COLUMBIA_TX

NASHVILLE_TX

TALLAHASSEE_TX

WEST

8

CLEAR

5

RECENT

3

CARRIER

4

COMM

4

LOCKOUT

CARSON CITY_TX

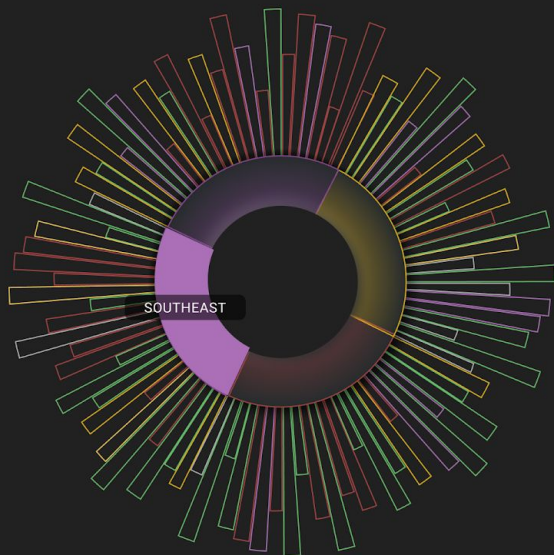
CHEYENNE_TX

DENVER_RX

BOISE_TX

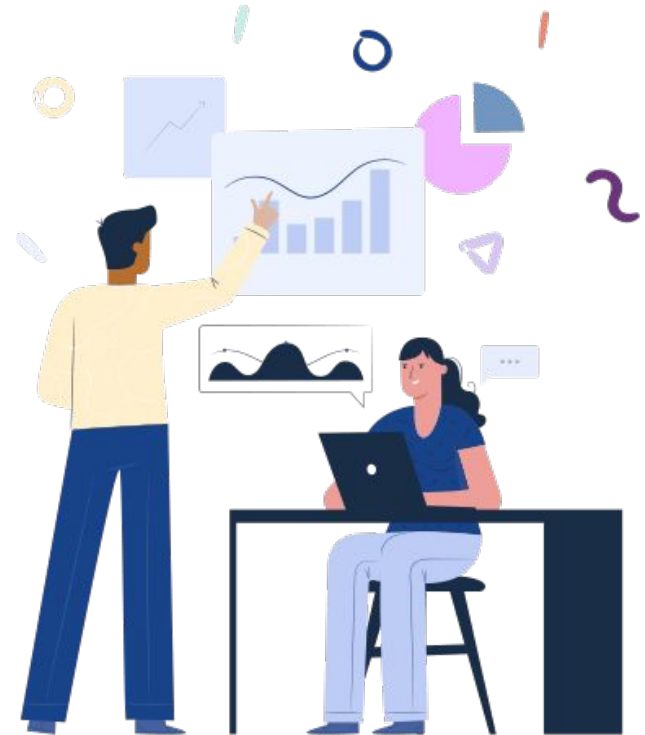
HONOLULU_TX

OLYMPIA_TX

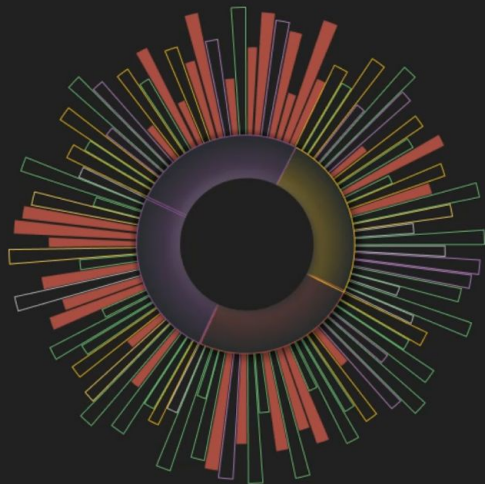


Results - Carrier Monitoring

- Sunburst chart was confusing
 - “Busy” looking, inconsistent colors with alarms
 - Unclear what branch height indicates
 - More information needed on hover
- Filtering didn’t work as expected
 - Users expect card contents to filter
- Alarm names / relative severity is unclear
 - Users need more information regarding alarm causes
- Navigation refinement



Carrier Monitoring Overview



Quick Filters:

No Issues

Recent Alarm

Carrier Alarm

Comm Alarm

Lockout

Search



ALARMS OVER PAST 24 HOURS

NORTHEAST

4

CLEAR

3

RECENT

12

CARRIER

4

COMM

0

LOCKOUT

ALBANY_RX

ALBANY_TX

AUGUSTA_RX

CONCORD_TX

DOVER_TX

HARRISBURG_TX

HARTFORD_RX

HARTFORD_TX

MONTPELIER_RX

PROVIDENCE_RX

TRENTON_RX

WASHINGTON_TX

MIDWEST

12

CLEAR

2

RECENT

6

CARRIER

3

COMM

1

LOCKOUT

BISMARCK_RX

COLUMBUS_RX

COLUMBUS_TX

INDIANAPOLIS_RX

JEFFERSON CITY_TX

LINCOLN_RX

SOUTHEAST

9

CLEAR

5

RECENT

8

CARRIER

0

COMM

2

LOCKOUT

ATLANTA_RX

BATON ROUGE_TX

CHARLESTON_RX

COLUMBIA_TX

FRANKFORT_RX

MONTGOMERY_TX

NASHVILLE_RX

RALEIGH_TX

ATLANTA_TX

COLUMBIA_TX

NASHVILLE_TX

TALLAHASSEE_TX

WEST

8

CLEAR

3

RECENT

3

CARRIER

2

COMM

4

LOCKOUT

CARSON CITY_TX

CHEYENNE_TX

BOISE_TX

HONOLULU_TX

06:58

4 of 17

Pause

Filter for all Carrier Alarms.

Provide your thoughts on the method of filtration. Without clicking on anything else, what further actions could you imagine taking from here?

Remember to speak your thoughts aloud.

Next

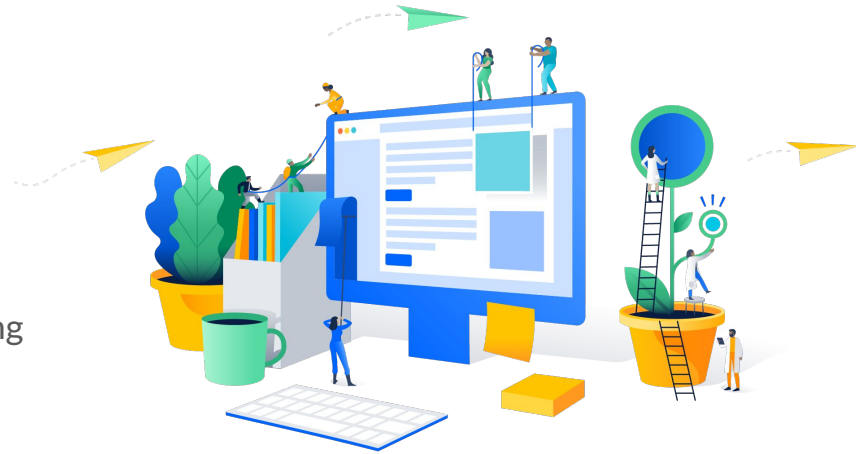
Methodology

Insights & Future Plans



Consistent Deployment Plan

- Continue conducting ~2 studies / month
- Flexibility to adapt methodologies to project needs
 - Unmoderated / Moderated / Interview
 - Wireframes / Prototype / Live site
 - Collaborative study setup
- Establish research & synthesis rhythm for rapid testing
- Sustainable research process



Research Tips

- Users rely on cues from hover states and scrolling to orient themselves
 - AdobeXD supports higher fidelity interaction
- Unmoderated testing has potential to prevent interference
- No multi-monitor recording

Study creation guide:

<https://tinyurl.com/y3xhmhh4>



Roadmap for August

- Complete Planner study
- Begin ConOptic Resource Page study
- Synthesize all findings into Notion
- Continue to update research guide



Questions?



Thank you!

