

P4 : Hidden Campers

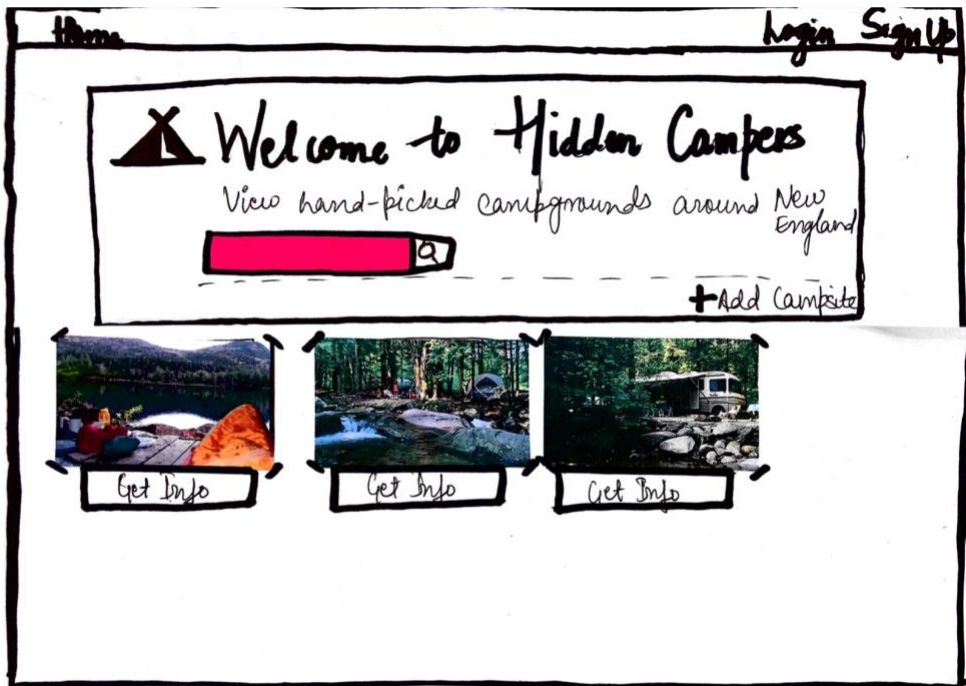
Date of Report: Feb 22, 2018
Date of Test: Feb 20, 2018
Location of Test: Snell Library, Northeastern University, Boston, MA

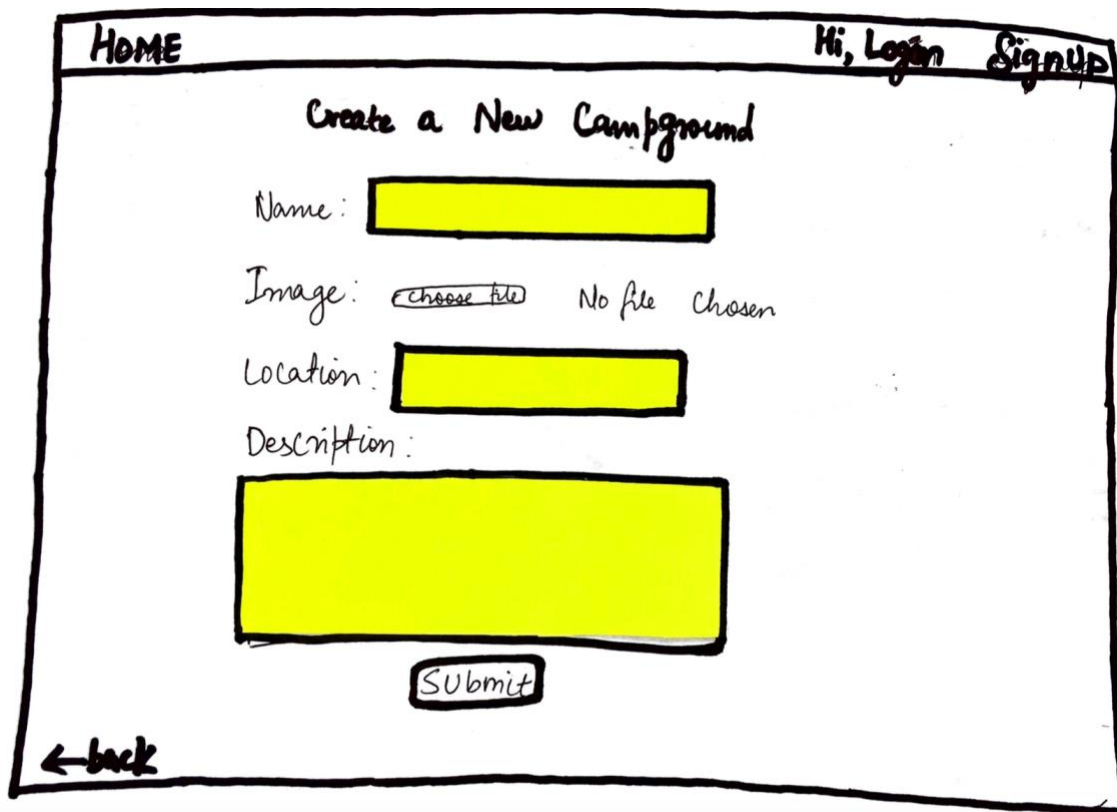
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Prototype Photos







A hand-drawn sketch of a web form titled "Create a New Campground". The form is enclosed in a rectangular border. At the top left, the word "HOME" is written. At the top right, the text "Hi, Login Signup" is written. The form contains the following elements:

- Title:** "Create a New Campground" centered at the top.
- Name:** A text input field represented by a yellow rectangle.
- Image:** A label followed by a button labeled "choose file", the text "No file", and the text "Chosen".
- Location:** A text input field represented by a yellow rectangle.
- Description:** A label followed by a large text input area represented by a yellow rectangle.
- Submit:** A button labeled "Submit" centered below the description field.
- Back:** A button labeled "← back" in the bottom left corner.

Briefing

Hi, we're designing a software to find campsites across New England. You can browse or search campsites and add more to the website to share with others.

Informed Consent:

We are conducting a study to find out what people think about this. We won't record or publish any information with your name. This is for a course we're taking in Human-Computer Interaction from Prof. David Sprague in the College of Computer and Information Science. Your participation is voluntary and you can stop anytime and ask that your data should not be used.

As I mentioned, we're working on a new camp finder product. Our product is a website you can go online to interact with. The purpose of today's session is for you to help us figure out how to make this web interface more user-friendly

before we finish developing it. But believe it or not, we aren't going to use a computer. As you'll see, we've actually created paper versions of the screens, and this girl named Rosy will be playing the computer.

We'll give you some tasks that we think are representative of what people might do in real life, such as searching for a campsite or adding a campsite to the website's database. Your job is to tell us what makes sense, what's confusing, whether it works the way you'd expect it to.

Keep in mind that we're testing the interface-- we're not testing you—so if you run into any problems it's not your fault and it means that there's something we need to change. I'll be sitting next to you, and I can help you if you want.

The prototype still has some rough edges—we're still thinking through how it should work and some parts of it are incomplete. Before we cast it in concrete, we want to get some feedback about how well this design works.

Rosy here will be playing the computer. She may seem like a pretty smart computer, but she has no speech recognition and no artificial intelligence. Since machines can't talk, she's not allowed to explain anything. If you want to do something, you'll need to interact with the prototype just as you would on a computer. Use your finger to click on buttons. These pieces of tape indicate places where you can type something in, and here's your keyboard (gives pen). It's OK to write on this.

Please tell us what makes sense to you, what's confusing, and any questions that come to mind. Your questions are especially valuable, but I may not answer them right away because our goal is to change the interface so it answers them. Remember that we're testing the interface—we're not testing you. Are you ready to start?

OK, here's the first thing we'd like you to do. Take a minute to read this and let me know if it makes sense. If so, then whenever you're ready please show us what you would do first.

Scenario Tasks

We asked users to perform three tasks, which are:

1. Search for a campsite
2. View a Campsite and add comments/rating
3. Add a Campsite

Demographics of Test Users

Who we tested

Five participants, having the following characteristics, evaluated Hidden Campers.

Computer Usage

11 to 25 hrs. wk.	2
26 to 40 hrs. wk.	3
40+ hrs. wk.	0
TOTAL (participants)	5

Age

21-23	2
24-26	2
27-29	1
30+	0
TOTAL (participants)	5

Gender

Women	3
Men	2
TOTAL (participants)	5

What participants did

Our study took an average time of 10-15 minutes. Users were asked to interact with the paper prototype and perform the three tasks. Then they were asked to give us feedback as to how they felt about the application as a whole and if they had any suggestions about what else we could add in our application.

What data we collected

We collected behavioral and verbal feedback from the users.

Observations

- **Usability Problems:** Our users stumbled upon the following problems:
 - We noticed that 4 out of 5 users ended up clicking on the thumbnail instead of the “Get Info” button when viewing the grid.
 - One of the users ended up clicking on the google map API box thinking it would expand in size for a bigger view of the map.
 - Two users tried to find the “Add Campsite” button from the Camp details page, which was inefficient as we have that button on our home page.
- **Solutions –** We came up with a few solutions to our interface:
 - We plan to replace the “Get Info” button with small icons that represent various activities available at that campsite.
 - We plan to move the ‘Add Campsite” button to the navigation bar instead of the container on the homepage.

- In addition to the above two functionalities, we are adding a “Favorites” feature that the users can refer to after browsing multiple sites.

Results

We received positive feedback from our paper prototyping, with users seeming satisfied with the interface. We were told that the tasks we expected them to do were easy to execute as everything was explicitly laid out.

We have decided to implement the functionalities presented in the Solutions above and make a few minor changes to make our application more refined.