Executive Summary

The SOCIS arcade team, a group of four students in Usability Testing and Design at the University of Arkansas at Little Rock, developed and conducted a usability test on the the arcade machine created and deployed by the university's Society of Computer and Information Science. The arcade had not previously gone through any usability testing.

The team developed personas of typical users, identifying students as the main group to focus on, and conducted analysis of the machine using Nielsen's 10 usability heuristics. These identified error tolerance and recovery, visibility of system status, and ease of learning as likely issues.

Testing was completed with 12 testers on site in the EIT building on April 3 and 10.

This revealed issues with labeling of buttons of the machine and instructions, as well as navigation of the system, although visibility contributed significantly to that.

Since the test was originally conceived as focusing on the software, the aesthetic was not expected to be an issue, but it was discovered to be a much more significant factor during on-site testing. Visibility problems were found to contribute significantly to testers' difficulties with the system.

After reviewing these findings, the team's recommendations for improvements to the SOCIS arcade are:

- Label buttons
- Place instructions in a more visible location
- Change OS theme
- Upgrade display screen