Usability Testing Script and Results

Taher Ahmed

Candidate number: 851175

170082381

Usability testing script

1. Registering an account

Can you initially register an account by inserting the following data:

- First name – "John"
- Last name – "Doe"
- Email – "JohnDoe@email.com"
- Password – "Password"

2. GPS permissions

Scenario: You want to enter the application and view your current location.

On the emulator, can you enable your GPS permissions and enter the map screen of the application?

3. Accessing users' posts

Scenario: You want to identify what issues are currently occurring in your local area.

Can you identify the details of all issues that have occurred around your current location?

4. Creating a new post

Scenario: Imagine you have identified some graffiti in your local area.

Can you submit a new post with the following data:

- Category – "Graffiti"
- Description – "There is some graffiti vandalism in this location."
- Location – Select any location on your map.
- Photo – The emulator will enter a dummy room once opening the camera – take any picture.

5. Removing a post

Scenario: Imagine the local council has now solved the previous issue you reported.

Can you remove the post you previously submitted?

6. Notifications – In app

Scenario: You want to constantly be aware of any issues that are occurring within your current location.

Can you create a notification area so that you receive direct notifications to the emulator?

7. Notifications – Text-to-speech

Scenario: You want to constantly be aware of any issues that are occurring within your current location. You will be travelling and will be unable to physically attend to your mobile device (in this case, the emulator).

Can you create a marker to receive direct notifications to the emulator, and the notification is verbalised?

8. Returning to your current location

Scenario: You are currently viewing the location of your destination but want to see if there are any new user posts near your current location.

Can you return to your current location?

9. Logging out

Scenario: You have finished everything you need to perform within the application and want to sign out.

Can you sign out and return to the login page of the application?

Post testing questions:
1. Can you describe your overall experience with the application?
2. Was there anything specific you liked about the application?
3. Are there any overall improvements you would like to be made to the application?
4. Was the layout and icons of the buttons on the map screen understandable, or was it difficult to follow? If difficult to follow, how do you think this could be improved?
5. Was the layout of the form appropriate, or do you think the layout made the usability difficult? If the layout made usability difficult, how do you think this could be improved?

Usability testing results

1. Registering an account

All participants were able to complete this task without difficulties.

2. GPS permissions

All participants were able to complete this task without difficulties.

3. Accessing users' posts

Participant 1: Had no difficulties completing this task. The individual managed to access marker in under 30 seconds.

Participant 2: Was able to click the marker near their location instantly.

Participant 3: Had difficulties understanding the task and did not comprehend that the marker needed to be clicked.

Participant 4: Was able to click the marker near their location instantly.

Participant 5: Clicked the marker after 1 minute of traversing the map.

4. Creating a new post

All participants were able to complete this task without difficulties.

5. Removing a post

Participants 1, 2, 4 and 5 completed this task in under 90 seconds.

Participant 3: Had difficulty understanding where to go to remove the marker and required assistance from the moderator.

6. Notifications – In app

Participant 1: Completed this task under 1 minutes.

Participants 2-5: Had difficulties understanding how to generate the notification area and required assistance from the moderator.

7. Notifications – Text-to-speech

All participants were able to complete this task without difficulties after understanding how to generate the notification area.

8. Returning to your current location

Participant 1: Took time to understand and remember the functionality of each button. They completed this task within 2 minutes.

Participant 2: Clicked each button until the correct button was clicked. Completed task after 2 minutes.

Participant 3: Clicked the button almost instantly, remembering the functionality of each button.

Participant 4: The individual required no assistance from the moderator but took time to complete the task. Initially going into the Form to check for a button. Following this, the participant went into the side navigation and only then clicked the correct button after exiting the side navigation.

Participant 5: Clicked the button almost instantly, remembering the functionality of each button.

9. Logging out

All participants were able to complete this task without difficulties.

Post testing questions:

1. Can you describe your overall experience with the application?

Participant 1: The overall experience with the application was positive. I really enjoyed interacting with a live map similar to other applications I have used.

Participant 2: The experience was good. Certain features were a little difficult to understand, but I think I would learn them after more usage of the app.

Participant 3: It was a positive experience for me during this test. There were some difficulties, but they should not be too difficult to use moving forward.

Participant 4: This test was very good. The application made it simple to use each feature, and I really enjoyed completing each task.

Participant 5: The majority of the features were simple to understand. Having to hold the screen to generate the notification was tricky. Other than that, the overall experience was good. The application certainly provides some useful features.

2. Was there anything specific you liked about the application?

Participant 1: I really like how the data is represented by a marker. It seems in line with other applications I have used. I also noticed the difference in marker colour between the post I submitted, and others submitted. This is a great sub-feature, especially when finding a marker I have posted to remove.

Participant 2: Although I had some troubles generating the notification, this was a great feature. Also, providing in-app notification and text-to-speech drives my desire to use the application in the future. The voice notification was a surprise and is not something I have seen within other apps. It is a tool I would certainly use whilst travelling.

Participant 3: The interface was really good. I really enjoyed the fact the all the buttons to access other pages were on the main screen. It is really good that I don't have to go looking too much to complete the tasks. The design was remarkably consistent across each screen. This is a big positive for me and is something I notice in other apps I use.

Participant 4: I really liked the voice notifications. By providing the information of how far it is from my current location is a brilliant feature. Although it was difficult to produce the notification area, this was still great.

Participant 5: The button to go back to my current location was instrumental. Although it's not a main feature, it's really needed.

3. Are there any overall improvements you would like to be made to the application?

Participant 1: It may be optimal to allow users to post more than one image of an issue. It would be useful for me if the application showed more messages. Providing error messages for input fields would help significantly.

Participant 2: I did not understand how to get the notification to work initially. Some prompt or message to alert me of this feature may be beneficial.

Participant 3: It would be helpful to see a list of my markers as it was slightly difficult to view this. So aside from presenting them on a map, a feed may also be helpful.

Participant 4: Apart from the data provided by users, more data about what's happening in my city would be helpful. I am aware of smart city applications, and information on traffic, air pollution, and similar data is something I would like.

Participant 5: A tutorial within the app would have helped tremendously, specifically for the notification task, as it's difficult to understand how the feature works. Also, it would be beneficial for me if there was text describing what I should enter within a text box. It seems familiar in websites and other applications I have visited.

4. Was the layout and icons of the buttons on the map screen understandable, or was it difficult to follow? If you found it difficult, can you explain why?

Participant 1: I believe, for the most part, the layout of the buttons was very appropriate. This type of layout is what I would expect from other applications I use. The icons are very simple to understand. Initially, I thought text within these buttons might be appropriate, but this may not be acceptable within a mobile application.

Participant 2: The layout of the buttons made sense. However, the icons were slightly difficult to follow. I usually have difficulty understanding buttons on other apps, so I don't think this was a massive concern. Within websites, it is much easier as text is utilised heavily.

Participant 3: The layout and the icons were perfect for their functionality. The buttons were not difficult to access, and the icons communicated the feature adequately.

Participant 4: The position of the buttons made sense after assistance from the moderator. There was slight confusion with the icons as I thought they were communicating a different feature.

Participant 5: The icons made complete sense, and the position of the buttons was great as they were easily identifiable. There wasn't any point whilst using the app where I had difficulty finding a button.

5. Was the layout of the Form appropriate, or do you think the layout made the usability difficult? If the layout made usability difficult, how do you think this could be improved?

Participant 1: The layout of the Form made complete sense. There weren't too many input fields, and the simple nature of the interface was really good. However, the dropdown was slightly strange and is very different from what I have used within websites.

Participant 2: The Form was fine, but the size of the description field is quite small. The scroll feature is slightly difficult to use in the emulator. So, a larger text box for the description would be more useful, especially when writing a long description.

Participant 3: The layout was clear and easy to understand. The input areas were spaced out enough that the interface wasn't too complicated. I liked the use of icons for the photo field and populating this with the image used. It made the usability and understandability of the Form greater.

Participant 4: The Form of the layout was good. It followed the simple nature of the rest of the application's interface. It isn't cluttered with too much information, and the error messages are easy to comprehend.

Participant 5: The structure and the layout of the Form assisted the usability. The design made it clear what information is necessary instantly. It was easy to comprehend the entire Form as it fit the emulator screen. Not having to scroll constantly is very useful for the usability of the application.