

# Summary of Findings from Testing

## Introduction:

This user testing round involved three participants, Jillian, Robert, and Deloris, who are all 83 years old and above. The purpose was to gather feedback on the TechWise app prototype, focusing on onboarding, earning coins, purchasing items, and adding them to the simulated home. This summary incorporates insights from all three participants.

## Participant Information:

- Jillian: 83 years old, enjoys using technology and is open to learning about technology, has multiple personal devices
- Robert: 85 years old, feel confused by technology, uses a smart TV, Email, Desktop
- Deloris: 83.5 years old, likes using technology such as a phone but is stressed about using new technology

## Findings and Recommendations:

### 1. Onboarding:

- Did not know whether they could click on the little man
  - “Am I ready to click on the little guy?”
- “I would prefer scrolling because I didn’t know if I need to get more information” re: onboarding
  - “I would just need something to know I need to continue hitting the white part of the bar”
- “I like it in the box like this but would like some way to know there is more like an arrow” re: onboarding
- Liked the suggestions of themes and technologies and learning goals
  - Learning goals “very good selections you have there”
  - Would select “learn how to use new devices that I don’t already have”
- “I would certainly like to learn more about a c-h-a-t-g-p-t”
- Confused on selecting what you already know vs. what I would like to learn
- Had trouble finding a need for coming up with their own learning goals via the text box
  - “I don’t know why you would have the box if you have a good three options there”
  - Couldn’t think of another selection
- Wanted darker fonts on the selection screen of themes/technologies/learning goals/etc.

### Recommendations for task 1:

- Make it clear during onboarding that more information is coming and more questions are going to occur, perhaps by giving a countdown of how many screens they are going to have to go through and by adding arrows to go back or next.
- Make fonts darker on selection screen

### 2. Playing a Game to Earn Coins:

- Earning coins through puzzles made sense
- Was confused on how much money was associated with each puzzle move
- Wanted to see wallet amount changing while playing the game, not just the money earned
- Wanted to see if there was another available puzzle game
- Loved the idea of coins, actually said “oooo” when the idea of earning money was introduced

### Recommendations for task 2:

- Games need to be different for each person, the testing game doesn’t always match to the user and this can cause frustration
- There is some confusion between what is the more important task within the game such as, do I focus on earning money and adding it to my wallet, or should I be focused on increasing my technology proficiency score
- Some users stated they would like to have the ability to know which item they are trying to earn money for, is it possible to get a notification when they have earned enough money to buy their desired item, how many games until they are able to buy the next piece of technology – reduce the cognitive load of remembering key information and allow the user to focus on the game and learning

### 3. Purchasing an Item & Learning About It:

- Confusion between points and money
  - “I need some points to go to the store?”
  - “I don’t know how you’re going to make someone know that’s what they’re working towards”
- “I wanted a chatGPT but could do a smart TV I guess”
- Positive feedback on information presented on technology
  - “That tells me what it is, very good”
  - “I think it’s very good for somebody my age because if you tried to buy it, you wouldn’t even know what you’re buying so it at least tells you what you’re going to buy”
- Learning task perhaps too easy
  - “Now wait a minute, this is a learning task so probably built in microwave”  
\*laughs\*
- Learning task needs better explanation in teaching
  - “How would you get the answer to the question if you didn’t know yet?”

- Unclear that quiz is upcoming with learning task
  - “I didn’t realize I would have to answer a question because I read it fast”
  - “I didn’t know there was a quiz coming.”
- Was confused that he had to buy a smart tv when he said he had that on onboarding
- Liked the list of other products for exposure
- Was confused by how many products were on one page

#### Recommendations for task 3:

- Make it more clear that during onboarding, the tech they have is actively going into their inventory
- Make it clear that the user needs to check their inventory and that the goal of the game is to increase their inventory and by increasing their inventory they will increase their tech proficiency level
- Help the users understand that both buying technology and engaging in learning about technology will increase their Tech Proficiency score – the game isn’t only focused on earning money, that is a side quest and shouldn’t be the primary motivator for the users
- Spread out the products at the store so there is not information overload.

#### 4. Adding the Item to the Home:

- Clicked “Info” button before installing
  - “In case you bought something on a whim, you can at least learn about it”
- Big takeaway — installing needs more fleshing out
  - “Should have more info about how to install it”
  - “Need instructions to have a thing to hook it up”
  - “You need a wifi or things that older people may not realize because they may just want to sit it in their room”
  - “Need something basic for what you want to install for the smart TV”
- Found the grid helpful, but would have liked to see more rooms in the house

#### Recommendations for task 4:

- In future iterations of the game, have functionality for multiple rooms
- In future iterations of the game focus on allowing the user to bridge the gap between in the game learning and out of the game education – many users wanted to know how the technology in the game would be used in the real world, potentially they would like to be able to “see” what the new technology looks like in their own home

#### Overall Impressions and Additional Thoughts:

- Overall users expressed enjoying the game’s design and interacting with the game
- Users wanted less text input prompts and more check-list or button selection options
- Users would like more options for speech-to-text, users would like to be able to speak to the AI assistant

- Users want to be prompted to learn about new technology they would like to be able to click on items and have the learning module come up
- Users would like text to be larger and more clear