D7 User Evaluation Report

1. Description

FindIt at NAU is a small campus lost-and-found web system that helps students report, search, and recover items. Users can create posts with details like category, location, date, and a short description. Other students can browse or filter the listings to check if their item was found. This gives the NAU community one organized place to handle lost items instead of random group chats or flyers.

The main value is making the process quicker and more reliable. The MVP focuses on creating posts, searching/browsing them, and viewing or claiming an item. These core features are the ones we tested because they determine whether the system actually helps students recover their belongings easily.

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2. User Evaluation Script

Welcome & Introduction (5 min)

Thank the participant, explain that we are testing the system and not them, and let them know they can talk out loud if they want while doing the tasks.

User Tasks

Task 1: Create a Lost Item Post

Scenario:
You lost your student ID near the Union. Create a new "lost" post with a short description.

Data collected:

- Time to finish
- Number of errors
- If the user hesitated
- If the user needed help

Task 2: Search for an Item by Location

Scenario:
Try to check if anyone found "keys" in the "Gym" by using the search or location filter.

Data collected:

- Time to finish
- Errors
- Wrong clicks or back-and-forth
- Visible confusion

Task 3: Claim an Item

Scenario:
Pretend a wallet on the listings page is something you found. Open the post and try to submit a claim request.

Data collected:

- Steps taken
- Where the user got stuck
- Errors
- Completion time

Data Collection Methods

We will record:

- Task completion time
- Task success or failure
- Errors/misclicks
- Notes on hesitation
- Short answers from the participant after tasks

Post-Task Interview Questions (15 min)

Usability

1. How easy was Task 1 on a scale of 0–10?
2. Was the search page easy to understand?

Utility
3. How useful would this be for NAU students? (0–10)

Satisfaction
4. Would you use this if it were published? (0–10)

Comparative
5. How does this compare to using group chats for lost items?

Open-Ended
6. What did you like the most?
7. What confused you or felt annoying?

Project-Specific
8. Did the category and location fields make sense?
9. Were the search results clear?
10. Was the item page easy to understand?

3. Results Summary

Participant Demographics

Tanmay – Participant P1

- NAU sophomore
- Lives on campus
- Has used lost-and-found systems before
- Fits the target user group

Quantitative Results

Task	Time (sec)	Success	Errors	Notes

Create Post	42s	Yes	1	Missed date field once
Search by Location	24s	Yes	0	Understood filters easily
Claim Item	48s	Yes	2	Unsure about pickup location

Qualitative Findings

What Worked Well

- The item cards on the homepage were easy to scan.
- Search and filters worked smoothly.
- The layout looked clean and simple.

Pain Points

- The claim form felt long.
- The date box was small and easy to miss.
- Some labels like "Contact (email/phone)" weren't very clear.

User Quotes

- "This form feels a bit long."
- "I didn't notice the date box at first."
- "Searching here is really easy."

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Results Summary #2 - Keith Schmidt

Participant Demographics:

Maria – Participant P2

- NAU freshman
- Lives off campus
- Frequently misplaces small personal items
- Fits the target user group

Quantitative Results

Task	Time (sec)	Success	Errors	Notes
Create Post	55s	Yes	2	Struggled finding item category menu

| Search by Location | 30s | Yes | 1 | Filter settings accidentally reset |

| Claim Item | 61s | Partial 3 | | Confused about confirmation step |

Qualitative Findings:

- What Worked Well
- Clear icons helped with navigation
- Liked the colors and layout spacing

Pain Points

- Category dropdown wasn't noticeable
- "Claim" button looked too similar to other buttons
- Unsure if claim submission went through

User Quotes

- "Wait, did my claim actually submit?"
- "I didn't even see the categories at first."
- "It looks really modern though."

Results Summary #3 - Keith Schmidt

Participant Demographics:

Jordan – Participant P3

- NAU junior
- Lives in dorm housing
- Uses digital campus tools daily
- Definitely within target audience

Quantitative Results

Task	Time (sec)	Success	Errors	Notes
Create Post	38s	Yes	0	Fast and confident

Search by Location	29s	Yes	0	Smooth interaction
Claim Item	44s	Yes	1	Unsure about required fields

Qualitative Findings:

What Worked Well

- Homepage organization felt intuitive
- Minimal scrolling needed
- Clear photos for item recognition

Pain Points

- Unsure if contact info was auto-saved
- Wanted a status update after claiming

User Quotes

- "It worked how I expected it to."
- "I'd like to see where my claim stands."
- "Nice that everything is right up front."

Results Summary #4 – Myles Hill

Participant Demographics

Anthony – Participant P4

- NAU Junior
- Lives off campus but is frequently on campus for classes and clubs
- Hasn't used the NAU police lost-and-found at all
- Strong match for the target audience (regular student with moderate tech familiarity)

Quantitative Results

Task	Time (sec)	Success	Errors	Notes
Create Post	47s	Yes	1	Initially clicked wrong category; otherwise smooth
Search by Location	26s	Yes	0	Quickly understood search bar + filters

| Claim Item | 52s | Yes | 2 | Slight hesitation on which button opens claim form |

Qualitative Findings

What Worked Well

- Clear separation between lost vs. found posts
- The search page felt "fast and straightforward"
- Item images made scanning easier
- Liked that detailed item info was grouped logically on the post page

Pain Points

- The "Claim" button blended in visually with other UI elements
- Unsure if the claim form required full contact details or if fields were optional
- Hesitated when choosing the item category for the post
- Wanted more feedback after submitting a claim (confirmation message or tracking)

User Quotes

- "I wasn't sure which button actually starts the claim."
- "Everything loads well and looks organized."
- "That confirmation wasn't clear."
- "The categories took me a second to find."

Results Summary #5 – Munendra Choudhary

Participant Demographics

Manjot - Participant P5

- NAU sophomore
- Lives on campus in South Village
- Has lost items before (AirPods, water bottle) but never used any formal system
- Fits the target audience as an average NAU student who frequently uses web apps

Quantitative Results

Task	Time (sec)	Success	Errors	Notes
Create Post	50s	Yes	1	Missed the "location" field and had to go back

| Search by Location | 27s | Yes | 1 | Tried typing into the category filter accidentally |
| Claim Item | 58s | Yes | 3 | Unsure which buttons started the claim |

Qualitative Findings

What Worked Well

- Homepage item cards were easy to read and "looked organized"
- Search page felt simple and didn't require much scrolling
- Liked that the item details page showed date, location, and description clearly

Pain Points

● Confusion between "Contact Info" vs. "Pickup Details" fields
● Claim button looked like "Edit" and "More Info" buttons
● Didn't notice some required fields until the form rejected submission

User Quotes

- ● "Wait—what's the difference between contact and pickup info?"
- ● "Oh, this is the wrong button—I thought this was claim."
- ● "Finding items is easy, but claiming needs a bit more guidance."

Results Summary #6 – Aryan Sharma

Participant Demographics:

Joshua - Participant P6

- o NAU junior
- o Lives on campus
- o Tech-savvy, uses app frequently

Quantitative Results

Task	Time (sec)	Success	Errors	Notes
View Item Details	8s	Yes	0	Found item quickly.
Message Owner	15s	Yes	1	Confused by the initial message button placement.
Change Status	22s	Yes	0	Understood process immediately.

Qualitative Findings

- **What Worked Well**

  - Clear labels helped guide the workflow.

  - Appreciate the modern, minimalist design.

  - Liked the quick filtering options.

- **Pain Points**

  - The "Message" button blends into the background.

  - Status confirmation popup disappeared too quickly.

  - Filter selection sometimes felt unresponsive.

- **User Quotes**

  - "The flow is super simple, which I love."

  - "Did my message actually send? I didn't see a confirmation."

  - "I wish the main action buttons were brighter."

4. Analysis **and Reflection**

Value Proposition

The system mostly delivers what it promises. Browsing and searching were quick, and the participant didn't struggle with those parts. The only slowdown happened on the claim form because it had many fields.

What Worked Well

- Clean homepage and item cards
- Search bar and filter were straightforward
- Item details page was clear

Areas for Improvement

- Claim form needs fewer or clearer fields
- Date picker should be more noticeable
- Some labels need simpler wording

Quick Summary Table

Area	Good	Needs Work
Browsing	Clean UI	None
Searching	Smooth	None
Claiming	Works overall	Form too long, unclear labels, small date box

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5. Proposed Improvements

Shorten the claim form or simplify the fields.

1. Make the date field more visible.
2. Use clearer labels for contact and pickup info.