

ENG1 - Assessment 2

User Evaluation

Eval2.pdf

Group 6

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From the observations undertaken during our user evaluation we obtained a number of usability problems of differing severity. We also identified key features most users desired and found out new ways to improve the game while keeping within the scope of our original requirements from the product brief.

Firstly, we found that to get a more accurate representation of our users we should attempt the user evaluation on seven different persons in order to obtain accurate observations. The team through a storyboard format visualised the possible tasks the user might undertake. Those tasks were then asked to be performed by the user during their attempt at the game. While other teams might have opted out for a pure observation of the user to gather their usability problems our team tried a mix. Additional Open questions such as “Try to obtain an optimal score today” and “Do something that you find the most fun” allowed us to see different behavioural patterns when interacting with our software.

Similarly, we also designed user hypotheses that are particularly useful in user evaluations where software similar to a game is being tested on. This allowed us to generate some questions beforehand by imagining what the user might be able to do. The team put emphasis on creating a stress free environment allowing the user to play how they want. The team clearly reminded the user throughout the test to be critical of the interactions and features that they are experiencing while playing the game.

As a result, the team collected a wide range of answers, identifying recurring usability problems within the prototype version of our software. This allowed us to meet together and highlight key observations from the noted results. The more serious usability problems are placed in a table below with a severity rating and detailing how many users experienced it. Even though not usability problems, we did run into some common cosmetic critiques with the system that we may consider implementing to add polish to the final product.

Answers included: *Adding an animation to the player, adding ducks within the pond, adding more interiors to the buildings with more interactions, creating feedback for actions such as sleeping, highlighting indoor interactions, highlighting the control scheme at the start of the game, fixing issues with the collisions, implementing the scoreboard, implementing character selection and more. All of these were noted down for each individual.*

This allowed us to redesign the system for potential new requirements/features that the stakeholders may be interested in implementing within this iteration or future iterations. *Below is a list of usability problems identified with a severity rating that was obtained by asking each participant when they ran into a problem to give a score between 1 to 4:*

Usability Problems Table with Severity Rating:

Following a mixture between Shane Doyle's template for user testing [1] and the template formatted within the lecture we created a table listing the usability problems found by users in our prototype system including the score (severity rating).

1 being minimal cosmetic or preference issue and 4 being severely damaging to the usage and enjoyment of the system making certain tasks impossible to complete. X means the problem was not found.

Observed Usability Problems	P1	P2	P3	P4	P5	P6	P7	Severity %
Did the game crash or run into an error?	X	X	X	X	X	X	X	0%
Did the player go through the collisions?	2	2	X	2	X	2	2	70%
Did the player not achieve a streak on either studying or socialising?	3	3	3	3	3	3	3	90%
Did the player not achieve a score on the leaderboard?	4	4	4	4	4	4	4	100%
Did the player attempt to interact with certain objects that are not able to be interacted with?	X	X	2	2	2	X	X	42%
Did the player not select a character at the start?	2	2	2	2	2	2	2	80%
Was the player stuck and didn't know how to progress the game?	2	X	X	X	2	X	X	28%
Were there any remarks about the artstyle of the game or visual improvements?	1	X	X	X	X	1	X	20%
Did the player go to sleep despite having energy to do more?	3	2	2	X	2	X	X	60%
Players could not find interaction to eat (gain energy)?	4	4	3	3	3	3	3	94%
Players wanted more interactions within buildings?	X	4	3	3	3	X	2	75%
Did the players run into an issue with the controls that affected the gameplay?	3	3	3	3	4	3	3	92%

References

- [1] Shane Doyle (March 2020). *Usability Testing Template* [Online].
Available at: <https://www.shanedoyle.io/post/a-template-for-usability-testing> [Accessed: 5th May 2024]