

Course name: CPSC 5220 01 24SQ User Experience Design

Assignment name: Usability Testing

Team: Group 4

Project Title: GameShare

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Date Submitted: 31 May 2024

Part-1: Usability Test Plan

1. Scenario:

Introducing GameShare, the ultimate solution for gamers seeking flexibility without long-term commitment. Our app empowers community members to effortlessly rent and return a wide array of gaming essentials, from games and consoles to accessories and controllers. With user-friendly features like product posting, seamless rental and return processes, and the ability to post their experiences or queries on the community forum, GameShare ensures a streamlined and trustworthy experience. Additionally, GameShare also provides delivery and pick-up options for renting which ensure maximum convenience for users, allowing them to enjoy their favorite games without leaving their homes.

2. Description of tasks:

Task-1: Search for Play Station 5 and rent the product

Description: This task requires the user to perform a search, which is accessible from the homepage. And once the user reaches the search results page, he/she needs to select the Play Station 5 product. The product page shows detailed information of the product, including rental rates, date selections, and an option to buy now. The user can select the dates they want to rent the product and proceed to buy which will take them to the cart page. Here the user has the option to get the product delivered or pick-up the product. Post which user can proceed to payment,

where they need to select the card type and provide the card details. Once the payment is successful, they will be redirected to an order confirmation page where the user can provide their review/rating.

Task-2: List a product of your own choice

Description: This task implies that the user needs to list their product in GameShare so that other users can rent it. In the homepage navbar we have a plus icon in the middle which gives us different categories of items that the user wants to list. The user selects Accessory in the pop-up which will take them to the listing details page. Here, the user initially uploads an image followed by providing the title, description, condition, and specifications of the product. When clicked on next, user will be taken to the rental details page where they provide the dates they can rent the product, price, and address of the product. Once they provide all the required information, the user can click on submit to list the product in GameShare and they will get a success page.

Task-3: Add a post on Community Forum

Description: Community Forum is a page where different users can post their experiences or queries and get reactions/replies from other users. In the homepage we have a hamburger button, once user clicks on it the menu opens and user can select Community Forum to go to the respective page. There we have a “Add Post” button, and when user clicks it, they will be taken to the add post page. Here the user can type their thoughts and attach images to the post. Once they have finished drafting the post they can click on “Post” which creates the new post which can be viewed by other users.

3. Measurement List:

The participant's interaction with a website is closely monitored during the observation phase, and notes are recorded based on different details. The first one is the number of mistakes made by the participant while using the website, such as wrong clicks or technical problems. These errors show information about usability

and functionality. The participant's comments and questions are also recorded, capturing their feedback, recommendations, and areas of confusion. This qualitative data provides valuable information about the system's viewpoint from the participants. The participant's level of interaction and participation is noted by observing their activities, attentiveness, and general involvement. This reflects the level of user involvement. Interview questions are asked near the end to get more in-depth feedback, covering their overall experience, issues encountered, and suggestions for improvement. By taking these elements into account, we get a full understanding of the participant's experience, allowing changes based on their findings.

4. Interview Questions:

- What are your initial impressions of the app's design and layout?
- How easy or difficult was it to navigate through the app?
- Were you able to find what you were looking for without any issues?
- What did you find most frustrating or challenging about using the app?
- What did you like most about the GameShare app?
- Are there any features that you find particularly useful?
- Were there any visual elements that you found distracting or unappealing?
- What changes would you suggest to improve the overall user experience of the app?
- Were there any features you thought were missing or would like to see added?
- Do you have any other comments or feedback about the GameShare app?

5. Link to Interactive Prototype:

[Figma Prototype](#)

Part-4: Report Summary

Participant-A

- Participant A is 23 years old and currently pursuing a graduate degree. They were asked to participate in this test by Sai Vikshit Kode because of their interest in gaming and current occupation as a student. They regularly use gaming apps and have acquired a lot of gaming experience over the years. They fit our primary persona of a student who has financial struggles and limited time due to school. They need a faster and more accessible way to experience more games and consoles at a lower price.
- **Location:** Teams (Virtual)
- **Date/Time:** May 29, 2024 (10pm - 10:31pm)
- **Conducted By:** Sai Vikshit Kode (Facilitator), Vandana Gandepalli (Observer)
- **Task 1**
 - **Completion Time:** 4.5 minutes
 - **Error Rate:** 3
 - Clicking Add cart before selecting dates
 - Tried to select different dates in calendar
 - Selection of payment options
 - **Question/Comment Count:** 10
 - **Positive Critical Incidents:**
 - Welcome animation was pleasing
 - Sign up was straight forward and successful
 - Search bar was easy to find and utilize
 - Animation for successful order was pleasing
 - My Rentals Page with new rental displayed after an order was placed. Served as verification that the rental was successful.

- **Negative Critical Incidents:**
 - Visual Design: Participant missed the “Select Dates” button
 - Interaction: Participant tried to select a date range using the date picker and select a suggested time range from the drop-down menu. Only one of these should be selected.
 - Interaction: Participant tried to enter both delivery and pickup information. Only one of these should be selected.
- **Task 2**
 - **Completion Time:** 3.5 minutes
 - **Error Rate:** 4
 - Selected hamburger initially to check for add listing option
 - Tried to give title before uploading image
 - Selection of different image
 - In Add address text was not staying as given by the user
 - **Question/Comment Count:** 7
 - **Positive Critical Incidents:**
 - My Listings Page with new listing displayed after a product was posted. Served as verification that the listing was successful.
 - Ability to select and add photos to the listing was easy
 - **Negative Critical Incidents:**
 - Navigation: Participant had trouble finding the button to list a product. He selected the hamburger first and then found the plus button at the bottom navigation bar.
 - Interaction: Participant tried to enter the title of the product before selecting a photo. He did not know selecting a photo was a mandatory field.
 - Feature: The text entered by the participant was not persisting after text in other input fields was entered.

- **Task 3**
 - **Completion Time:** 2 minutes
 - **Error Rate:** 0
 - **Question/Comment Count:** 5
 - **Positive Critical Incidents:**
 - Participant easily found the Community Forum through the hamburger
 - Navigation throughout the forum to make a post was straightforward
 - **Negative Critical Incidents:**
 - Navigation: Selecting hamburger from the Community Forum page took the participant back to the Home page.

Participant-B

- Participant B is a master's student in computer science at the University of South Florida. The participant is a casual gamer who plays games on a PC and sometimes rents games and consoles, making him an ideal participant for testing the gaming-related functionalities of the GameShare app. His background in computer science also allows him to provide insightful feedback on usability and technical aspects of the app.
- **Location:** Zoom (Virtual)
- **Date/Time:** May 29, 2024 (11pm - 11:30pm)
- **Conducted By:** Sai Vikshit Kode (Facilitator), Vandana Gandepalli (Observer)
- **Task 1**
 - **Completion Time:** 5.5 minutes
 - **Error Rate:** 4
 - Clicking Add cart before selecting dates
 - Tried to select different dates in calendar
 - Selection of payment options
 - Hard to select Add Address in cart page
 - **Question/Comment Count:** 8

- **Positive Critical Incidents:**
 - The participant found the process of searching for and selecting a product to rent straightforward once the initial signup was done.
 - The product page provided clear specifications.
 - The availability of different rental periods (one day, one week, two weeks, one month) was useful.
- **Negative Critical Incidents:**
 - **Navigation:** Participant struggled with the “select date” functionality, trying to add particular dates which were not implemented in the user flow.
 - **Button Visibility:** Important buttons like “select date” were not easily noticeable, leading to delays.
 - **Pickup vs. Delivery:** Participant found the options for adding address for delivery a bit confusing, particularly when entering the zip code for pickup.
- **Task 2**
 - **Completion Time:** 3.5 minutes
 - **Error Rate:** 4
 - Tried to give title before uploading image
 - Selection of different image
 - Hard to select different dates/month in calendar
 - In Add address text was not staying as given by the user
 - **Question/Comment Count:** 6
 - **Positive Critical Incidents:**
 - Participant found it easy to start the process of listing a product by clicking the "Create New Listing" button.
 - The fields for adding product information were straightforward and easy to fill out.

- Participant appreciated the ability to specify the color and other specifications of the product were also clear.
- **Negative Critical Incidents:**
 - **Date Selection Issues:** The calendar function for setting availability dates was confusing and did not work properly as it was difficult to select dates and participant tried to click on next month for choosing different dates.
 - **System Glitches:** There were minor glitches while listing a product, including delay in recognizing an option for uploading images and not showing the product immediately on the next page after listing.
 - **Address Entry:** Entering the address for the listing was cumbersome and not very intuitive.
- **Task 3**
 - **Completion Time:** 2.5 minutes
 - **Error Rate:** 0
 - **Question/Comment Count:** 7
 - **Positive Critical Incidents:**
 - Participant liked the idea of being able to post and interact in a community forum, finding it a valuable feature.
 - Adding a new post and uploading an image was straightforward and worked without any issues.
 - Participant found the like and comment features useful for interacting with other user's posts.
 - The newly added post was immediately visible, which was reassuring for the participant.
 - **Negative Critical Incidents:**
 - No issues encountered while adding a community post except like and comment on a post, which are not actual part of this user flow.

Suggestions from Participants:

- Use asterisks to indicate mandatory fields that the user must input to move forward.
Provide feedback responses to the user to indicate which fields have not been entered when they try to move forward without entering all the mandatory fields.
- Use more aesthetically pleasing color combinations and graphics/animations
- Disable input fields both visually and physically that are irrelevant to the user.
Provide information to the user indicating when only one option should be selected or inputted.
- Reduce options on the page when users are trying to list a product for rent. Too many options become overwhelming to the user. There is confusion between date selection, date availability and suggested date ranges.
- Add labels to the icons on the navigation bar to inform users of what each icon means and where they will be directed to if selected.
- Make fields requiring input from the user versus fields automatically populated by the app more distinguishable.
- Ensure that important buttons such as “select date” are clearly visible and distinguishable from other elements on the screen.
- Ensure that the selecting dates and confirming listing doesn’t glitch to ensure a smooth process for listing products.
- Ensure that buttons like add address and pin code are clearly visible without fading in with the background color.