

# HCL - Usability test

Hyeondong Ryu  
Yeo Myeong Ahn  
Sanem Pektas





## Brief explanation:

In order to test out our high-fidelity prototype, we asked a few participants that were students to test our the app and use it to complete a few tasks. the following tasked we asked were:

1. Use the Food menu to check the price of a certain meal.
2. Use the bus timetable to check the estimated arrival time
3. Use the main page to check attendance, menu of the day, bus timetable and use qr code or identification.



# Consent form:

## Consent form

Prototype: University App

I hereby give consent to the use of this survey in the improvement of the prototype **University App** and have no problems in it's public use and view.

Name:

---

Signature:

---



## **Test 1- Use the Food menu to check the price of a certain meal.**

In the test, Yeo Myeong was the next to the participants in case the participants had any questions, while Sanem and Hyun dong were taking notes of each action the participant took.

# 1. Use the Food menu to check the price of a certain meal.



Name \_\_\_\_\_  
No \_\_\_\_\_  
Major \_\_\_\_\_

## University-App



**Announcement**



**Menu of the Day**



**Bus Timetable**



**Finance**



**Class Schedule**



**Dormitory**



**Attendance**



**Online Classes**



**Campus-Map**



**Edit**

The participant started on this page and immediately saw the 'Menu of the day' option and clicked on it without hesitation



1. Use the Food menu to check the price of a certain meal.



## Menu of the Day

Korean	Western	Arabian
<u>Breakfast (8:00 - 9:30)</u>		
 <u>Yukgaejang</u>	 <u>Jjajangmyeon</u>	
<u>Lunch (12:00 - 13:00)</u>		
 <u>Vegetable Gimbab</u>	 <u>Kalgugsoo</u>	
<u>Dinner (17:00 - 18:00)</u>		
 <u>Kimchi Stew</u>		

when the participant got to the page, he was slightly overwhelmed by the amount of options he had in front of him.



1. Use the Food menu to check the price of a certain meal.



## Menu of the Day

Korean	Western	Arabian
<u>Breakfast (8:00 - 9:30)</u>		
 <u>Yukgaejang</u>	 <u>Jjajangmyeon</u>	
<u>Lunch (12:00 - 13:00)</u>		
 <u>Vegetable Gimbab</u>	 <u>Kalgugsoo</u>	
<u>Dinner (17:00 - 18:00)</u>		
 <u>Kimchi Stew</u>		

Luckily, he recognised the 'help' function, since it looks similar to other app help functions, and clicked on it, which brought him to the tutorial.




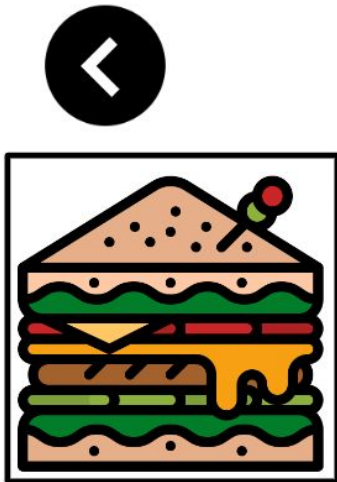
# 1. Use the Food menu to check the price of a certain meal.



Reading through the brief tutorial, the participant was able to quickly understand how to use the page



1. Use the Food menu to check the price of a certain meal.



Name	Club Sandwich
Price	10,000 won
Ingredients	<ul style="list-style-type: none"><li>- Barely bread</li><li>- Turkey Ham</li><li>- Lettuce</li><li>- Avocado</li><li>- Tomato</li></ul>
Halal	Yes
Vegetarian-friendly	No

The participant then clicked on the restaurant he wanted, and then chose the meal he wanted to check the price for successfully.



# Debriefing for task 1- checking price of menu

1. **were you able to understand easily where the page for the Menu was?**
  - Because of the simple yet effective design of the front page, i instantly knew where to go, there were no problems
2. **Were there any problems understanding the menu page?**
  - At the start, I was overwhelmed by the amount of options in front of me but what's more, i was unsure what did what. Thankfully I clicked on the 'help' function and got a simple but effective tutorial of the page, which helped me immensely.
3. **were there anything else that surprised you in a good or bad way.**
  - One thing that the tutorial didnt explain was the fact that when clicking on the menu, the ingredients used were all listed! I was actually surprised that it even listed if the food available was halal or not. and it even showed if it was vegetarian or not. I think it's a great implementation for inclusibility.

# Scoring the 'Menu of the day' function


App function	Scoring out of 10	Comments
Being able to get to the 'Menu of the day' page	10	N/A
Using the Help Function	9	The tutorial was short and simple for anyone to understand, only problem is is that it didn't explain everything, such as the fact that the menu changes every day.
Checking the menu information	7	The participant liked how there was an option to see if the food was halal or not and vegetarian friendly or not. Unfortunately, the participant was disappointed that we could not order via the app, and felt the ingredients listed was too short.



## **Test 2- Use the bus timetable to check the estimated arrival time**

In the test, participants were asked to check the bus timetable while Sanem was helping them in case they have questions and Yeo Myeong and Hyeon Dong were taking notes.

## 2- Use the bus timetable to check the estimated arrival time












Name

No

Major

University-App



 Food	 <u>Bus Timetable</u>
 Class Schedule	 <u>Dormitory</u>
 <u>Attendance</u>	 Online Classes
 Edit	 Campus-Map

The participants started on the menu page and directly saw the Bus Timetable section and clicked on it.





# Bus Timetable



## NOTICE

- There is no shuttle bus on weekends and holidays.
- Bus from **Seoul to Suwon** campus will departure from **University Entrance Stop**.
- Bus from **Suwon to Seoul** campus will departure from **Main Gate Stop**.
- All of the buses are free.

Seoul to Suwon ( Departure from <b>University Entrance</b> )	Suwon to Seoul ( Departure from <b>Main Gate</b> )
8:00 AM <b>ETA 3 min</b>	8:30 AM <b>ETA 13 min</b>
10:00 AM	10:30 AM
12:00 PM	12:30 PM
14:00 PM	14:30 PM
16:00 PM	16:30 PM
18:30 PM	19:00 PM

Right after clicking the Bus Timetable, they were able to track the ETA, departure stop and also the official time schedule of the buses easily.

- For further information call 010-100-100



# Bus Timetable



## NOTICE

- There is no shuttle bus on weekends and holidays.
- Bus from **Seoul to Suwon** campus will departure from **University Entrance Stop**.
- Bus from **Suwon to Seoul** campus will departure from **Main Gate Stop**.
- All of the buses are free.

Seoul to Suwon (Departure from University Entrance)	Suwon to Seoul (Departure from Main Gate)
8:00 AM <b>ETA 3 min</b>	
10:00 AM	
12:00 PM	
14:00 PM	
16:00 PM	
18:30 PM	19:00 PM

Also, participants were pleased with the basic information that app gave such as bus fee, the off days and contact number.

- For further information call 010-100-100



## Debriefing for task 2- checking the bus schedule

1. **Were you able to understand easily where the page for the Bus schedule was?**
  - Yes! Thanks to the simple and easy design, I had no problems finding the page.
2. **Were there any problems understanding the Bus Timetable page?**
  - Not really, from official time schedule table to ETA and departure points, everything was clear and easy to understand.
3. **Were there anything else that surprised you in a good or bad way.**
  - I was really thankful that they gave the price and off day information. With this way I don't have to search or ask other people. Lastly, in my opinion, giving a contact number is really a nice idea. It shows to me that they care about the users.



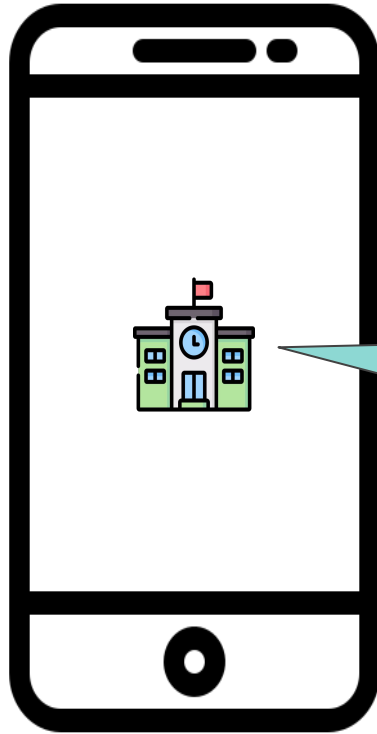
## Scoring the 'Bus Timetable' function

App function	Scoring out of 10	Comments
Being able to get to the 'Bus Timetable' page	10	N/A
Using the Time Table Function	8	Participants easily understood time ETA and bus schedule. They also implemented that it is nice to know the ETA.
Checking the information about the bus system	9	The participants were thankful to directly know the bus fee, off days and contact numbers. This made them felt easily adapted to the environment as people that are new to this system.



**Test 3. use the main page to check attendance, menu of the day, bus timetable and use qr code or identification.**

In the test, hyeon dong was the next to the participants in case the participants had any questions, while Sanem and Yeo Myeong were taking notes of each action the participant took.



When participant click  
this icon on their  
mobile-phone, they can  
see university app's  
main page without  
hesitant.

Then, they can see all of  
the information that they  
want.



Name  
No  
Major

## University-App



**Announcement**



**Menu of the Day**



**Bus Timetable**



**Finance**



**Class Schedule**



**Dormitory**



**Attendance**



**Online Classes**



**Campus-Map**



**Edit**



Participant can see this page quickly. And then, they will click the option that they want to get the information.



# Debriefing for task 3- checking the main page

## **1. Whether the application is opened quickly and easily to use when needed**

The icon stood out and the university-app was organized separately in my phone, so I was able to find it quickly and open the application when needed.

## **2. When you looked at the main page, were you able to find the information you wanted to find right away in the options?**

It was good that the bus timetable and menu of the day that I use often appeared right away. It was good to use the library qr code right away.

## **3. What information would you have had if not and how did you find it?**

I wanted to find detailed announcements related to exchange students, and when I pressed the announcement because I couldn't see the options right away, I was connected to the school website, and I was able to find related information there.