Zitao Cheng & Ziheng Zhu

Group 5 Usability Testing & Heuristic Evaluation

Part 1: Usability testing

Who conducted the study: Ziheng Zhu

Study Session: #1
Date: 2018/11/26
Time: 5:00 pm
Location: Math Library

Study participant info: A female senior Undergraduate student in ECON major who often like to read caricature or novel on iPad, phone or e-book. Sometime feels boring when she can't find any interesting book or caricature to read.
Who conducted the study: Ziheng Zhu

- **What did you like about Prototype A?**

  The connections between UIs are clear. What did you dislike about Prototype

  A?

- **What did you dislike about Prototype A?**

  The layout and background color for book list can be improved. Maybe add

  more UI to prototype A.

- **What did you like about Prototype B?**

  Colors that used in main page are appropriate.

- **What did you dislike about Prototype B?**

The layout and background color for book list should change instead of White.

- **What was confusing about these prototypes?**

The result for all recommend methods are the same.

- **Do you have any suggestions for improving these prototypes?**

Changing the result for different recommend methods.

Observations from Prototype A: Prototype A has 2 ways to recommend books for users, which are intellect recommend and popularity recommend. The only thing that makes confusion to the study participant is that the output pages for both intellect recommend result and the popularity recommend are the same. So, the participant could not distinction which book list appeared based on intellect recommend button and which book list appeared based on the popularity recommend button.

Observations from Prototype B: Prototype B only has 1 way to recommend books for users, that recommends book base on the key word that the users input in the search block. Unfortunately, the thing that didn't perform well for the study participant is that she unable to input any characters to the search block. It automatically jumps to the book list page.

Participant feedback: The background colors used for both prototype A and B in the main page and the button press page are good, but the background colors used for the books list and the reading page can be change instead of white color. For prototype A, the book lists page for both intellect recommend result and popularity recommend result should be different, otherwise users will get confused which button they just pressed. For prototype B, it would be better if the search block and get the real users input.

Who conducted the test: Zitao Cheng
Represent user: Tony
Note:
- What did you like about Prototype A?
  Note: The app seems really terse and clear, I can see what can I do about it at the first sight. The layout of the buttons are appropriate.
- What did you dislike about Prototype A?
  Note: It only gives me the recommended books and Popularity of books, it didn't give me any access to find the books by myself.
- What did you like about Prototype B?

Note: I can find the book by myself.
- What did you dislike about Prototype B?
  Note: The only access to the books is to find the book by the search engine which makes my only get the books with the content that I familiar with. I'd like to read some other books.
- What was confusing about these prototypes?
  Note: The prototype didn't give the details about the search engine page, I'd like to know what's going on at that page, such as what subject that I can choose. How the "recommend" button works? What dose it do?
- Do you have any suggestions for improving these prototypes?
  Note: Maybe you can get something that like a comments function in the app, so that users can exchange some ideas about what they think about the book or specific chapter. It could be fun.

Study Session: #2
Date: 2018/12/1
Time: 5:00 pm
Location: Math Library

Study participant info: A male junior student in business major. He got a lot of assignments to do, he 'd like to read some entertainment books before he go to bed but he didn't know where to find those books.
Who conducted the study: Zitao Cheng
Observations from Prototype A: Prototype A only has default recommend function for user to find books, users can't find the books by themselves. It could be a problem for users that wants to find out some different books that they are not familiar with. The "recommend" button access the users' cellphone data to find out the books that they could interested in, it might harm the privacy.
Observations from Prototype B: Prototype B should adds the details on the search engine page. It should works better with the prototype A.
Participant feedback: First of all , we should assemble the two prototype together, it could give the users more options to operate the app. The detail of the search engine page need to be added. Meanwhile, a comment function may attract more users to download the app.

Part 2 Heuristic Evaluation

Prototype	Heuristic	Tester
A	Visibility of system status	Ziheng Zhu

A	Match between system and the real world	Ziheng Zhu
A	User control and freedom	Ziheng Zhu
A	Consistency and standards	Ziheng Zhu
A	Help users recognize, diagnose, and recover from errors	Ziheng Zhu
B	Error prevention	Zitao Cheng
B	Recognition rather than recall	Zitao Cheng
B	Flexibility and efficiency of use	Zitao Cheng
B	Aesthetic and minimalist design	Zitao Cheng
B	Help and documentation	Zitao Cheng

UAR #: 1	Problem/Good: Good	Rated by: Ziheng Zhu
Name: User's operation procedure		
Relevant heuristic: Visibility of system status		

Steps to reproduce: Positive

Detailed explanation: Users try out Prototype A, and she/he can expect what is going on when press the buttons. And the actual outputs for the buttons in prototype are similarity to what users expected.

Possible solution: Positive

Severity (low, medium, high, critical): Low	See also:

UAR #: 2	Problem/Good: Good	Rated by: Ziheng Zhu

Name: Buttons' prompt and the characters in the reading page

Relevant heuristic: Match between system and the real world

Steps to reproduce: Positive

Detailed explanation: Buttons' prompt and the characters in the reading page all are English which speak the users' language. And there is paragraph structure that makes text much easier to read for the users in the reading page.

Possible solution: Positive	
Severity (low, medium, high, critical): Low	**See also:**

UAR #: 3	**Problem/Good:** Good	**Rated by:** Ziheng Zhu
Name: Arrows, go forward, go back, error symbol for quit		
Relevant heuristic: User control and freedom		
Steps to reproduce: Positive		
Detailed explanation: There exists quit button, go forward button, and go back button in prototype B. User are free to make emergency exit if make mistake and change reading page while finish reading.		
Possible solution: Positive		
Severity (low, medium, high, critical): Low	**See also:**	

UAR #: 4	**Problem/Good:** Problem	**Rated by:** Ziheng Zhu

Name: The interface that output book lists should be different

Relevant heuristic: Consistency and standards

Steps to reproduce: For prototype A, after pressing either the intellect recommend button, or the popularity recommend button, the book lists page for both button result interface are the same.

Detailed explanation: Users can get confused which button they pressed if both output interfaces are the same.

Possible solution: Change one of the output interface to make a distinction

Severity (low, medium, high, critical): High	See also:

UAR #: 5	Problem/Good: Problem	Rated by: Ziheng Zhu

Name: No Error shows when there exits some book that unable to provide for read

Relevant heuristic: Help users recognize, diagnose, and recover from errors

Steps to reproduce: All the books in the book list are get able and all link to the same reading page.

Detailed explanation: In the real world, for those kinds of reading app, there must exist a condition that some of the books shows on the book list are somehow unavailable to read at some moment for the users.

Possible solution: To make the prototype better, we are going to create a page which indicate users that the book you choose is unavailable to read on this app for any reasons. And link this page to some of the books on the book list.

Severity (low, medium, high, critical): High	**See also:**

UAR #: 6	**Problem/Good:** Problem	**Rated by:** Zitao Cheng

Name: Page don't have details about the contents which it should shows

Relevant heuristic: Error prevention

Steps to reproduce: When the user need to search the books they want they have no clues what's going on at that page

Detailed explanation: There were nothing in the search engine page, it makes users confused about what happened when the page goes to the book list pages directly from the search engine page.

Possible solution: The search engine need to be redesigned

Severity (low, medium, high, critical): critical	**See also:**

UAR #: 7	Problem/Good: Good	Rated by: Zitao Cheng
Name:		
Relevant heuristic: Recognition rather than recall		
Steps to reproduce: Positive		
Detailed explanation: For a reading app, the recognition won't be a problem for most of people, all the buttons and details are really easy to understand.		
Possible solution: Positive		
Severity (low, medium, high, critical): low	**See also:**	

UAR #: 8	Problem/Good: Problem	Rated by: Zitao Cheng
Name: No easy access for the book that user read last time		
Relevant heuristic: Flexibility and efficiency of use		
Steps to reproduce: All the books need to access from the search and recommend part		
Detailed explanation: The user can't read the book at one time, the app will be closed at certain time. However, the app didn't have the function to reload the book when the user open the book next time.		

Possible solution: A resume button or a "favourite" should be added at the main page.	
Severity (low, medium, high, critical): critical	**See also:**

UAR #: 9	**Problem/Good:** Good	**Rated by:** Zitao Cheng
Name: Dialogues showed in the app		
Relevant heuristic: Aesthetic and minimalist design		
Steps to reproduce: Positive		
Detailed explanation: There were not much dialogues showed in the app, the layout of the app are brief enough to give all the important information and doesn't have any extra information that attract users.		
Possible solution: Positive		
Severity (low, medium, high, critical): low	**See also:**	

UAR #: 10	**Problem/Good:** Problem	**Rated by:** Zitao Cheng
Name: Documentation of the important messages		

Relevant heuristic: Help and documentation	

Steps to reproduce: Once the user close the app and open the app after a period of time it won't give the book the user read before

Detailed explanation: The app doesn't have the function to remember which page the user read. It cause a big problem when the user wants to continue.

Possible solution: Add the function that can locate the page when the app was closed and reopened.

Severity (low, medium, high, critical): High	**See also:**

Prototype Links:
https://www.figma.com/file/RJVPzNB93QcSHB4JXx5dBx/Group-5-(a)?node-id=0%3A1

https://www.figma.com/file/HSVCsf1EG58HYmx6UbTRgp/Group-5(b)