

Usability Test Discussion

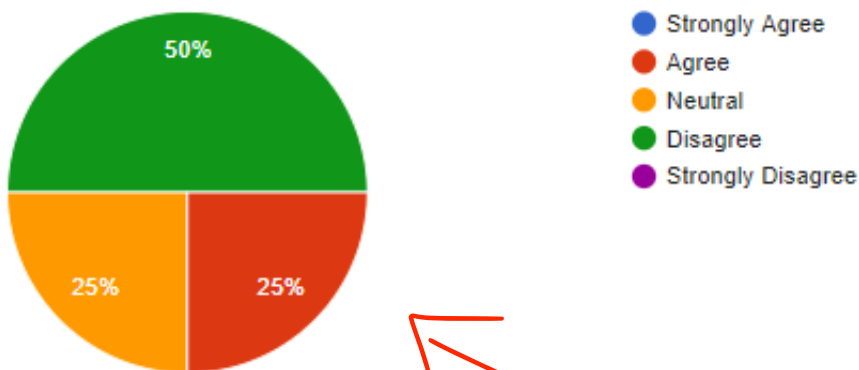
What was the most interesting thing found from testing?

After reviewing the results from our testing it was interesting to see how much our team had assumed our user would know already about using our app. Even though when creating the prototype we were trying to make sure the app was easy to use, a lot of steps were still confusing for our tester. An example of this was in task 3 (inviting a new user), we tried to make it as easy as possible by creating a button that copies the code to send to another member. However, one tester said they had “no idea if it worked” and another said “I was completely confused”. At least 4 out of our 6 tasks proved to be difficult/confusing for at least 2 of the testers. We found this interesting because we realised that we had been creating this app with the bias of already understanding the app's functionalities. This is not surprising as we have been working on the app for the last few months meaning we have unintentionally developed an app that is sometimes confusing for the user.

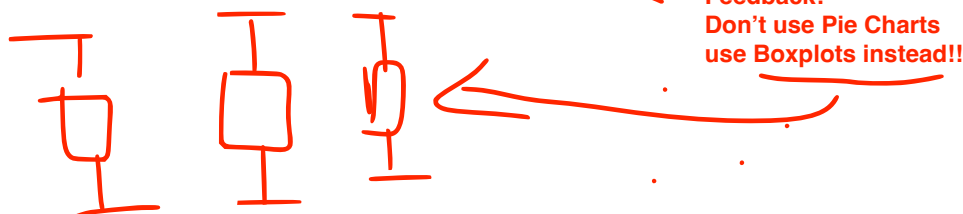
We also found it interesting that the testers had very different opinions. An example of this is seen below. In picture 1, it shows that two testers thought that there were not a lot of inconsistencies while one thought the opposites and the last tester was neutral in their decision. While in picture 2, one tester's opinion was opposite to the rest.

6. I thought there was too much inconsistency in this system.

4 responses

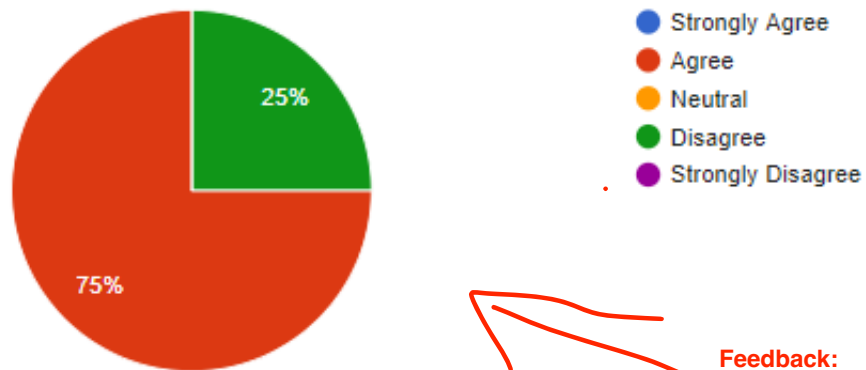


Picture 1



5. I found the various functions in this system were well integrated.

4 responses



Feedback:
Don't use Pie Charts
use Boxplots instead!!

Picture 2

When the testing data varies, like seen above, it is difficult to figure out what needs to be done. However, we decided that we would like to make sure that our app is effective and intuitive for all users so we have tried to go back and account for all negative properties in our original design. These difference are really interesting to review as it shows the creators/developer the areas in which we might need to provide more than one way for the users to achieve an action

These interesting results in our tester responses are good to look out while reviewing our prototype. The testing data is able to point out the differences in our user base as seen above in the different testers opinions. While also showing that as creators/developers we need to learn how to think without a biased view.

What was the most significant result?

There is one overall result from the testing process that was most significant. This result was that most first time users of the app found it difficult to understand and use the app. This contradicts how we intended the desgin to be. In the results, some words used to describe our app were: Confusing, not intuitive, no idea, frustrating, difficult, not beginner friendly, stumped, not clear and hard to navigate. This consensus was evident in each section of our questionnaire.

Some examples of the feedback contributing to the overall result:

confusing, I didn't understand whether it meant to delete the group or if there was a leave option

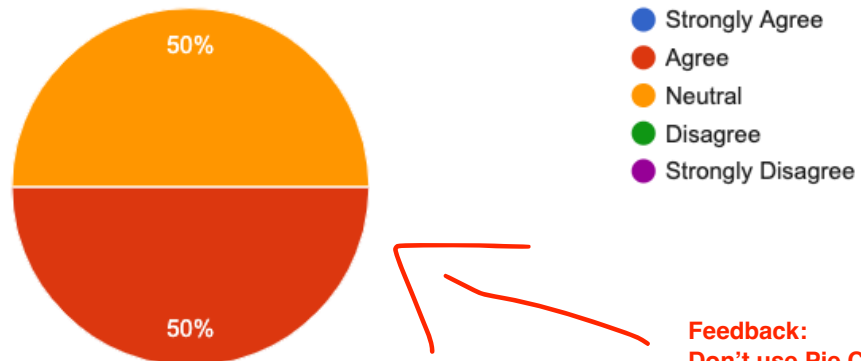
somewhat confused, managed to figure it out after a bit of time

fine but unclear what next button was for/difference to complete update button without clicking it

Participant IDs

2. I found the system unnecessarily complex.

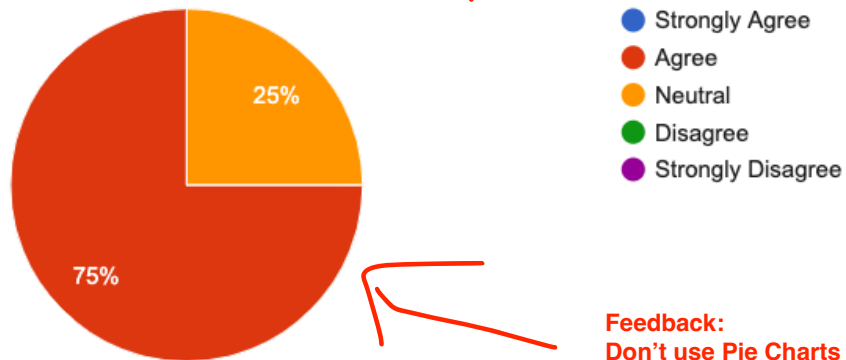
4 responses



Feedback:
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8. I found the system very cumbersome to use.

4 responses



Feedback:
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In the first section of questions where the testers were asked about their experience when performing certain tasks within the app, the results were mixed. Some users found the tasks easy, straightforward, and had no trouble performing them. However, some users found certain tasks difficult to complete, and particularly confusing. In the second section of questions where testers were asked general questions about the overall design, the results were clear. The general consensus of the responses was that the design has some useful features and functionality, but was confusing and difficult for first time users.

These results completely oppose what we designed the app to be. To cater for all aspects of our potential users, we used personas to aid us in the design of the app. A design aspect that our personas showed us to be important was that the application had to have a mix of easy to use features, as well as more advanced features. This meant that we had to design the app so that the core features are very easy to use for a first time user of the app, while keeping more advanced functions available to a user looking to utilise more of the app. The result we got from testing shows that we have failed to cater our design for the spectrum of users represented by our personas. This makes our testing results significant as they should

force us to go back and redesign sections of the app to make it more user friendly.

The cost of building this app to the specifications of the current design could prove detrimental to the success of the app. If the app is hard for new users to figure out, it is likely that users would become uninterested in using the app. This would be because the difficulty of using the app would outweigh the benefits of use for many users. This shows that this result from testing is very significant to the success of the app. It provides the motivation to make changes to the current design to improve it. This result ultimately opened our eyes to problems we were never able to see ourselves as the designers.