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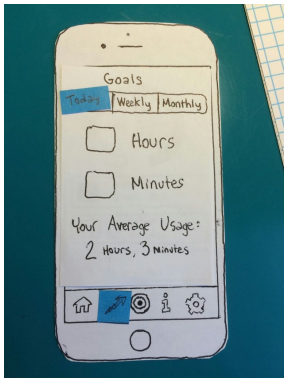
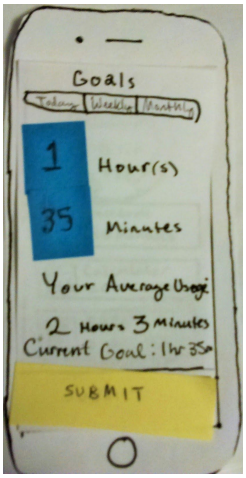
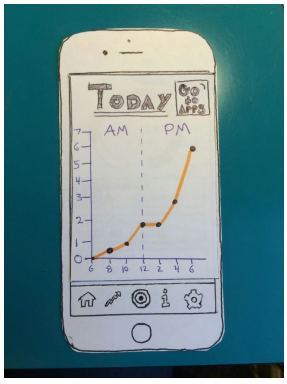
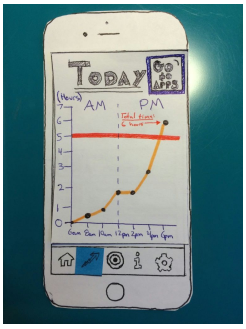
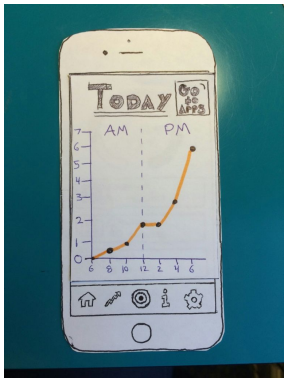
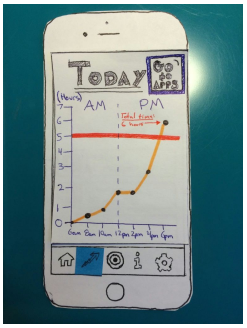
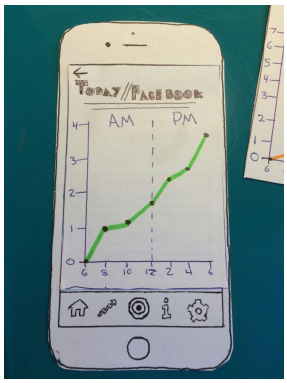
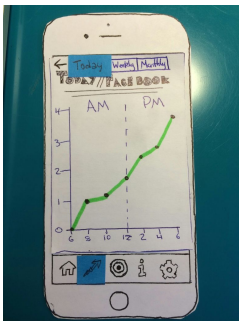
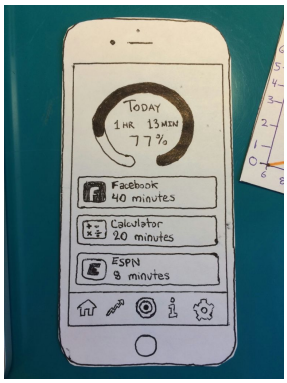
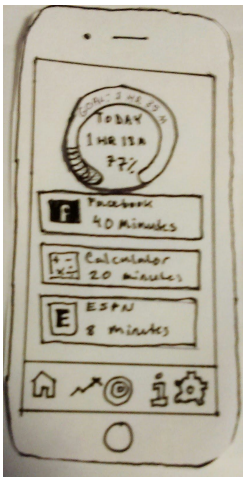
CSE 440
3c: Usability Testing Check-In

Our two tasks:

1. Set a daily/weekly/monthly goal for phone usage.
2. View historical usage
    a. Overall usage (“How much time was I on my phone last month?”)
    b. App-specific usage (“How much time did I spend on Facebook last week?”)

Results: *(Heuristic Evaluations)*

Image	Issue	Heuristic Type	Sev erity	Revision (Image)	Revision (Explanation)
	The previous usage is placed on the goals page. Users would rather see the current goal setting than history.	6: Recogniti on	3		We added a bottom bar which displays, along with the average, the current goal setting.
	The “history” graph doesn’t tell when the user met/exceeded their previous goals. People want to see their previous successes/ failures.	3: User control	3		We added a “goal” line on the history graph, which shows what the user’s goal was during that period.

	The meaning of the history graph is unclear. Axes are unlabeled, and the line doesn't seem to represent anything I care about.	1: Visibility	4		After adding axis labels (total hours on y-axis,time of day on x-axis), we also added a line label, which details that this is the progression towards exceeding a daily/weekly/ goal.
	I can't view my weekly/ monthly usage history of a specific app.	1: Visibility	4		Similar to the goal setting pane, we added "Daily", "Weekly" and "Monthly" tabs at the top of the History pane.
	It isn't clear that we can click the "Today" button on the home screen.	1: Visibility	2		Surround the entire "Today" section with a drop shadow, making it obvious that it is clickable.

Usability Test: Jack

Description of test environment:

For our first usability test, we tested with a dad named Jack at the University Presbyterian Church. The church is giant so it was easy to find a quiet place to sit with Jack and go through the test. He is in his mid-40s with two younger daughters and said that he primarily uses his cell phone for work purposes; mainly email. We chose the participant and environment partially due to convenience (he was there already) and he also is worried about the negative effects of how often he uses his phone. Shane and Scott were the administrators, Shane was the computer and Scott was the note taker.

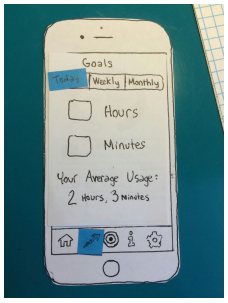
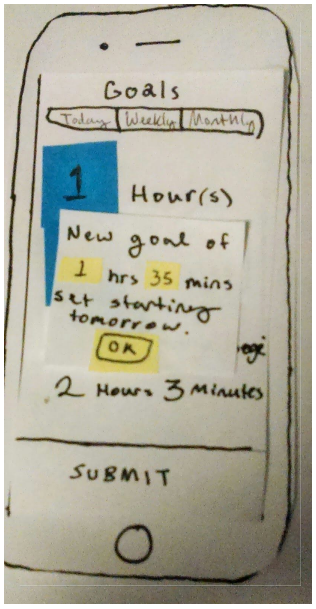
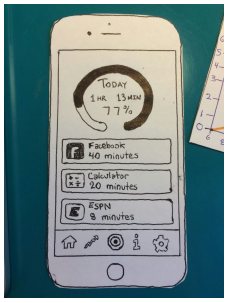
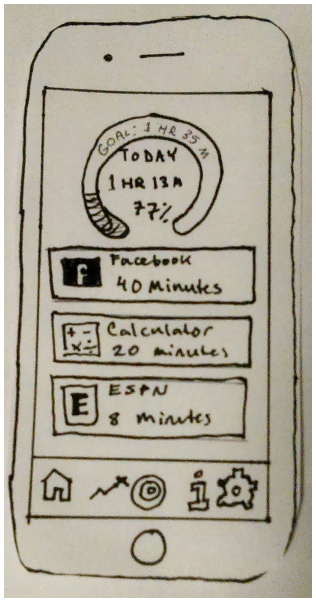
We asked the participant to:

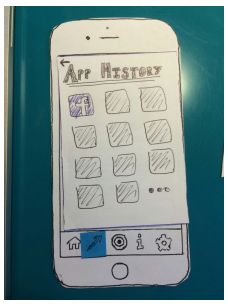
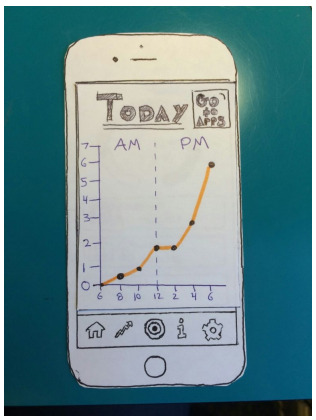
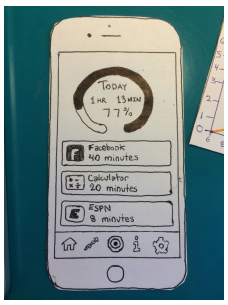
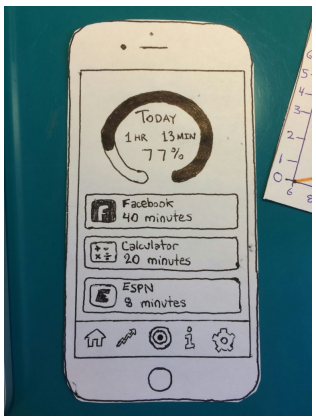
- View overall phone usage history
- View usage history for a specific application
- Set a goal for daily phone usage
- View goal for weekly phone usage

Note: We didn't have time to incorporate our changes from the heuristic evaluations before our first usability test. This meant that the user had similar problems to the evaluators.

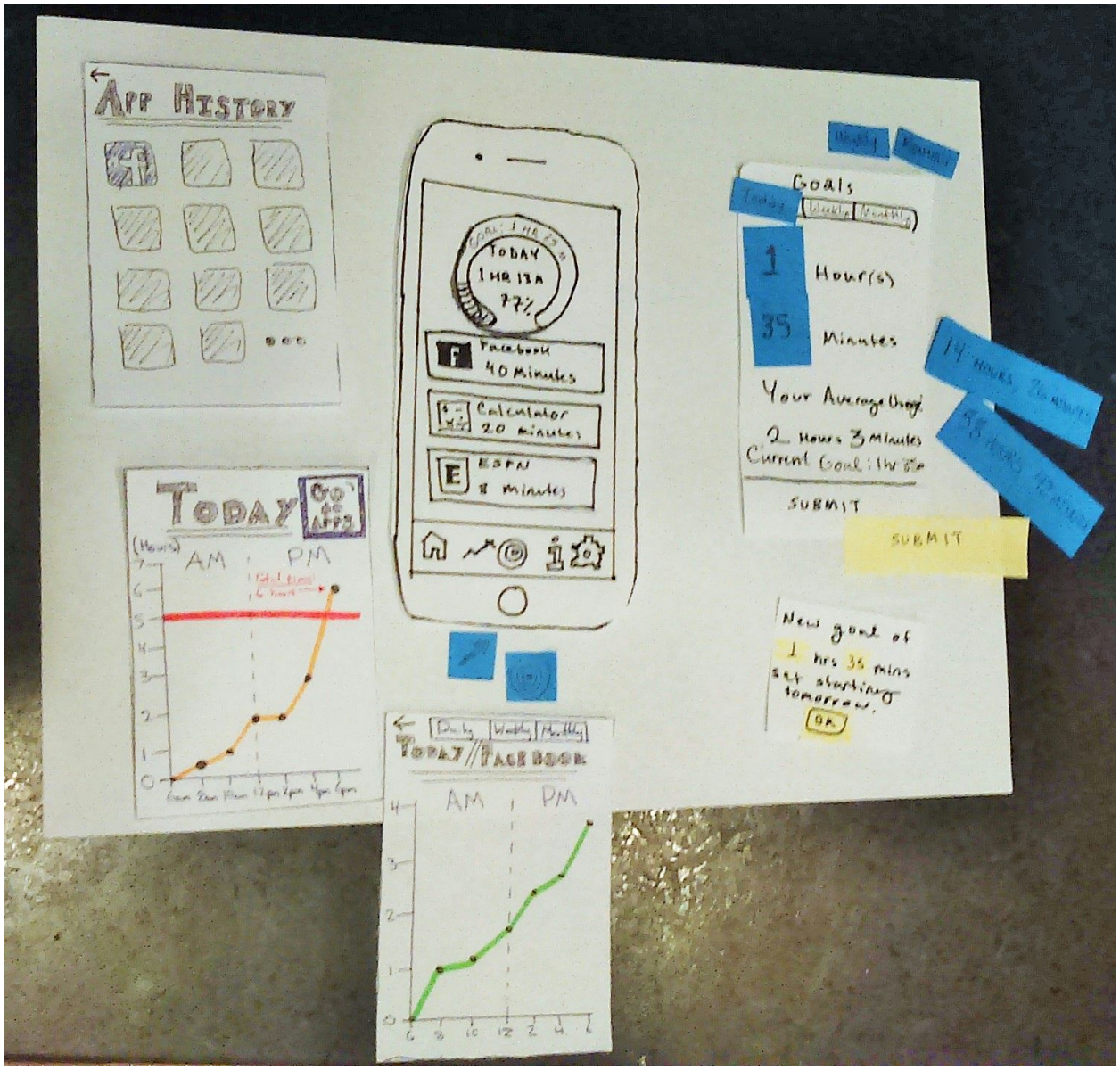
Regarding our testing process, we learned that it would have been helpful to ask Jack in more detail why he clicked on what he clicked on. We mostly just recorded his choices and flow, and then when he went to the wrong place we would tell him. Usually he would give his reasoning but we need to prompt our test subjects more in the future about why they decided what they did. Also, we learned that we need to NOT explain the app's functionality in as much detail as we did. For example, we told him that the buttons on the homescreen were clickable. Hopefully that is clear to the user but it would be far more beneficial to see if they figure that out on their own.

Results: *(Usability Test #1)*

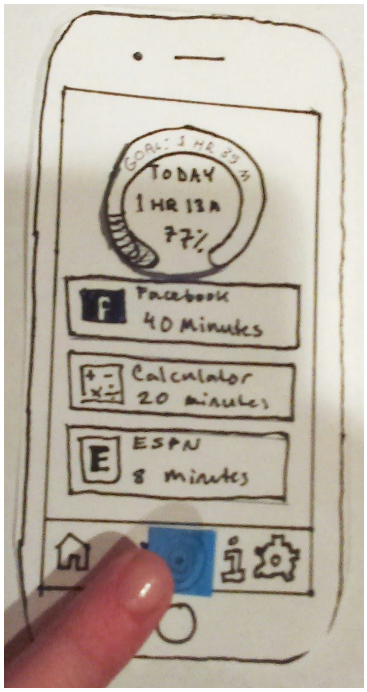
Image	Incident Description	Severity	Revision (Image)	Revision (Explanation)
	User had no clue to “activate” their newly set goal, or when that goal would take effect.	4		We added a “submit” button at the bottom of the Goals pane, which, upon being pressed, sent a pop-up telling the user the start date/time of the next goal period.
	Home screen didn’t display the user’s current goal, which was confusing when looking at the progress meter.	3		Instead of having the progress meter contain the current usage, we surrounded it with both goal and current usage.

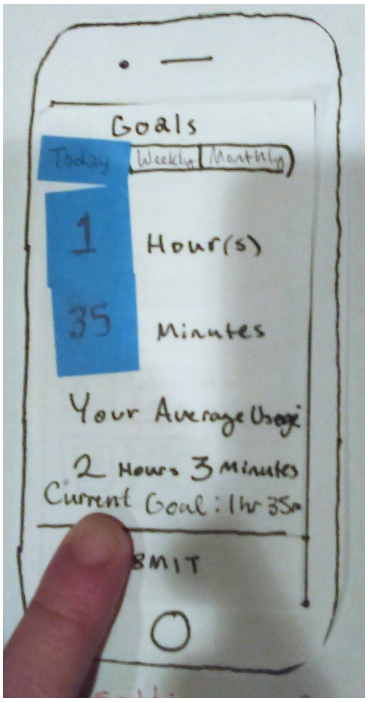
	User had slight trouble navigating to the “App History” screen, although going from Home->Facebook tracking was easy.	1		We simply made the “Go to App” button larger, on the Overall History screen.
	User didn’t like the fact that the circular progress meter on the home screen was filling up; it seemed to them like it should be emptying as they used their goal phone time.	3		We kept the circular progress meter, but instead of filling up as the phone is used, we made it decrease over time. Note: time is hard to picture, so we simply showed the old version.

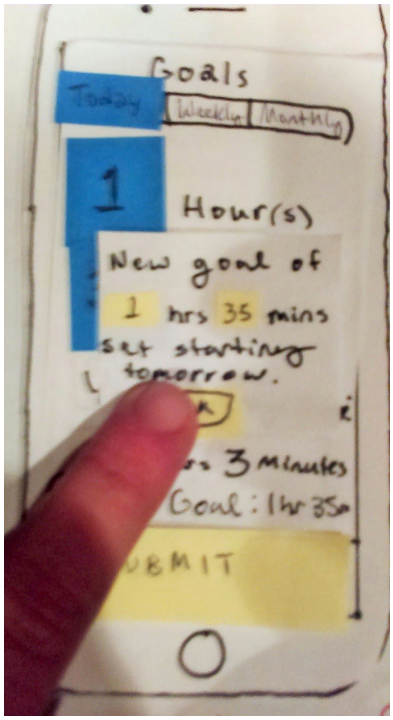
Overall Prototype Image:



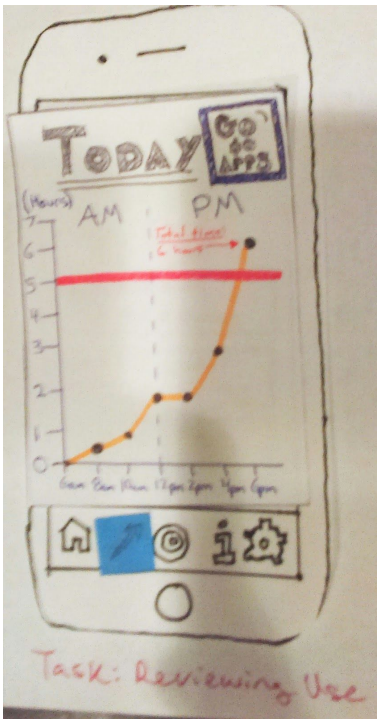
Task: Setting a goal

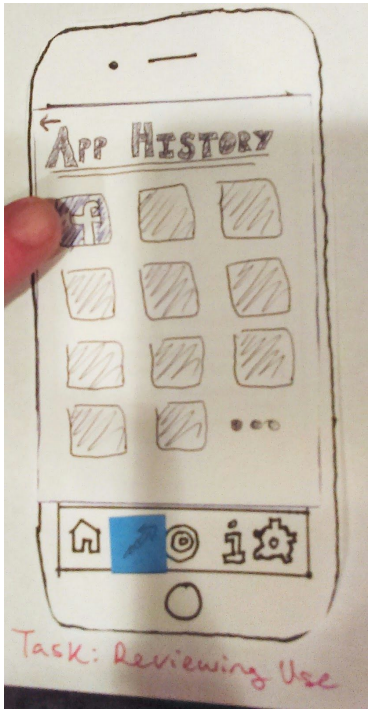


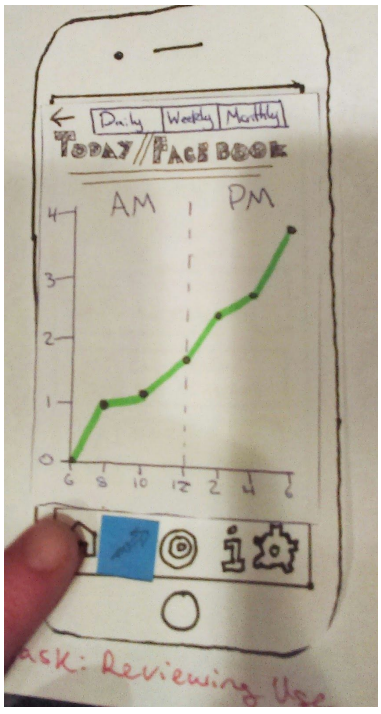


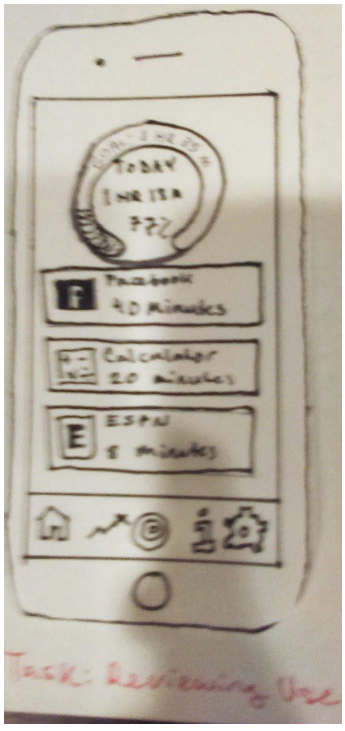


Task: Reviewing phone use









Plan: *(remainder of usability tests)*

For our next usability test, we will target someone closer to our age, since our contextual inquiry focused on that mix of older/younger phone users. For the next few tests, we will be focusing on the interactions with the goal-setting screen, since the information presented there currently seems to confuse many evaluators. We'll also be checking that the progress meter makes sense to users, since that also was a confusion point.

The current roles of team members during the test seemed to work great, so no changes will made made on that front. For our next test, we think it might be more beneficial to be more general in our prompting. One of the issues that came up was that we were almost leading the user, since we were still trying to differentiate heuristic evaluations from user testing.