

Defrosters: Cyndi Ai, Esther Chen, Ben Schiffler, Sean Yang  
Assignment 3d: Usability Testing Review  
May 17, 2016

## Overview

### Usability Test #1:

Our first test participant was Andy, who is also taking this class. He is a perfect usability participant for three reasons. First, he is majoring in CSE, which gives him a great sense of using technology. Secondly, he is an international student. He moved here from China three years ago. He could give us some great perspectives as a mover to Seattle. Last but not the least, he is also taking this class. He understands the whole usability process and what needs to be paid attention to, which made the test process easier and more smooth. Esther and Sean did the usability test with him after the class on May 10th. We interviewed him in the same classroom where has large tables to distribute our paper prototype. From this usability test, we made two of our most important revisions: landing page layout and ask buttons changes, which made our device more appealing for users to use.

### Usability Test #2:

Our second test participant was Phina, who is a first year master student in Electrical Engineering. She moved here from Taiwan last Autumn, so she is relatively new to this environment and is still be willing to explore Seattle. The usability test went awkwardly smooth. Phina didn't spot any problem during the usability test. We mentioned this to Catie and Kelsey the day after in the section. They told us that we should be cautious of words that we choose to describe tasks. Also, we can write our tasks on a paper that the participants could check if they forget what exact they need to do. This can enable the participants to stay on track for the tasks. We used these tips in our next usability test and they were very useful.

### Usability Test #3:

Our third test participant was Cheryl, a seattle local who moved here from Colorado when she was elementary school. She is a current UW student studying Computer Science, and is tech-savvy. She, as a user, was a good check to see whether or not the flow seemed intuitive to someone who had undergone this process before. As a seattle local, she was helpful to show us if this process made sense specifically for Seattle, which was feedback we've received on previous assignments, to increase the reasoning behind making our platform specific to Seattle. We interviewed her in Sieg Hall in one of the Computer Science labs on campus, because it was quiet and had large tables for ease of use of the paper prototype.

## Critical Incidents:


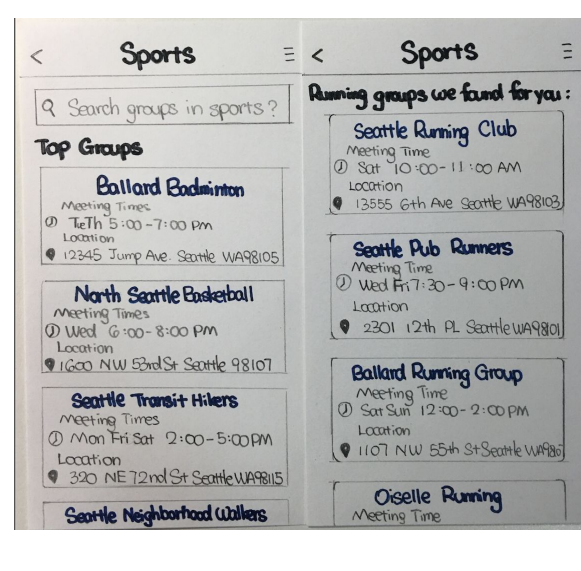
### 1. Fast Information on Community Search Page

Cheryl wished that she had a way, when searching for a community, to quickly access basic information about a group without navigating to their full page. Because certain information is very relevant to users, specifically meeting times and group locations, it does not make sense to just present users with a club title on search.

Severity: 2

While the information was still available, not making this a massive functionality issue, it still heavily hampered searching for groups with specific constraints.

Revision: We changed our search page for looking for special interests groups to include some brief information on each group. Specifically, we list the meeting times and location of each group, if they have that information.

	
Old Model	New Model

### 2. Too Many Text Input Controls

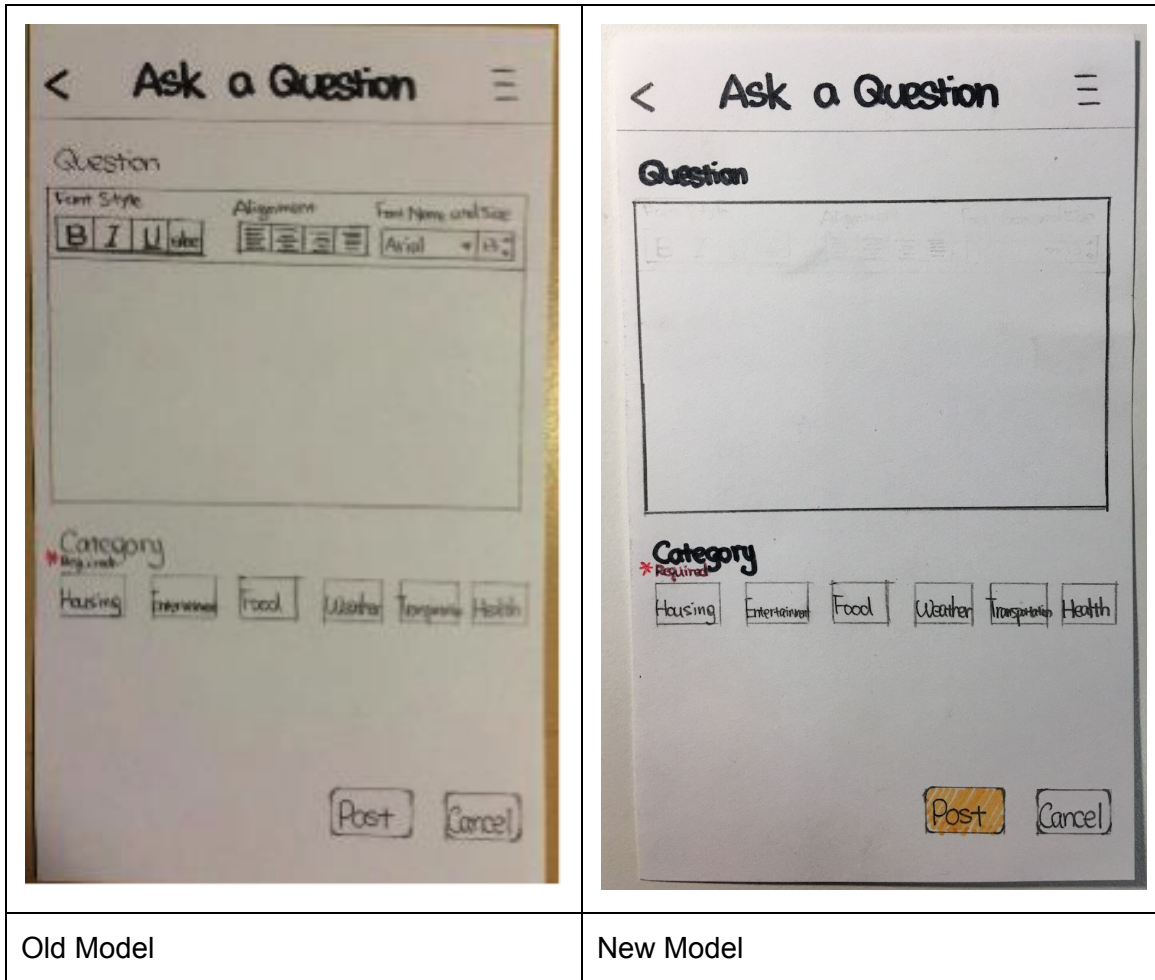
Cheryl found no need to adjust things like alignment, font size, and other text controls. As there isn't a need for specific formatting on questions, it makes the ask page simpler to remove unnecessary controls and simplify the interactions.

Severity: 1

While these options provided cosmetic control, they weren't useful or necessary for asking questions, and cluttered our design. Removing them made the design sleeker

and simpler.

Revision: We removed the extra controls (the alignments, font size and typeface, and font style) from the ask-a-question, and replaced it with a simple text box.



### 3. Landing Page Ease of Use

Cheryl returned several times to our landing page, but it was always clear which of the two sides, new movers or locals, she should pick. In general, across all our tests, navigating the landing page was constantly simple which allowed greater state complexity in our later pages.

Severity: N/A

Revision: N/A

# Defroster



Questions Communities

Q Search Questions? GO

or Ask A Question

## Top Questions

Restaurant around UW ▶

How much do I need ▶

more questions..

## Categories

Food

Weather

more ▼

# Defroster



Questions Communities

Q Search In Communities ?

## Active Groups

Seattle Volleyball ▶

Free & For Sale ▶

Ballarel Badminton ▶

more active groups

## Categories

Sports

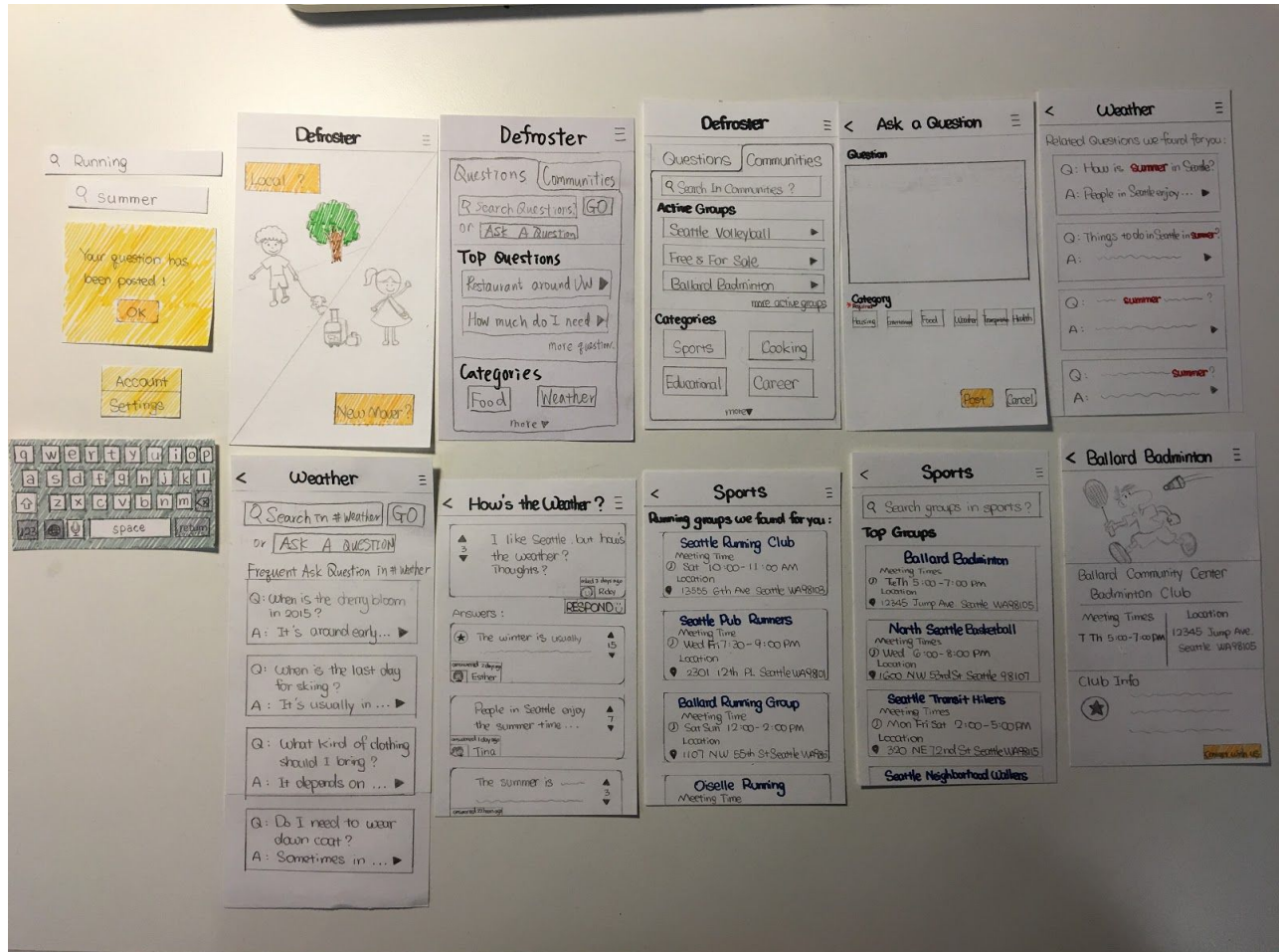
Cooking

Educational

Career


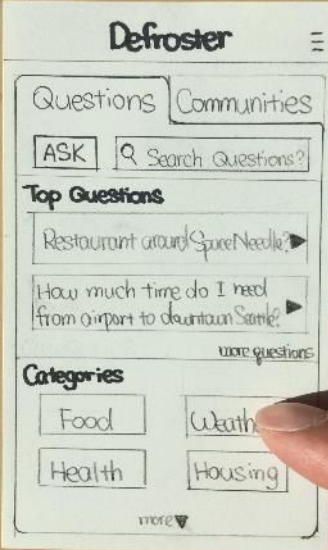
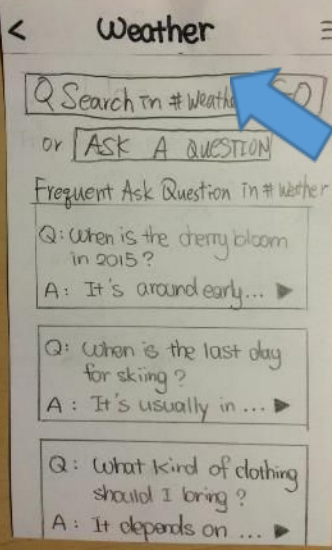
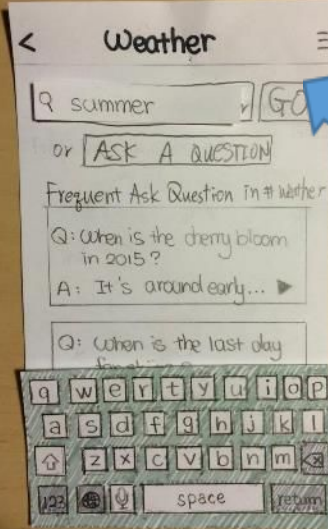
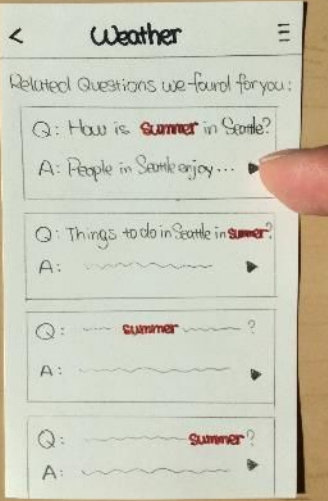
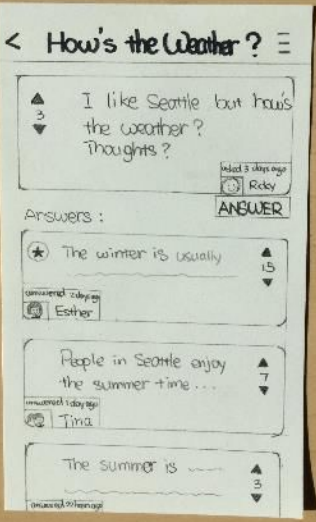
more ▼

# Final Paper Prototype Overview Image



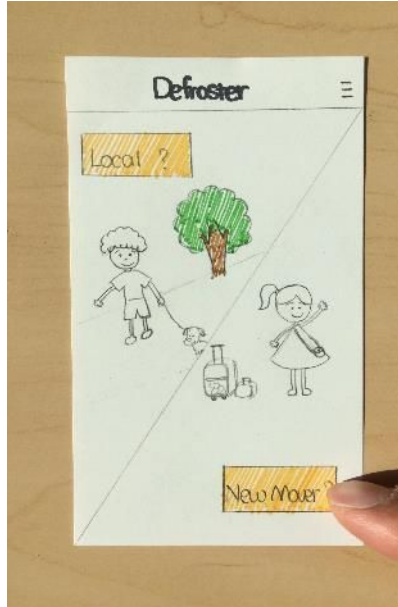

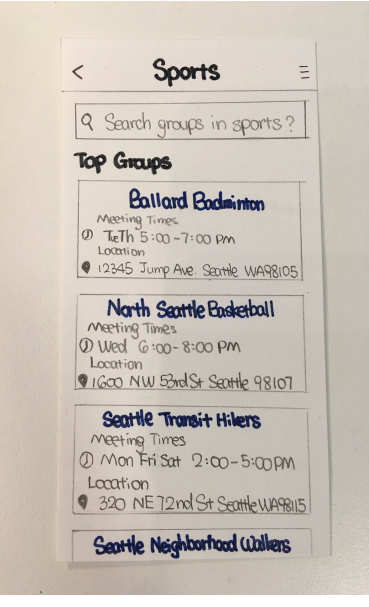
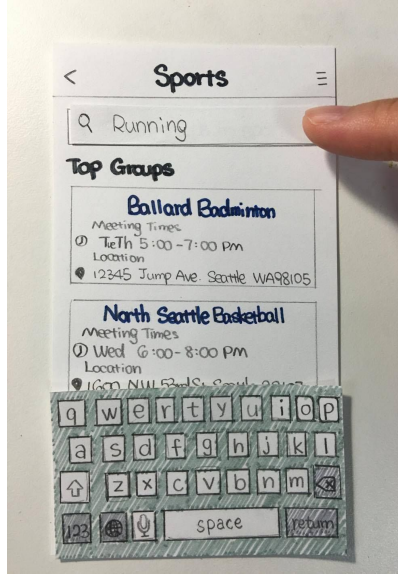
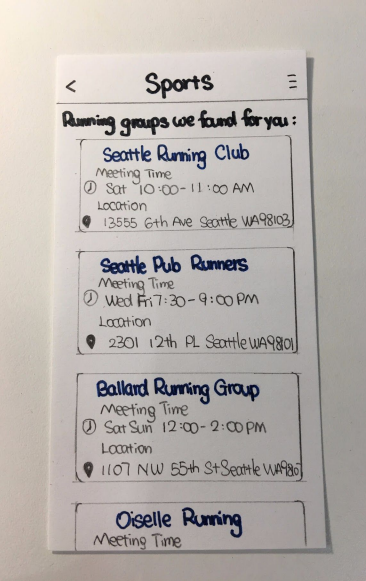
## Task 1: Finding Local-Specific Information

In this case, finding the information about summer in Seattle in particular.

		
<p>a. The homepage. The user can choose if they are the new mover or the local. In this case, it's we click on new mover.</p>	<p>b. We want to know the weather in Seattle, so we click on weather. In another case if we see a top question interesting, we can click on it, and we will be directed to (f).</p>	<p>c. We want to search more specific questions about "summer" in Seattle, so we click on the search bar.</p>
		
<p>d. We type in summer, and click GO.</p>	<p>e. Here shows a list of the questions related to summer.</p>	<p>f. Here we go!!</p>

## Task 2: Finding local interest groups or communities

In this case, we want to find the running communities in Seattle in particular.

 <p>The image shows a hand-drawn app interface for 'Defroster'. At the top, the title 'Defroster' is written. Below it, there are two yellow buttons: 'Local?' and 'New Mover?'. The central area contains a simple illustration of a boy and a girl walking a dog, with a tree and a house in the background.</p>	 <p>The image shows a hand-drawn app navigation screen. At the top, the title 'Defroster' is written. Below it, there are two tabs: 'Questions' and 'Communities'. A search bar is present with the text 'Search In Communities?'. Underneath, there is a section titled 'Active Groups' with three items: 'Seattle Volleyball', 'Free &amp; For Sale', and 'Ballard Badminton'. Below that is a 'Categories' section with four items: 'Sports', 'Cooking', 'Educational', and 'Career'. A blue arrow points to the 'Sports' category.</p>	 <p>The image shows a hand-drawn app search results screen for 'Sports'. At the top, the title 'Sports' is written. Below it, there is a search bar with the text 'Search groups in sports?'. Underneath, there is a section titled 'Top Groups' with four items: 'Ballard Badminton', 'North Seattle Basketball', 'Seattle Transit Hikers', and 'Seattle Neighborhood Walkers'. Each item includes meeting times and location information.</p>
<p>The homepage. The user can choose if they are the new mover or the local. In this case, it's we click on new mover.</p>	<p>We click on the sports under categories section. If we see some active groups that sounds interesting, we can also click on that</p>	<p>We want to find "running" communities in particular, so we click on search bar.</p>
 <p>The image shows a hand-drawn app search screen. At the top, the title 'Sports' is written. Below it, there is a search bar with the text 'Running'. Underneath, there is a section titled 'Top Groups' with three items: 'Ballard Badminton', 'North Seattle Basketball', and 'Seattle Running Club'. A hand-drawn keyboard is overlaid on the bottom of the screen.</p>	 <p>The image shows a hand-drawn app search results screen for 'Running'. At the top, the title 'Sports' is written. Below it, there is a section titled 'Running groups we found for you:' with four items: 'Seattle Running Club', 'Seattle Pub Runners', 'Ballard Running Group', and 'Oiselle Running'. Each item includes meeting times and location information.</p>	
<p>We typed in "running" and click "GO"</p>	<p>The app will show a lists of running communities!!</p>	

## **Main Revisions**

There are many changes we've made to our prototypes according to the results and feedbacks from our usability tests. We have listed the following three revisions that solves the most important problems.

### **1. Landing Page Layout Revision**

We modified the layout of the landing page that comes after the user specifies if he is a local or a new mover. In the old layout, when a user wants to change between question and communities view, he has to click on the hamburger on the top right corner, which was a little hidden, and check the other view he wants to see in the pop up window. In our first usability test, even though Bruce has a pretty clear understanding of our project, he forgot that we had another view for the second task until we remind him. And it took him couple minutes to figure out how to change between the views. It is really important for our project to have a clear layout in order to achieve the best functionality. If the change between views is not straightforward and easy to locate, half of our design will become useless. And users will even easily question the functionality we provide. So we decided to change it to tab view with the tabs clearly located on the top in the landing page.

### **2. Ask/Search Button Change**

### **3. Show time/location information of club**

In the old design, we show only the name of each club with a detail information after the user clicks into the club. However, one user complained about how the meeting time and location matters a lot when he chooses the club that he might be interested in. Furthermore, he even wished to search the groups by time, which we have not provided such functionality. Even though it was just one user complaining about this, we still think it is worth considering because we want to provide a better ease of use of our app. We want the users to be able to navigate themselves to find the best club that they are interested in the shortest amount of time possible. So we decided to change the name card of each club from just including it's name to including it's name, meeting time and meeting location.