

CSE 440 AC

3d: Usability Testing Review

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Usability Testings

Discuss your three usability tests. Provide a description of each test, including the participant, the environment, why you chose this participant and environment, the test protocol, and the roles of each team member who participated in the test. Briefly discuss revisions you made in your process and prototype over the course of your testing.

Usability Test #1

Participant

- Volunteer: 21 year old male with experience in customer service
- Client: 21 year old male
- We chose these two because they had the resources necessary to simulate a delivery. Although we did not choose our target users to conduct this usability test, we believe that they are capable of simulating the environment of delivery and requesting feedback.
- Participant age and other attributes are similar to those of a typical volunteer. Some of the volunteers are graduating colleges and we believe to ask potential users to test our prototype out.

Environment

- We drove to a house with the "volunteer" conducting those two tasks and had a "client" at the door interaction simulation. This was as close as we could get to the real situation in which the app would be used, and that's why we chose to go about it like this

Test Protocol:

- Run the tester through a whole delivery with as little guidance as possible to see what problems they run into.

Roles of each team member:

- Sofie: testing, Will: revisions, Carol: design

Takeaways from testing process:

Having someone just run with a scenario with little prompting can bring up problems that you didn't know were there. For instance, we did not know how confusing the back button could be. It also let us see the impact that the changes we already made had. In certain areas these changes fixed everything, but in others, like the clarity of buttons on the profile screen, did not fix the underlying issue. People can recommend many different features and it is important to be able to narrow down the ones you truly need so that the app doesn't become cluttered. Using familiar systems, like we did with the facebook login can really help people along with learning new tech

Change(s) needed to make to testing process: Getting someone more familiar with this type of work would be great. Here, we really wanted to emphasize environment, but it is important to get user base too. Also a more guided approach might vary feedback and let us see different kinds of issues to the hands off approach.

Usability Test #2

Participant

- Volunteer: Female teacher at refugee school in Kent, WA and volunteer with homeless people
- We chose this participant because she is our target audience and had lots of experience with volunteering with homeless people and people in need.

Environment

- Face to face meeting with the user guiding them through the interface. Interview style.

Test Protocol:

- Run the tester through a few tasks to see what problems they run into.

Roles of each team member:

- Will: testing, writing, editing, revisions
- Sofie: writing, editing, revisions
- Carol: editing, Task review

Takeaways from testing process:

The profile page became a bit busy with the changes made previously. It's difficult to tell which buttons to click at what time and some information is redundant. Which meals you are reviewing is still unclear. The more preset options for choosing, the better in the eyes of the organization. When talking about who to deliver to, it is difficult to select dates on the calendar. The buttons in general are cluttered and difficult to work out. The practicality of certain information is questionable.

Usability Test #3

Participant

- Volunteer who has worked with several organizations getting signatures for various petitions about public health, the environment, and animal rights.
- We chose this participant because they had experience with door to door work, much like the work a volunteer for meals on wheels would be doing. They would have a good idea of how to have positive interactions with people.

Environment

- Face to face meeting with the user guiding them through the interface. Interview style.

Test Protocol:

- Run the tester through a few tasks to see what problems they run into.

Roles of each team member:

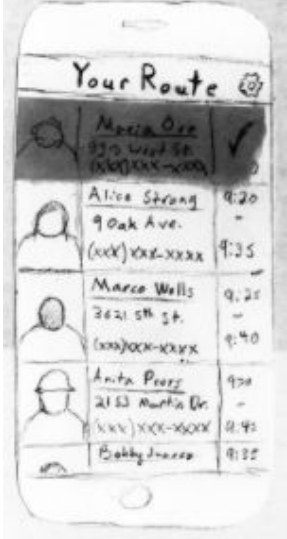
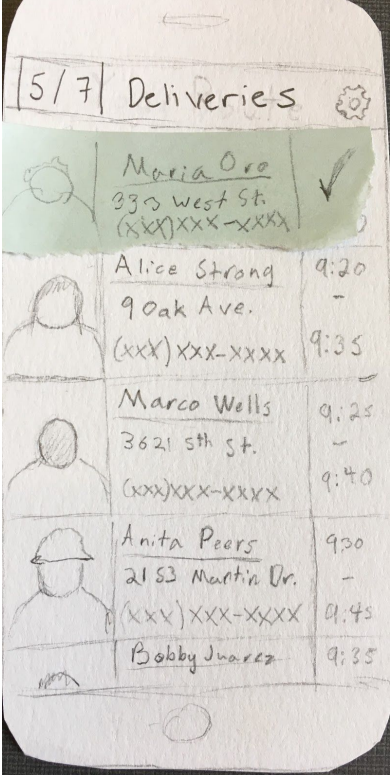
- Will: testing, writing, editing, revisions
- Sofie: writing, editing, revisions
- Carol: editing, Task review

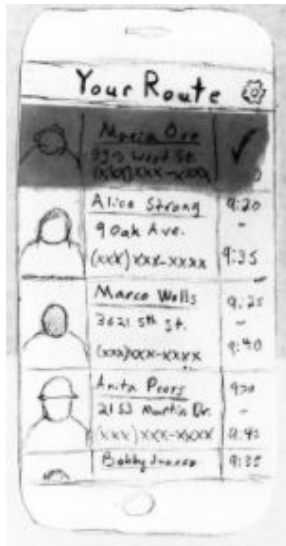
Takeaways from testing process:

This user also had difficulty with the prompt for feedback button, believing it to be a title. Hopefully this will all be worked out when we move away from paper. They did not use emergency contacts to call "911", opting for the features built into the phone. There were some ideas for relevant information to add to the profile page. In addition some things could be taken off, like email, which the user claimed was not as useful as a phone number. The undelivered button could instead prompt for why the delivery didn't happen rather than relying solely on notes. Overall, we really need to think about what info is strictly necessary.

Usability Test Results

Participant #1

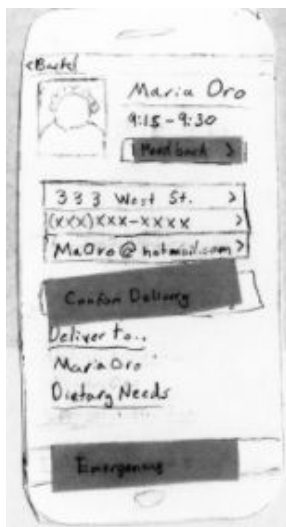
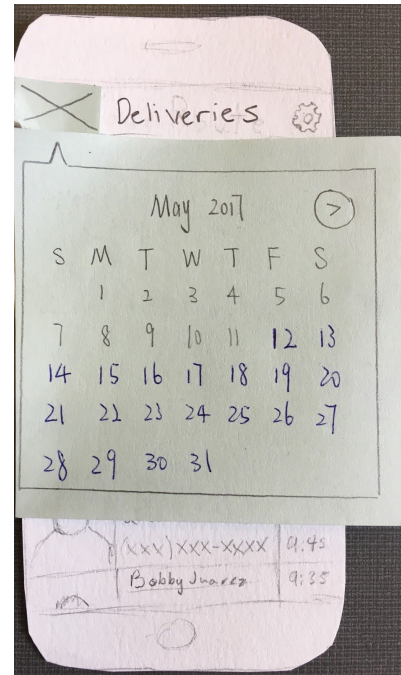
Image of relevant portion of prototype	Description of incident and explanation of changes	Image of revisions implemented as a result
	<p>Issue: Scrolling can be one extra step that many may not take.</p> <p>Severity of issue: 2</p> <p>Explanation of changes: The screen now automatically puts the first undelivered customer at the top, eliminating the need for most scrolling.</p>	



Issue: The look and function of the calendar was unfinalized.

Severity of issue: 2

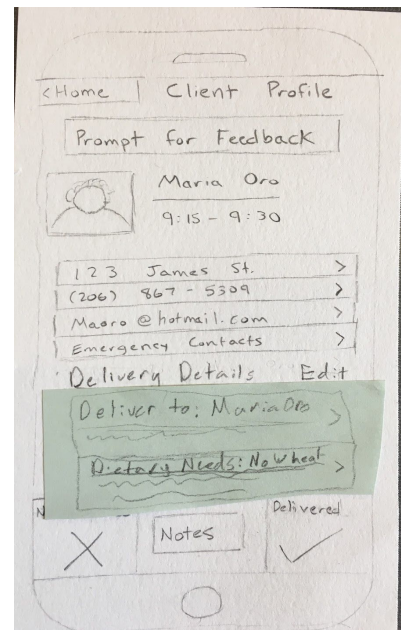
Explanation of changes: made a familiar pop-out calendar. When the dates are clicked, takes you to a schedule for that day without all the interactivity of today's interface.



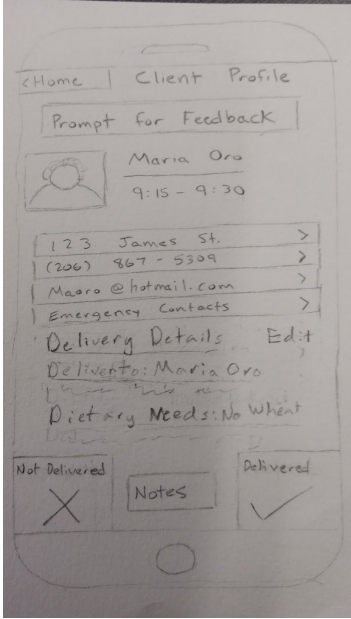
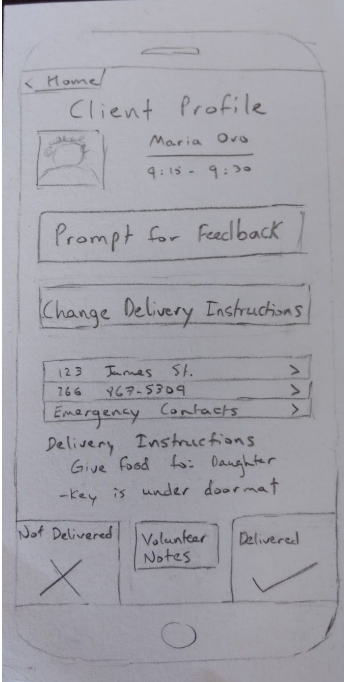
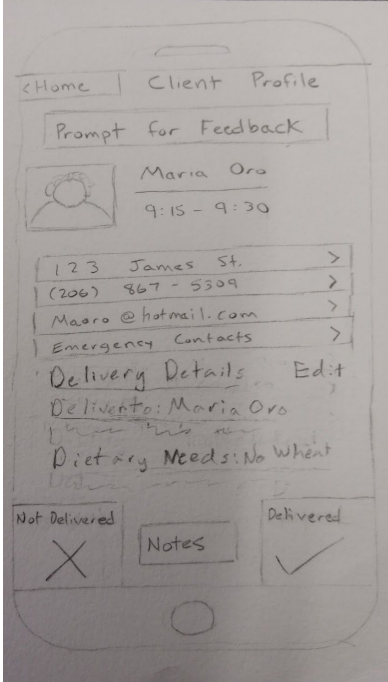
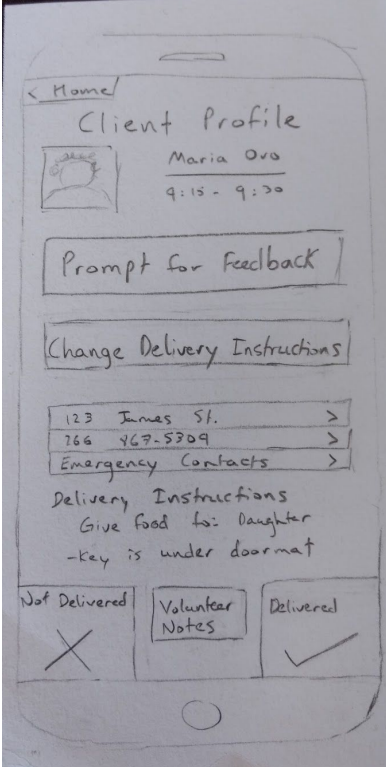
Issue: It was unclear what was a button and what was not. The home button was previously called "back," which was confusing and there was no way to edit profile details individually. No way to denote a missed delivery or to take notes.

Severity of issue: 4

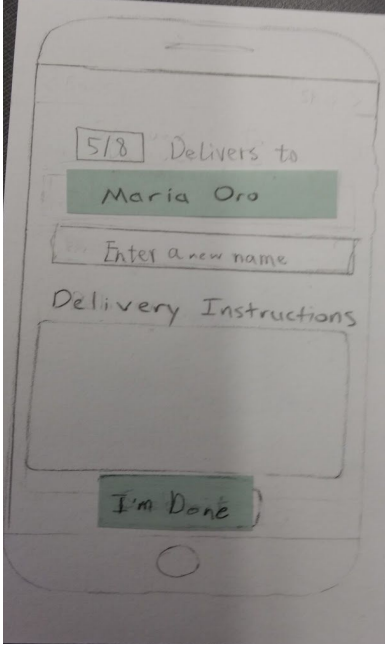
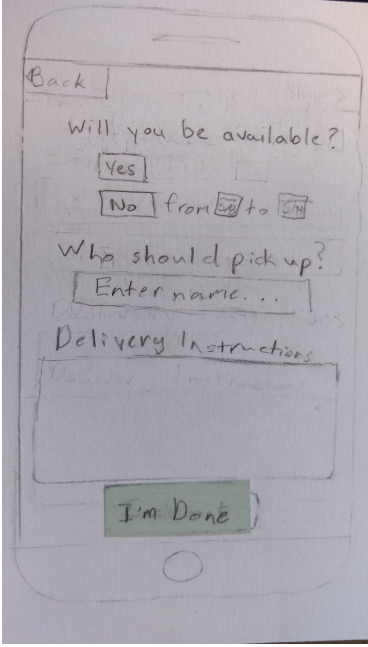
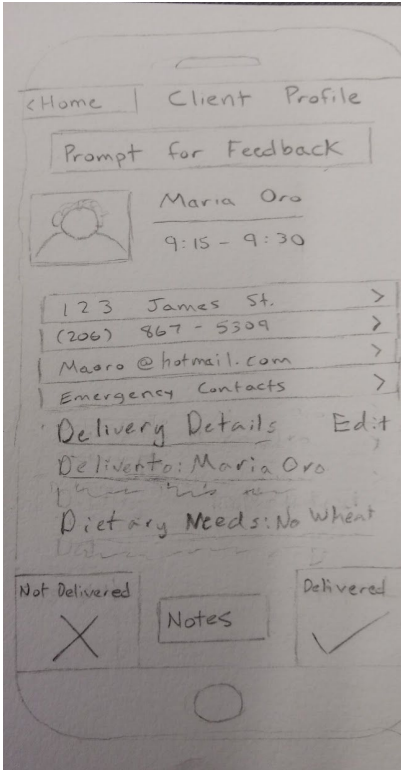
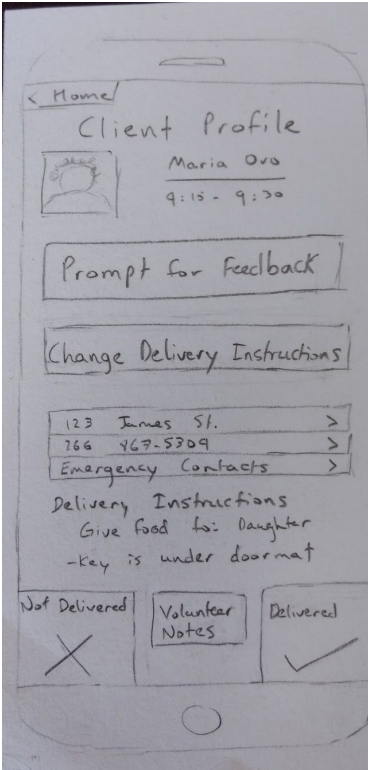
Changes: Feedback button now front and center. Top left label is "home." Delivery details can be edited, taking you to the individual screens. Now there is a way to note delivery, lack of delivery and note issues surrounding delivery.

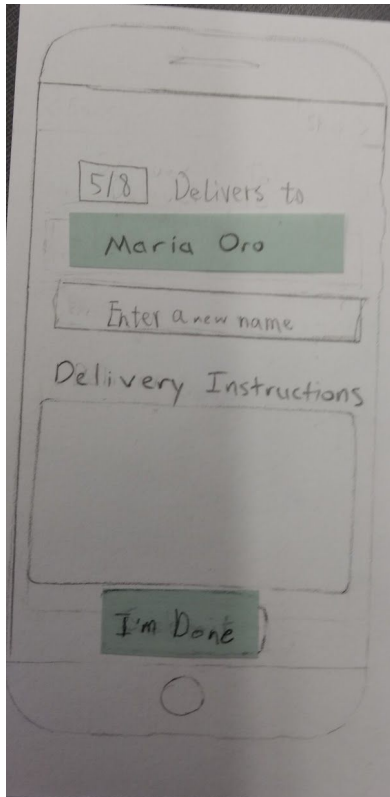


Participant #2

Image of relevant portion of prototype	Description of incident and explanation of changes	Image of revisions implemented as a result
	<p>Issue: Prompt for Feedback was hard to find and “got lost” in the page. Testers encountered this issue during the second and third usability reviews.</p> <p>Severity of issue: 4</p> <p>Explanation of changes: Omit irrelevant information. Increase size and proximity to center of page. Added whitespace above and below button.</p>	
	<p>Issue: Dietary needs is unnecessary information to display to the volunteer. Volunteer already has food in hand.</p> <p>Severity of issue: 1</p> <p>Explanation of changes: Omitted dietary needs from client profile.</p>	

Participant #2

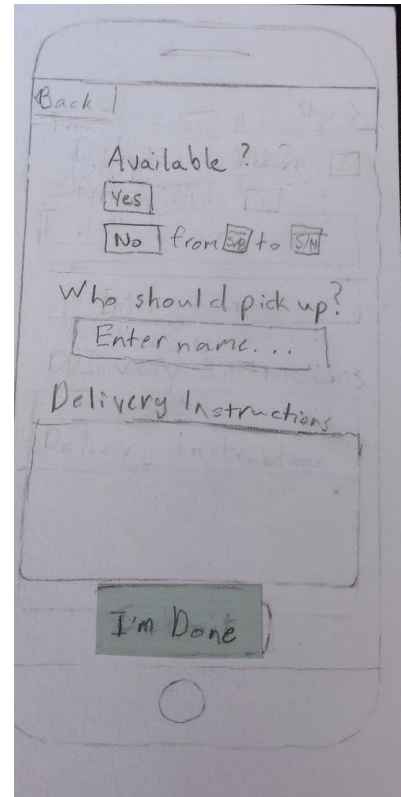
Image of relevant portion of prototype	Description of incident and explanation of changes	Image of revisions implemented as a result
	<p>Issue: “Deliver To” is unclear. Tester asked aloud why she would want to enter a new name given that she is already at the client household.</p> <p>Severity of issue: 2</p> <p>Explanation of changes: Changed “Deliver To” to “Who should pick up.”</p>	
	<p>Issue: The home button adjacent to the title looks like a tabbed interface. The title looks clickable.</p> <p>Severity of issue: 2</p> <p>Explanation of changes: Shifted title down a row to create separation from home button.</p>	



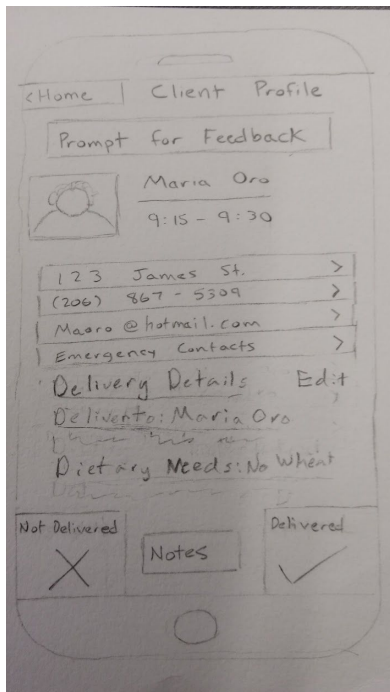
Issue: Feedback screen #3 (delivery changes) is confusing. There is no way for a client to indicate dates when they aren't available.

Severity of issue: 3

Explanation of changes: Added range of calendar dates on which client can't receive deliveries.



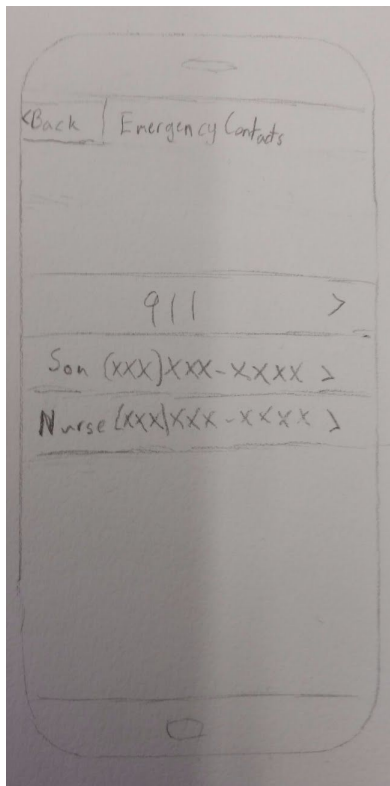
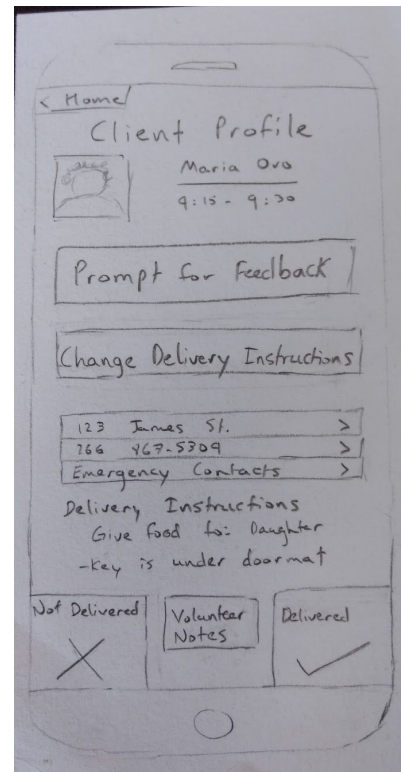
Participant #3



Issue: Prompt for Feedback was hard to find and “got lost” in the page. Testers encountered this issue during the second and third usability reviews.

Severity of issue: 4

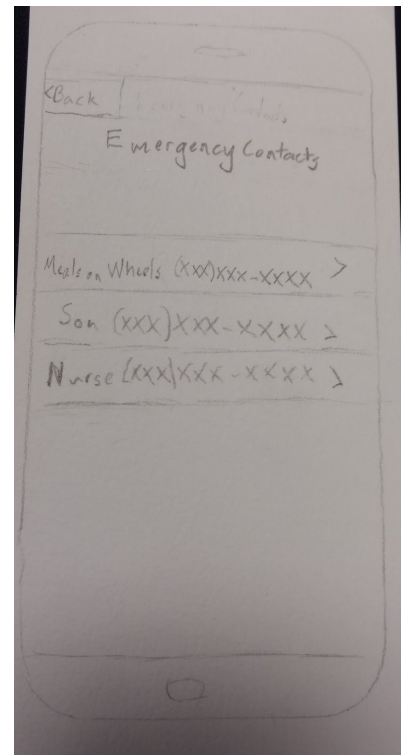
Explanation of changes: Omit irrelevant information. Increase size and proximity to center of page. Added whitespace above and below button.

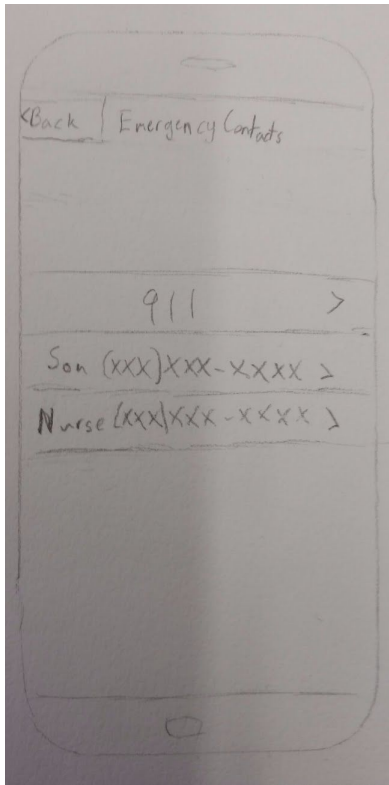


Issue: “911” button (accessible from emergency contacts page) is never used. Volunteers will instinctively go home and dial it from the phone app.

Severity of issue: 2

Explanation of changes: Remove 911 function from emergency contacts page.

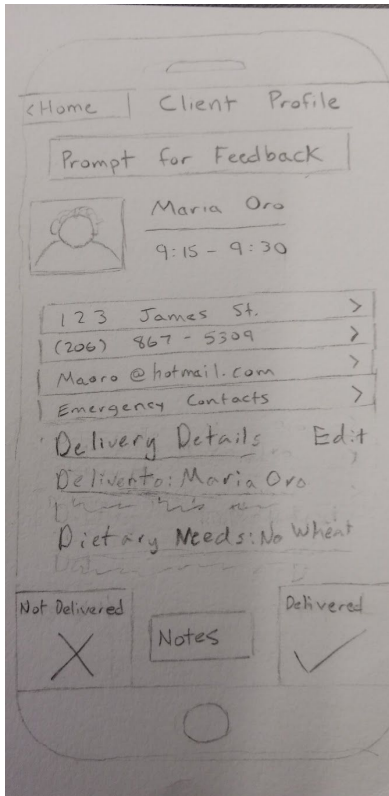
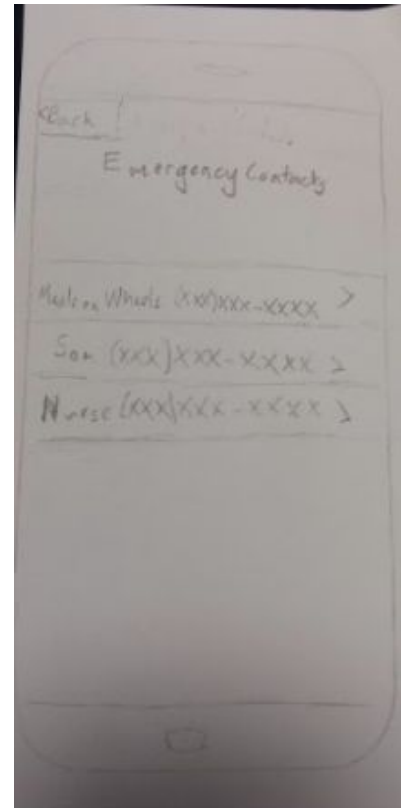




Issue: There is no way for a volunteer to directly contact the organization.

Severity of issue: 3

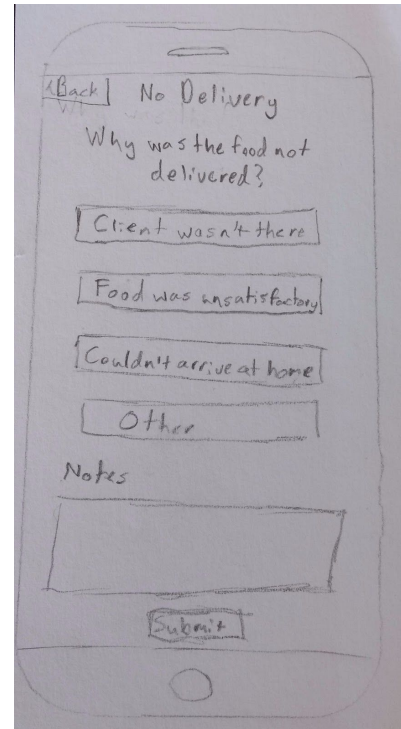
Explanation of changes:
Add a contact number for Meals on Wheels to the emergency contact page.

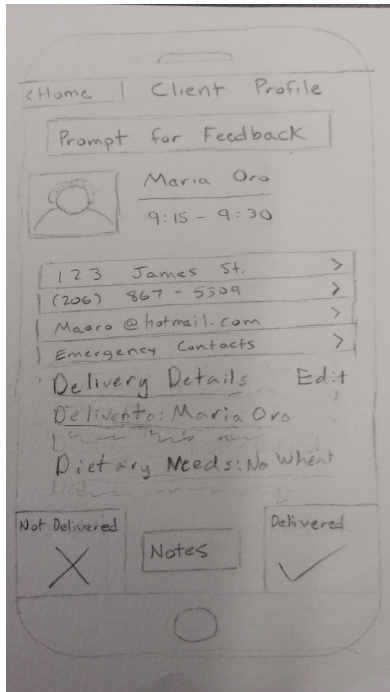


Issue: If a meal can't be delivered, the only way to leave a message is in the volunteer notes.

Severity of issue: 2

Explanation of changes:
Added a panel to enable volunteers to inform the service org if a meal couldn't be successfully delivered.

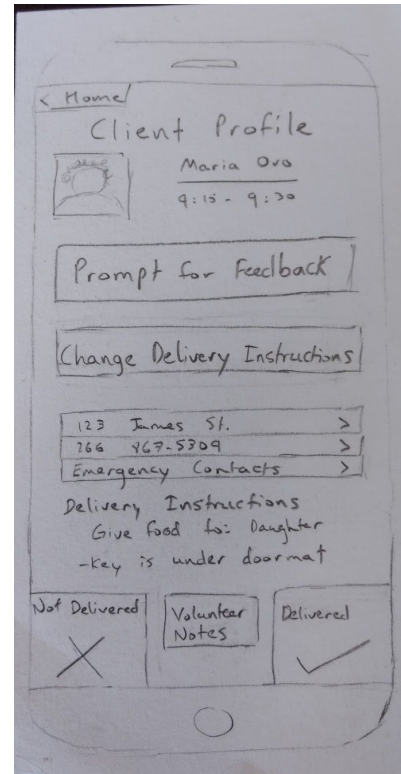




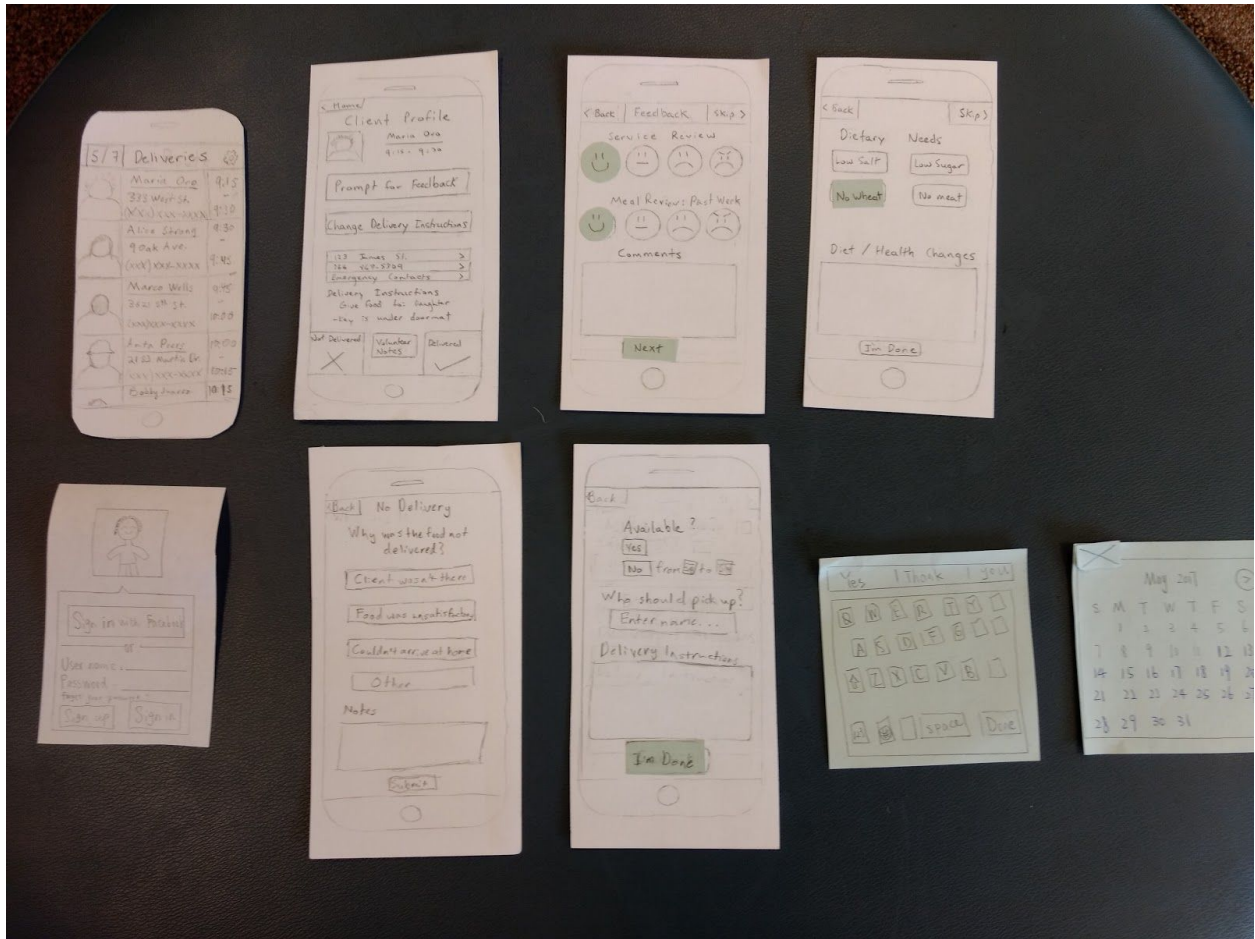
Issue: Email is irrelevant. Volunteers won't likely need to email clients.

Severity of issue: 1

Explanation of changes: Omit irrelevant information. Remove email from client profile.

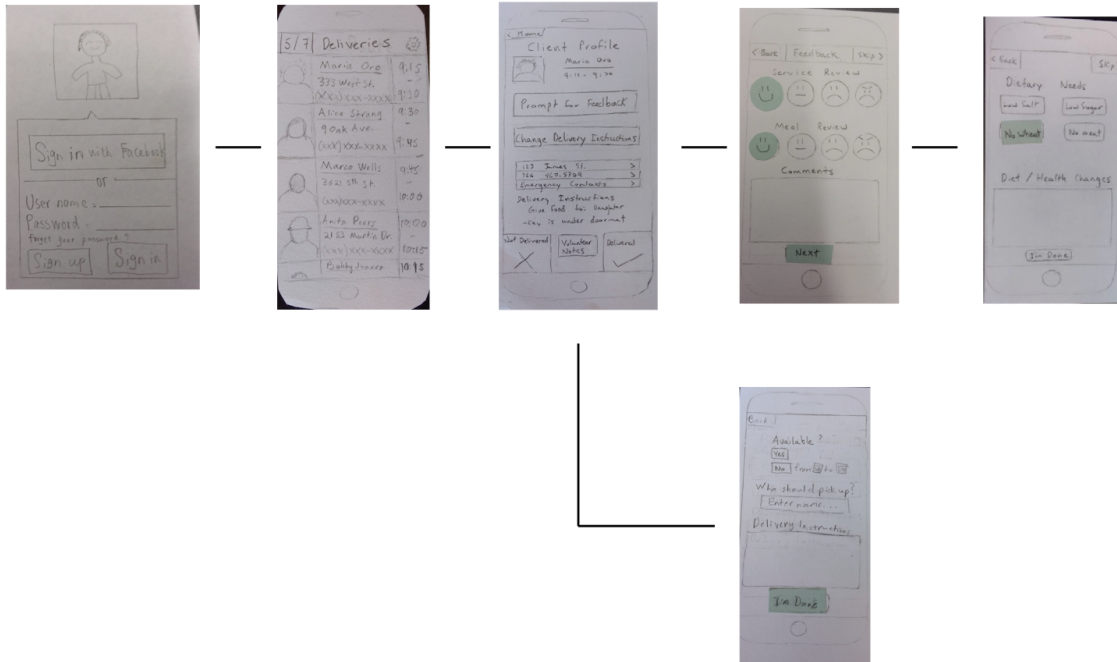


Overview of Paper Prototype



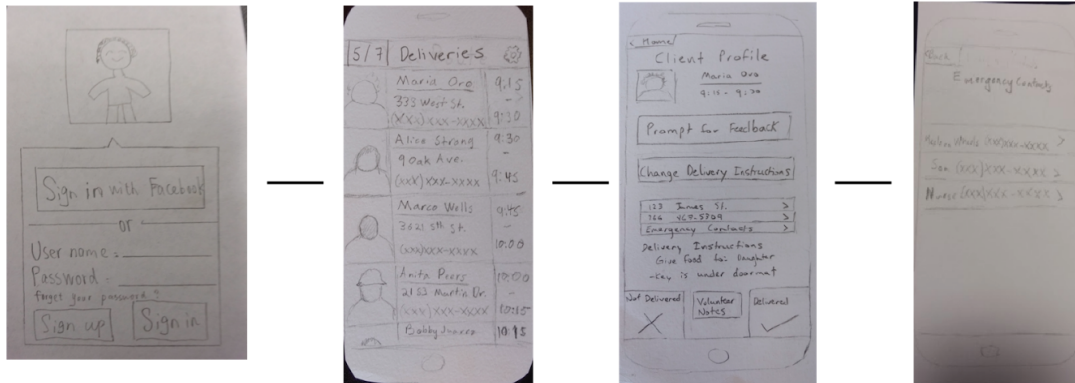
Primary Tasks

Task1: Gathering volunteer-assisted feedback and delivery changes



Volunteers are able to either log in or sign up with their accounts and land in on the home page which is a list of the delivers for today. Volunteers are able to adjust the date to see other day's deliver history or plan. After the food is being delivered, volunteers can hand in their phones to the clients and assist them to provide feedback about service and meals and any changes about their dietary needs. Volunteers would also ask any changes for clients about their delivery instructions.

Task2: Volunteer responding to unexpected emergency situation while delivering meal



Volunteers are the primary point of social contact for most elderly citizens and should therefore be prepared to respond appropriately to emergency situations. If a volunteer encounters an emergency, the volunteer would likely call 911 reflexively, and then hopefully adhere to training and contact the appropriate people. Under "Emergency Contacts", we provide the client's family emergency numbers as well as a direct line to the service organization, such as Meals on Wheels.

Major Revisions

Most of the issues we have encountered have stemmed from either wording or placement of information. In order to address these issues, we added a couple screens, switched the locations of several buttons, and changed several titles to more clearly describe the function of the interface. We added a page for volunteer notes so that any issues that were not on the client side could be addressed by the volunteer using the application. We also created a page for non-delivery for similar reasons. If a delivery fails, the volunteer can inform the service provider of the outcome. We wanted to concentrate on making communication between the volunteer and service smooth in addition to the client.

Changes that had to do with the movement of items around the page were mostly concentrated on the profile page and the delivery instruction page. Eventually we arrived at a design where we split our feedback across two pages. We separated delivery instructions from service feedback to reflect the difference in frequency of use: Feedback is collected on every delivery, whereas changes to delivery instructions occur sporadically. We also added an option for clients to change their future availability.

The final type of change improved the wording of certain pieces of information. Whenever possible we tried to simplify the language in order to get a better response from users. We changed some fields with short titles to more conversational questions that were easier to understand. We clarified some prompts, making it clear whether they have to do with future deliveries or past ones. We also made certain things clickable so they could be elaborated upon. In doing so we improved our clarity and addressed numerous issues with understanding.