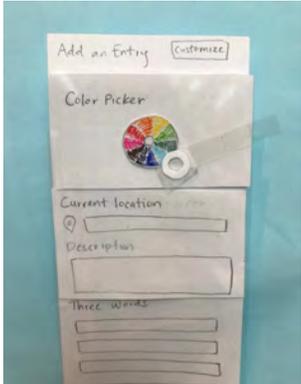
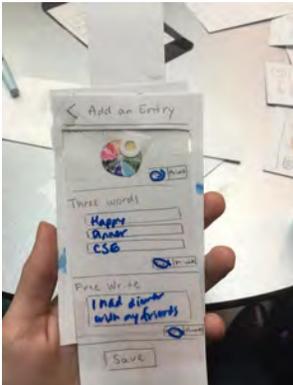
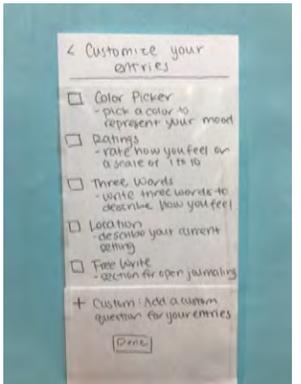


WISHING WELL

Identified Issues

#	Image	Issue	Severity	Revision	Revision Image
1		<p>Visibility of system status: It's not too clear what happens when you ping someone</p>	2	<p>Added a tutorial mode and changed "ping" to "knock"</p>	

2		<p>Consistency & standards: Invite and add is a little ambiguous at the first time user uses it</p>	1	<p>Changed to entering just a name or phone number</p>	
3		<p>Aesthetic & minimalist design: Don't feel like the customization & add should be in 2 different places</p>	1	<p>Moved customization to be a button on the "Add entry" page</p>	
4		<p>User control & freedom: Users may want to customize the entry for their journal for every individual one</p>	2	<p>Moved customization to be a button on the "Add entry" page Changed the preset entry to have removable/customizable sections</p>	<p>See above photo</p>
5		<p>Help & documentation: Each function needs more context of icon to show what they do, specifically about the customizing entries page</p>	3	<p>Added a tutorial mode and added documentation for each type of content to explain what it is for</p>	

Usability Test

Description of test: 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

Discuss anything you learned about the testing process itself, or any revisions you decided you need to make to your testing process.

Our first participant, Bobby, was a male in the computer science department. He's a senior who has experience with traditional forms of journaling. He a convenient choice as a participant in terms of proximity and he was very thoughtful in his feedback. We also chose him because he had no previous background or knowledge of our project, and so would be able to provide fresh, unbiased feedback. We conducted our study in the atrium of the CSE building. This was the most convenient location for us to conduct the study, and also the most central. It was also a good location because we were able to use two tables, one for the participant to sit and and use the prototype, and the other to lay out our screens and switch them out.

Our usability testing protocol went as follows:

1. Introduce the participant to our application and study
2. Explain think-aloud protocol to participant, encouraging him to say his thoughts, expectations, reactions, etc out loud as he works through the prototype
3. Task #1: Tutorial and content creation
4. Task #2: Interacting with content socially
5. Post-tasks: Additional questions from us and additional comments from participant

During the session, we did not answer any questions about how to complete a task. Questions about the application in general, however, were answered. We were focused on learning how the participant thought the application should work, rather than how it does work. Karin and Mari were observers, Amanda acted as the computer, and Stephanie acted as the facilitator.

During the testing process itself, one thing we could have done a bit more in the beginning of the test was to encourage Bobby to say what he was thinking out loud. We started to do this more as the test went on. However, we had to come back at the end to discuss some of the components from the beginning, since we didn't get as much feedback on those at the time. This is something easy to change next time. We also learned how important it is that the person acting as the computer is very knowledgeable about the flow of the prototype. Amanda knew where all the pieces went, so the transitions were very smooth and Bobby even commented on this. Another thing we can improve for future tests is more smoothly introducing the application and study, as well as clearly defining which tasks our participant will do and when. We stumbled over our introduction and it can be streamlined for next time. We also weren't sure which task to test first, so next time we will follow the above set plan. Our participant was a little bit frustrated by having to guess which "friends" on our app he could tap on to continue with the prototype. We had to tell him who to click on. Next time, it may be helpful to present our participants with a written-out version of the tasks including the names of the friends they should be interacting with in that task. For example, a task could be "Check in on Caitlin and see how she's doing. If she's not doing well, send her a message."

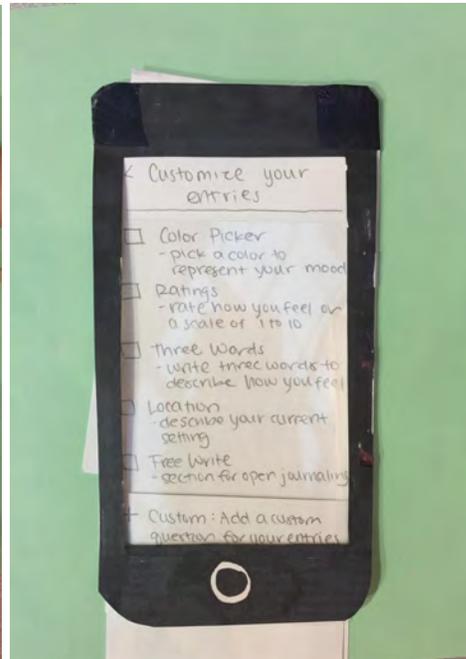
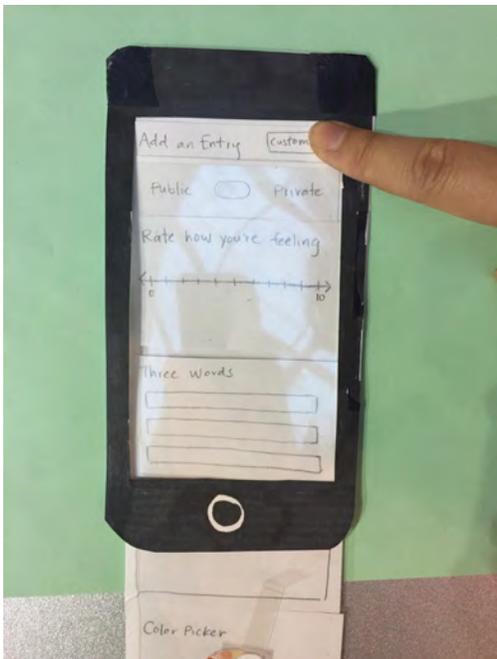
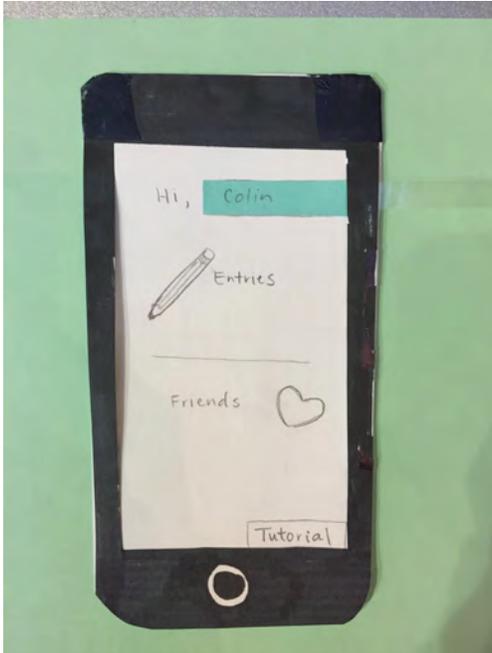
Critical Incidents

#	Image	Description (+/-)	Severity	Revision
		- : Exited out of the onboarding screen / tutorial, didn't know he could select the buttons	3	Do the tutorial as a guided step-by-step entry to the application and let the features that we want the user to explore be highlighted or pulsing. Somehow draw more attention to each button so the user knows they should explore that option
		- : Paused on the manage friend page, mentioned that it seemed like an extra screen to remove friends	1	Move the remove option to each friend profile, so that the interaction is "friend -> remove" instead of "remove -> select friend to remove"
	See above picture	- : The manage friends page isn't necessary	1	After moving the "remove friend" function, add icons in the top right corner of the friends page -- a plus sign to add a friend and a little notification icon if someone has added you
		- : There was confusion about the "Add" button to add friends and the "Done" button on the keyboard (there's a pop-up keyboard with the "Done" button)	2	Remove "Done" button
	See above picture	- : Then adding a	1	Add an aspect of searching

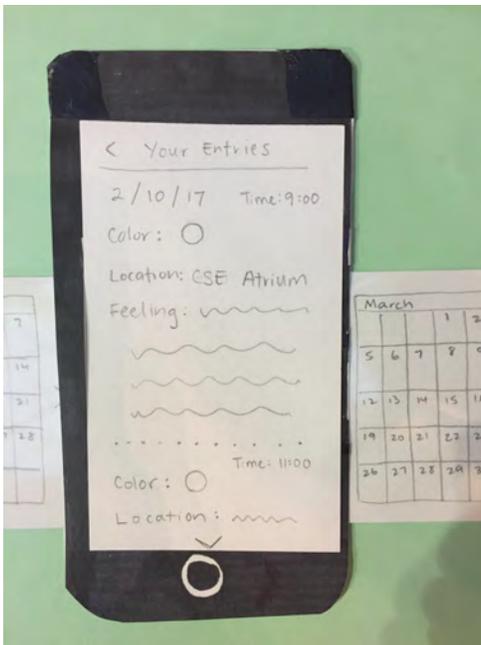
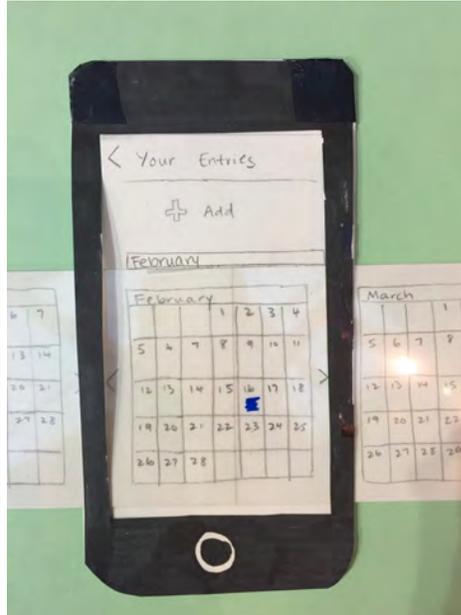
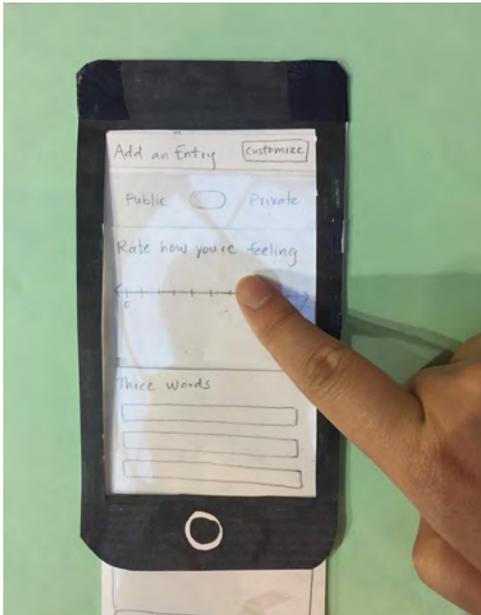
		friend, expected a list of current contacts (either from phone or other network) to pop up when he started entering a name		through a current contacts list
		+ : The interaction for removing a friend was "exactly" what he expected to happen		
		+ : Really liked the scrollable months view in the entries page		Suggested maybe a week view as well, could have segmented navigation to toggle view
		- : Confused by the meaning of the colors	2	Let colors correspond to specific, predetermined emotions
		+ : Liked the minimal front screen with the main two options		

Walkthrough - Creating Content

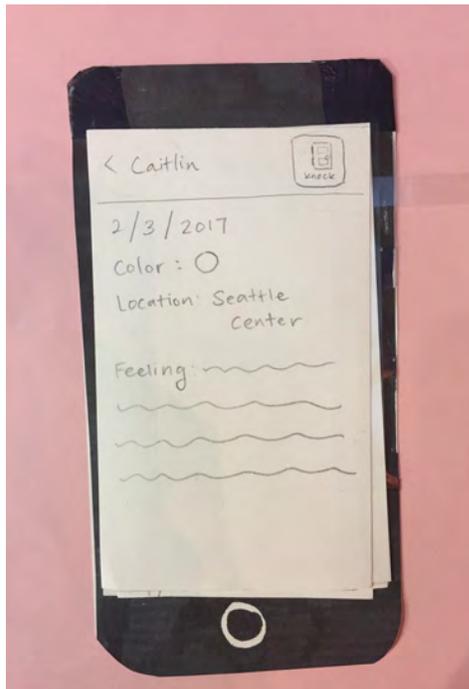
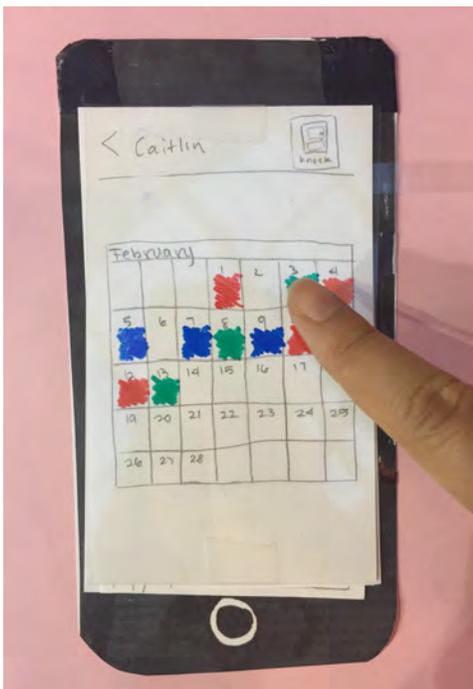
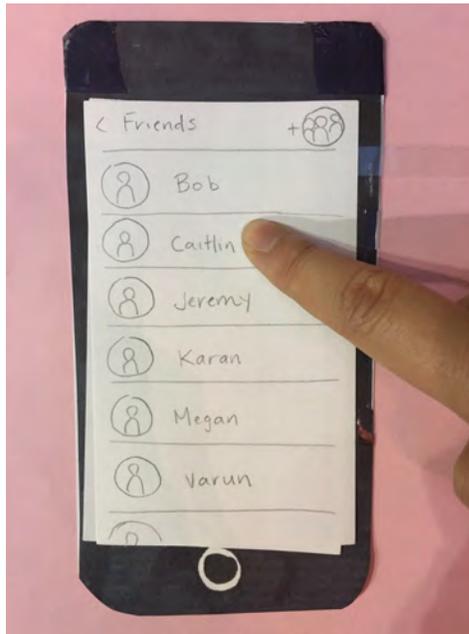
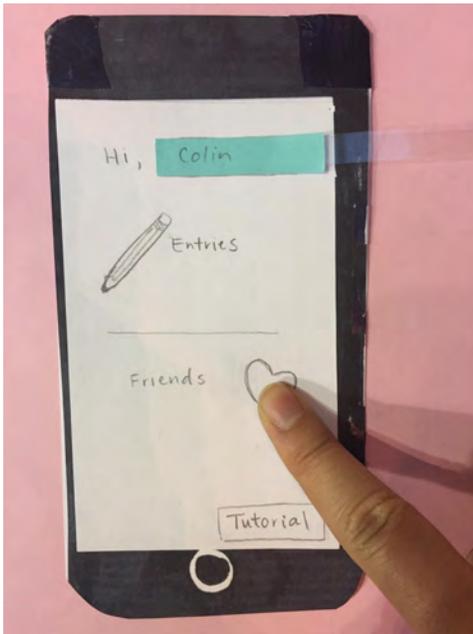
Customizing an Entry

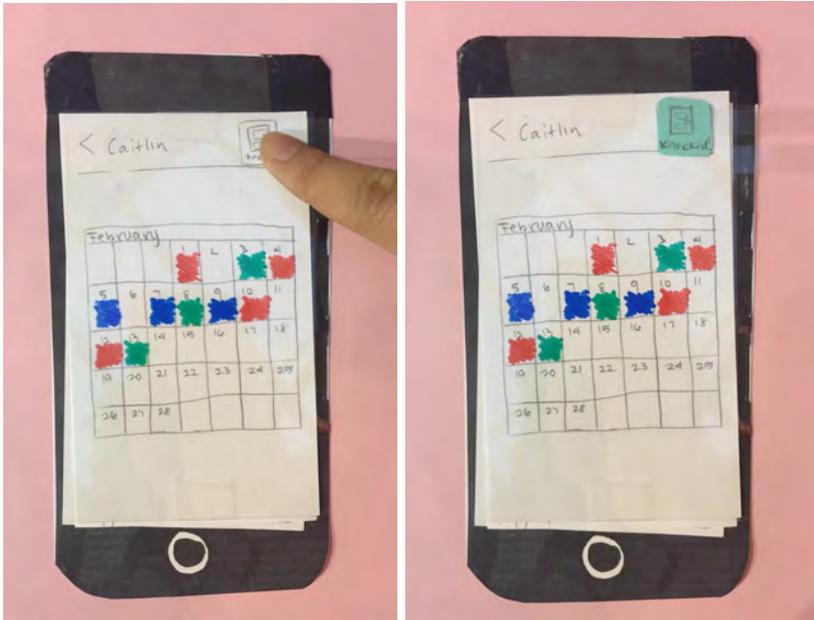


Creating an entry and viewing content



Walkthrough - Interacting with Content Socially





Usability Testing Plan

Targeted participants: College-aged participants

Goals:

- Validate design changes made from heuristic evaluation
- Focus on the interaction of customizing entries and the meaning behind each component - currently a confusing aspect during heuristic evaluations and the first usability test
- Focus on the tutorial in the testing - see how the updated version of the tutorial affects usability and understanding
- Get feedback on the updated interactions of managing friends

Planned roles: Computer: Amanda, Facilitator: Stephanie, Note-takers: Karin and Mari

New approaches:

In our next usability session, we will write up a short script on how to introduce our application and study. This way, we aren't trying to guess the best way to explain it on the spot. We will also write down the assigned tasks for the participant to look at so they can refer to what they are supposed to do. We will write down the tasks as a scenario including the names of the people they should interact with on the application (such as Caitlin) so that they know which person to choose on screens with lists of people (because we only have prototypes for one person in each task). Lastly, we may ask some more focused questions at the end of the session based on feedback from this session so we can compare opinions across participants and use those opinions to inform our future design decisions.