

Our 3 Tests

We conducted all of our studies 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 use the prototype, and the other to lay out our screens and switch them out.

Our first test participant, P1, is 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. Our second test participant is a male junior majoring in math. He does not have experience journaling, but is interested in checking in on friends and maintaining positive relationships. We chose him as a participant because he is curious and thoughtful, while having no previous knowledge of our project. Our third participant is a male senior in HCDE who has some experience in usability studies, but no prior knowledge of our project. He was helpful to give another perspective. One fault of our study participants is that they were all male, so we lacked a female perspective.

Our usability testing protocol went as follows:

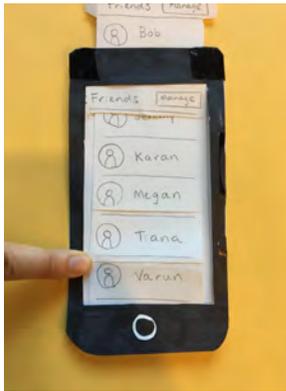
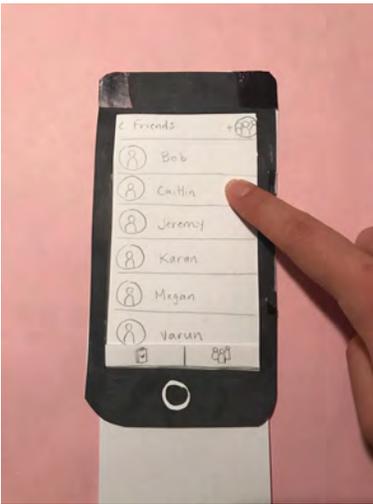
1. Introduce the participant to our application and study
2. Explain think-aloud protocol to participant, encouraging him to say his thoughts, expectations, reactions, etc out loud as he works through the prototype
3. Task #1: Tutorial and content creation
4. Task #2: Interacting with content socially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

During the sessions, 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. After our first session, we improved our protocol by writing a script for introducing the study, and wrote each of our tasks down to read aloud and give to the participants to look at while completing it. We also wrote our tasks in a more scenario-based form, including the names of the "friends" they should interact with on the app.

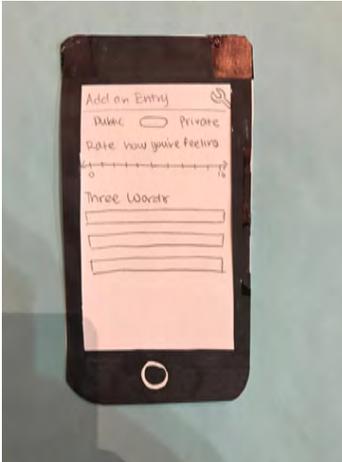
We made minor changes after the first test, including a navigation bar, slightly more refined tutorial, and refined "Manage Friends" page. These changes allowed us to fix minor problems

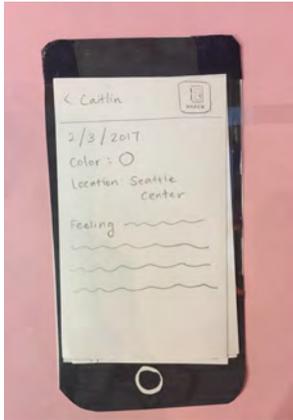
we already knew existed and had to be changed, but still observe more complex functionality issues.

Results

Image	Description (+/-)	Severity	Revision
	<p>- : Paused on the manage friend page, mentioned that it seemed like an extra screen to remove friends</p>	<p>1</p>	 <p>Changed the “manage friends” page to show friend requests at the top and include the list of current friends below that can be deleted. The “add friend” page can now be navigated to through the icon at the top right corner.</p>
	<p>- : The manage friends page isn't necessary</p>	<p>1</p>	 <p>Changed the “Manage”</p>

			button to a friends icon.
	- : 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	- : When adding a friend, expected a list of current contacts (either from phone or other network) to pop up when he started entering a name	1	Add an aspect of searching 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.

	<p>+ : Liked the minimal front screen with the main two options</p>		
	<p>- Pencil and heart icons were unclear to user. The pencil indicated creating an entry when it should indicate the user's personal entries.</p>	<p>1</p>	 <p>New icons designed to better represent content.</p>
	<p>- : User doesn't find the customize page. This may be a less important task that is more likely discovered after using the app for a longer period of time.</p>	<p>2</p>	 <p>Changed customize button to a wrench.</p>



- : "Knock" icon seems to suggest starting a conversation in the app. Two users expected it to open some sort of communication/chat feature, and were confused when this didn't happen.

3



Changed "knock" back to "ping".

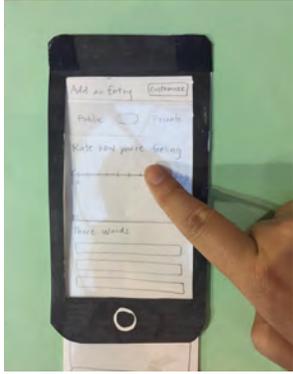


- : The pencil in the navigation bar incorrectly indicated creating a new entry. Instead, it took the user back to their personal calendar.

2



Changed navigation bar to match the new icons. Extended it across the bottom to more closely resemble its purpose of navigating.



+ : Users skipped past parts of entries they did not want to complete.

1

Two of our participants scrolled past pieces of the entry that they want to skip. When asked about this they mentioned that scrolling past was fine and didn't bother them. This led to an unexpected discovery that it's okay if they skip some pieces, and that maybe customization isn't super necessary for new users.

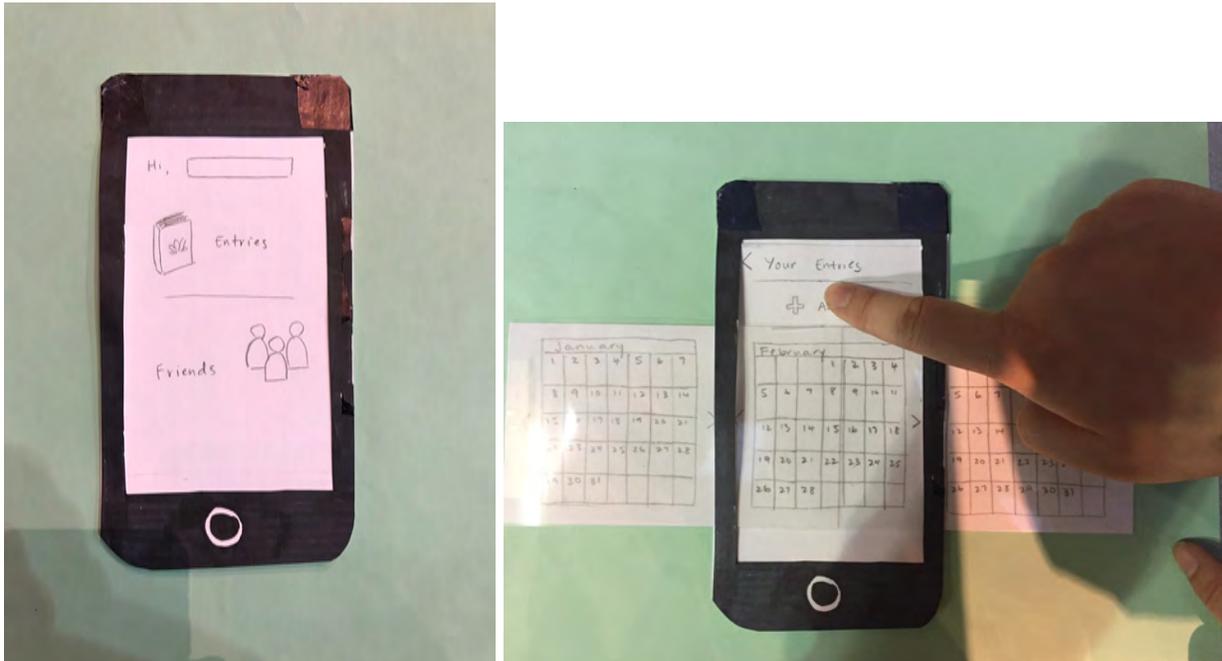
Prototype

Overview

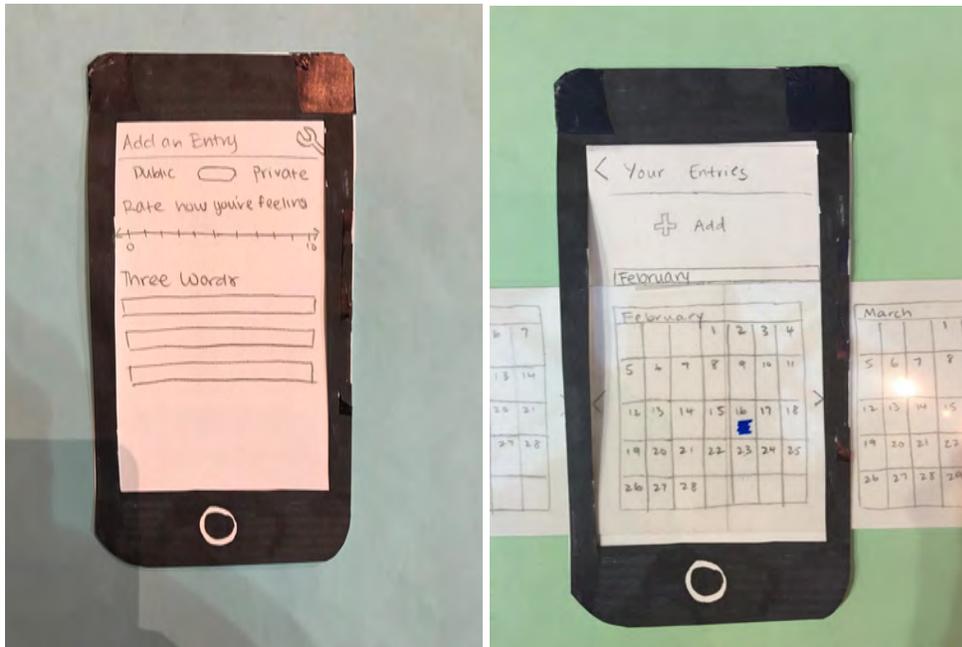


Walkthrough - Creating Content

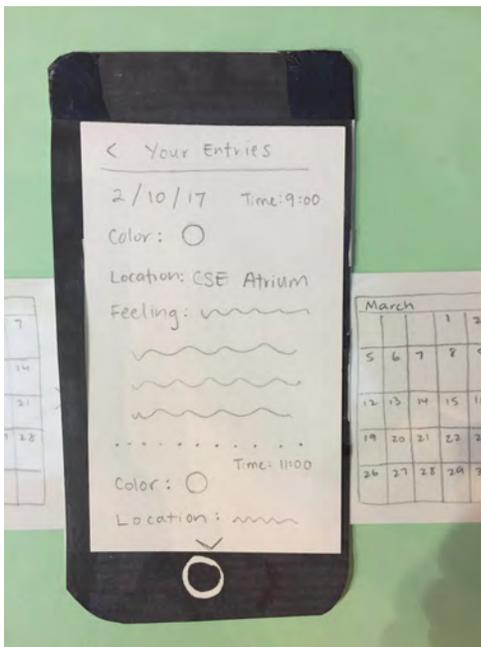
On the home screen, the user selects “Entries” and is led to their personal calendar of entries. From there, the user selects “Add” to add an entry.



Next, the user can begin filling out the different recommended section for an entry. After saving the entry, the user can see that an entry has been filled in on the calendar for that day.



The user can now select that day's entry to view it.

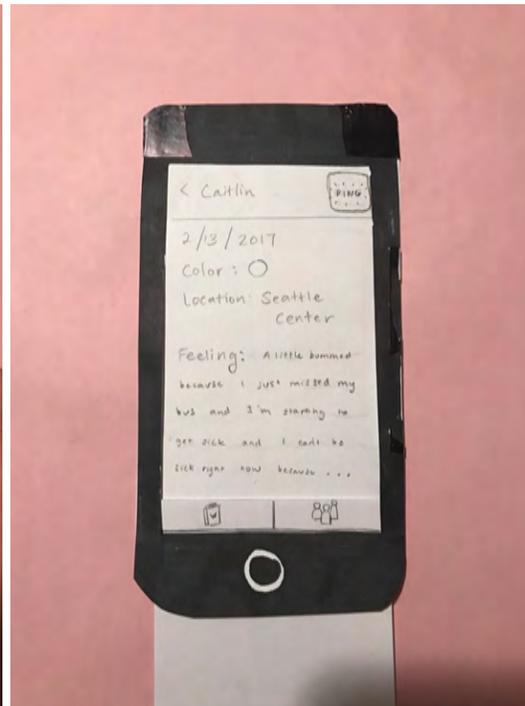
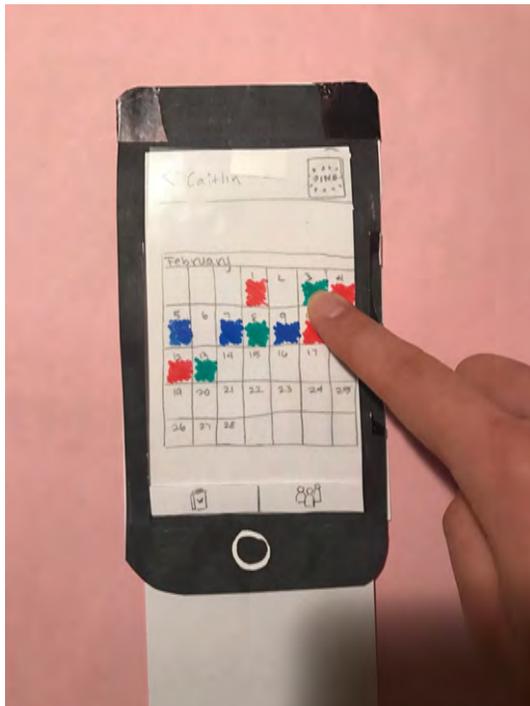


Walkthrough - Interacting with Content Socially

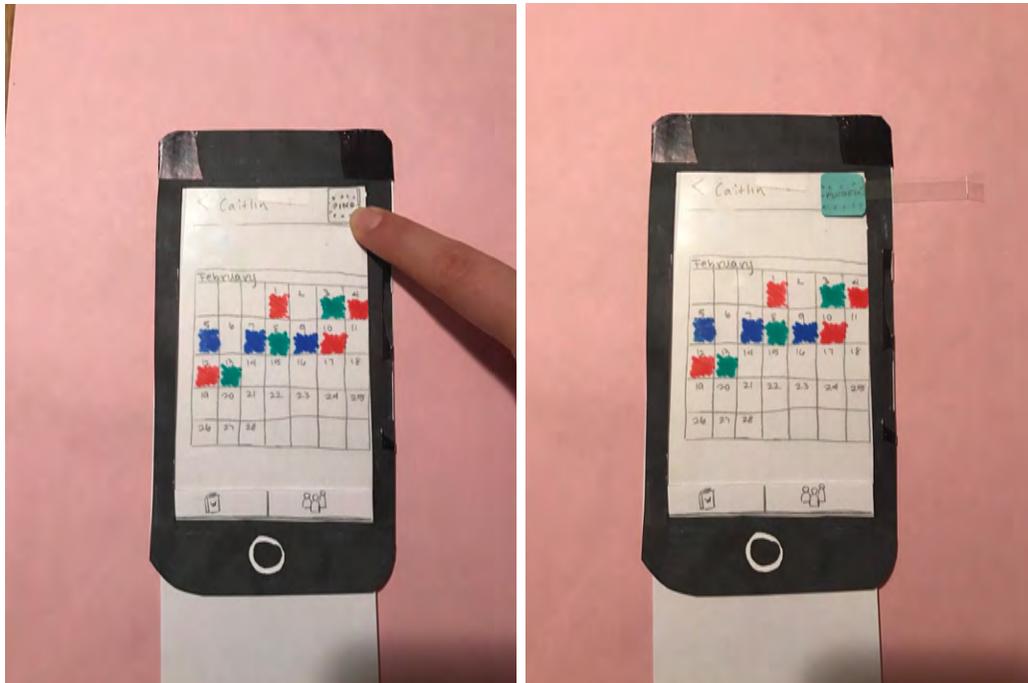
From the home screen, the user selects "Friends" and sees a list of their friends. The user chooses a friend (Caitlin) and taps on them.



Next, the user sees a visual calendar of Caitlin's entries and taps on one day to view its entry.



After deciding to interact with Caitlin based on her entry, the user goes back to the calendar and presses the ping button. The ping button is now blue, indicating it has been activated. Not in walkthrough: Caitlin gets a message saying that the user is wondering how she is doing.



Revisions

The first revision is changing “knock” back to “ping” (the original wording). We found during our tests that “knock” seemed to imply that you are going up to someone’s door and trying to get their attention, possibly in a negative or annoying way. This is not the connotation that we want to convey; the original intention of the button was to provide a healthy way of initiating contact with another person, with the intention of asking for help/support from or checking in on that person. Currently, this intent is not afforded through just the button itself, as our testers expected to be connected to a chat feature and were confused when this didn’t happen. We thought that changing it back to “ping” was a better way to indicate that this was a quick initiation of contact without the expectation that you (as the user) would be writing your own message, since we are hesitant to include a messaging feature in our product. We want this feature to better support the original task. The wording and intention of this feature is still something we are thinking through, and perhaps some feedback to the user after the button is pressed to clarify what happens after a friend is “pinged”.

None of our testers clicked on the “customize” button, and during the task of creating an entry they would just skip the aspects of the entry that they didn’t want to fill out. This led to our understanding that maybe customization could be removed, or that we can focus it as an “advanced” user feature. We found that skipping the pieces of the entry that weren’t desired did

not detract from the task, and also that advanced users are more likely to click around on the app and explore. We changed the “customize” button to a wrench symbol to imply that the user can fine tune, or adjust their entries to their liking. This change will allow us to focus the main tasks that the product supports, without removing functionality; it only focuses the product a bit more.

We noticed that the front page on the app only served as the entry point to the personal entries calendar and the friends list/interactions, and it doesn't have its own purpose. Since it's mainly a redirection page, we are considering whether it would be best to remove this page altogether. However, we are still thinking about this since selecting any other page will shift the focus of the application, either to the social aspect or to the personal tracking aspect. We are also hesitant to remove this screen because one user also expressed that he liked the front page. It has a clean and minimal design, which could potentially be more welcoming for users.

We found that it was difficult for users to navigate between the entries and friends parts of the app. Once the users navigated into one option from the front page, the only way to get to the other option was to navigate back to the front page through several taps on the back button. We decided to add a navigation bar at the bottom to make it easier to switch between the two parts of the application. After adding this feature, we found that the original pencil and heart icons were not clear. The pencil icon on the friend page indicated to one user that it meant creating a new entry. We decided to change this to an icon of a book to more clearly represent that clicking the entries section would navigate the user to the personal diary. We also decided to change the heart icon to a more representative icon for friends.