Informatics 132
Project 6: RadioFlag

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Usability Problems

**Focus:** Is there a way to simplify the user interface for RadioFlag?

1. View Drill-down
   - Complicated user interface for 'drill-down' navigation
   - How to make the navigation more efficient
   - Is there a better way to organize the interface to help make it more presentable?

2. Search Page
   - Search page provides unnecessary complications
   - Many users often type something, and do not intuit that they need to select a type of object to complete the search.
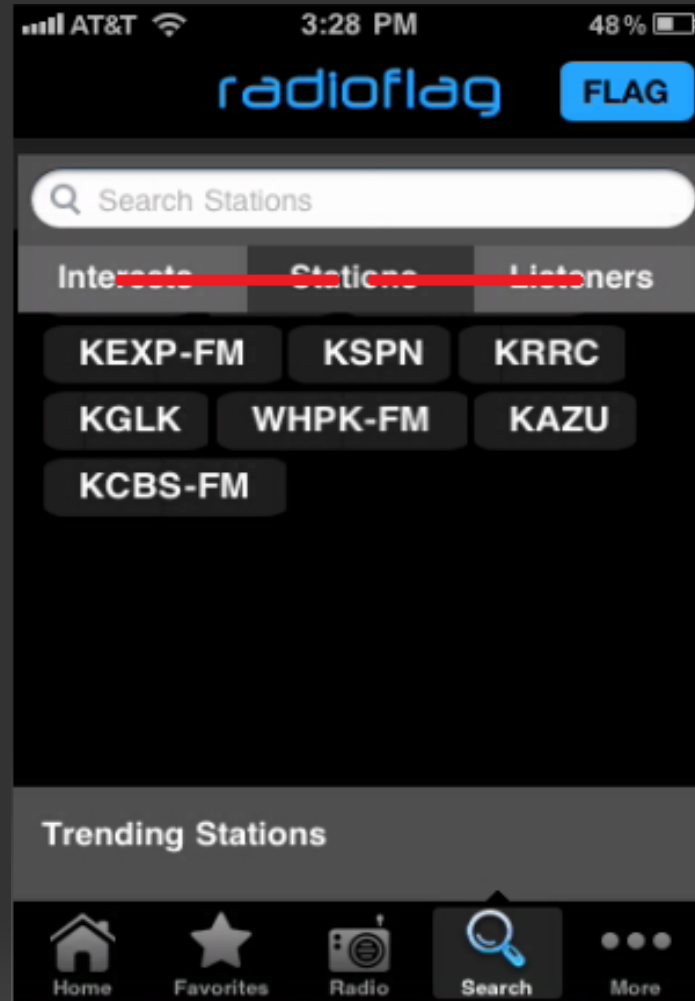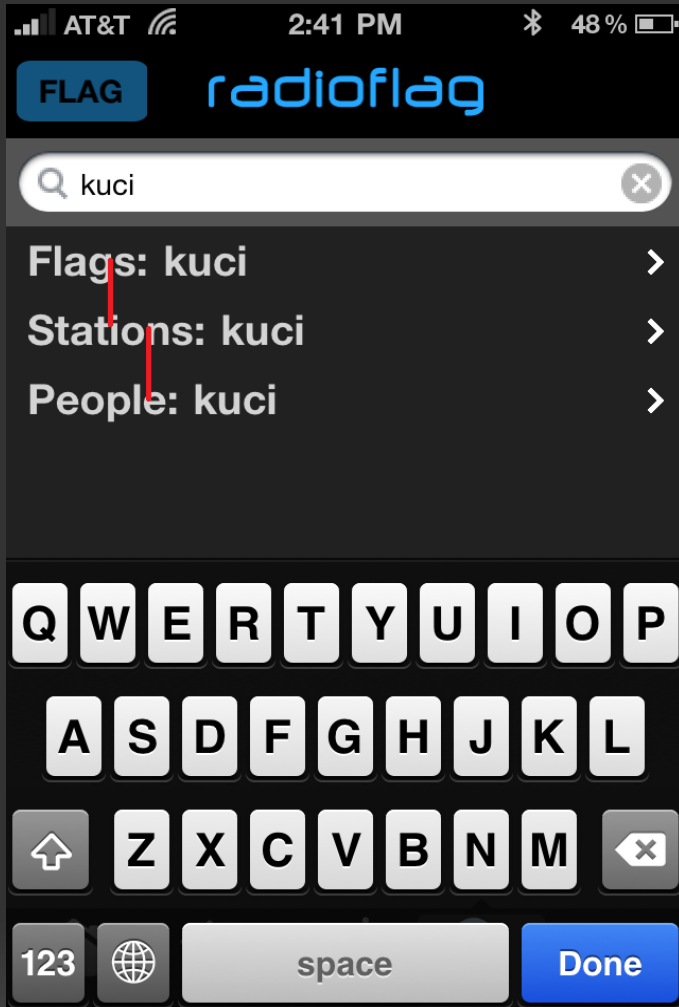   - Is there a clearer way to provide the search functionality?

Prototype Design
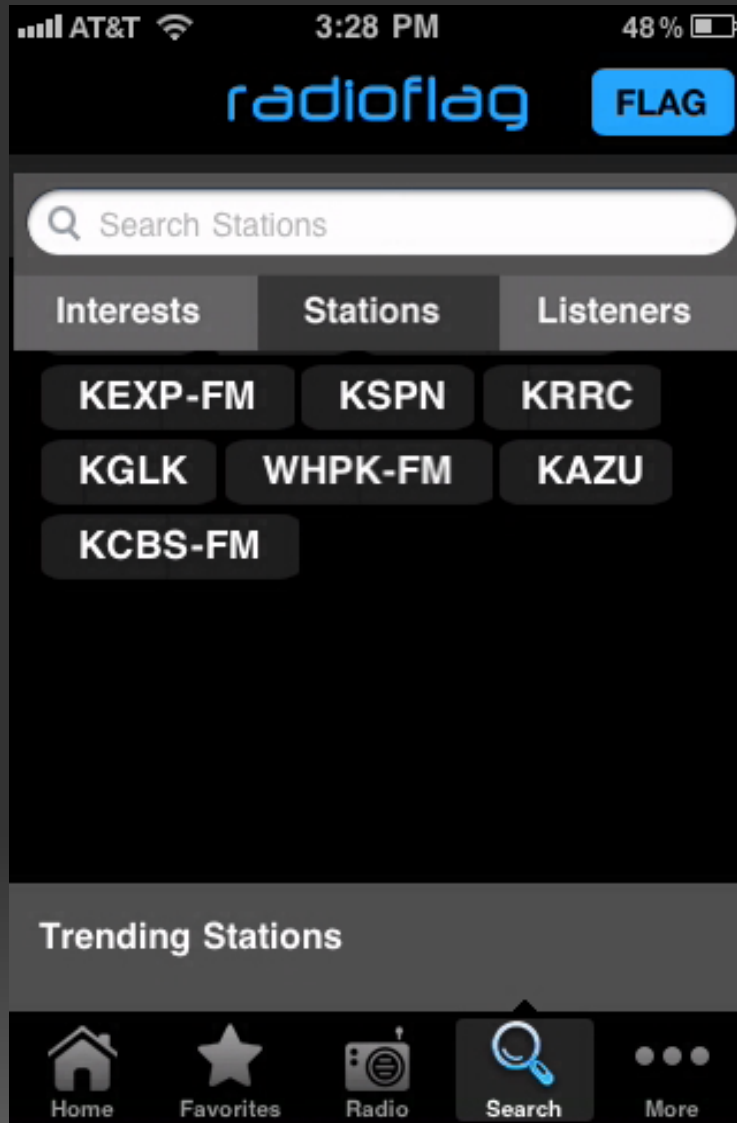
Major Changes Implemented:

- Drill-down modified to have logos labeled as well as relocation of flag, back, and now playing buttons

- Search functionality now uses option bar, loading icon, "No Results" displayed and default search bound to "Done" button

Path Changes

Although the original path of search category is shorter, it actually raises the chance of mis-clicking when compared to our previous test results. Having the new category bar also reduces the amount of back button required to return to menu page. Intuitively user also recognizes using the category better.

Methods of Testing

- **Usability Testing** - Usability testing was conducted for both usability issues. Each test was conducted in a reserved room accompanied by both pre-questionnaires and post-questionnaires. Tests were recorded for further analysis on the user interface.

  1. View Drill Down - Asked subjects to complete three tasks that involved drill down. Recorded their use of the system and various related statistics. *[Completed]*

  2. Search Page - Asked subjects to complete two to three tasks that involved searching. Recorded their use of the search function and various related statistics

Usability Test: Drill Down

- User background trends
  - User backgrounds are similar to first round of testers
  - All involved in social networks and are at least aware of Twitter's interface
  - General lack of awareness of app still appears to be source of issues in completing tasks

- Statistics
  - 5 Subjects x 3 Tasks
  - Task failures reduced to 2 out of 15
  - Success rate increased from 73% to 87%

Usability Test Results: Drill Down

○ Trending results in user experience/background and ability to accomplish/figure out goals
   ■ Possible correlation between user experience with iPhones/Android phones and general intuition with touch screen navigation

○ Interesting or noteworthy insights discovered during testing
   ■ Resolved search issues allow for users to focus on alternative means for completing tasks
   ■ New position of Flag button causes misclicks to occur
   ■ Solving the "done fail" issue removed much frustration from the drill down test as well
   ■ Previous confusion about the bottom menu disappeared

Insights

- Flag button confused a user - thought it was a logo
- Flag button on radio player confused players because of color (not filled in -> doesn't look like a button)
- Flag button was also confused as list of flags
- Users still encounter difficulty understanding the icons on radio page. (Might be resolved after tutorial is added on release candidate)
- The category bar made users think the homepage is swipable (perhaps adding the swipe function to the interface or modify the layout to prevent misguidance)
- Drill down still confusing to first time users
- Don't know what page they are looking at

System Usability Scale

1. I think that I would like to use this system frequently (**2.5**)
2. I found the system unnecessarily complex (2.7)
3. I found the system was easy to use (3.5)
4. I think that I would need the support of a technical person to be able to use this system (1)
5. I found the various functions in this system were well integrated (2.7)
6. I thought there was too much inconsistency in this system (1.8)

7. I would imagine that most people would learn to use this system very quickly (3.25)
8. I found the system very cumbersome to use (2.9)
9. I felt very confident using the system (3.6)
10. I needed to learn a lot of things before I could get going with this system (1.8)

Strongly disagree = 1
Strongly agree = 5

SUS Questionnaire Results
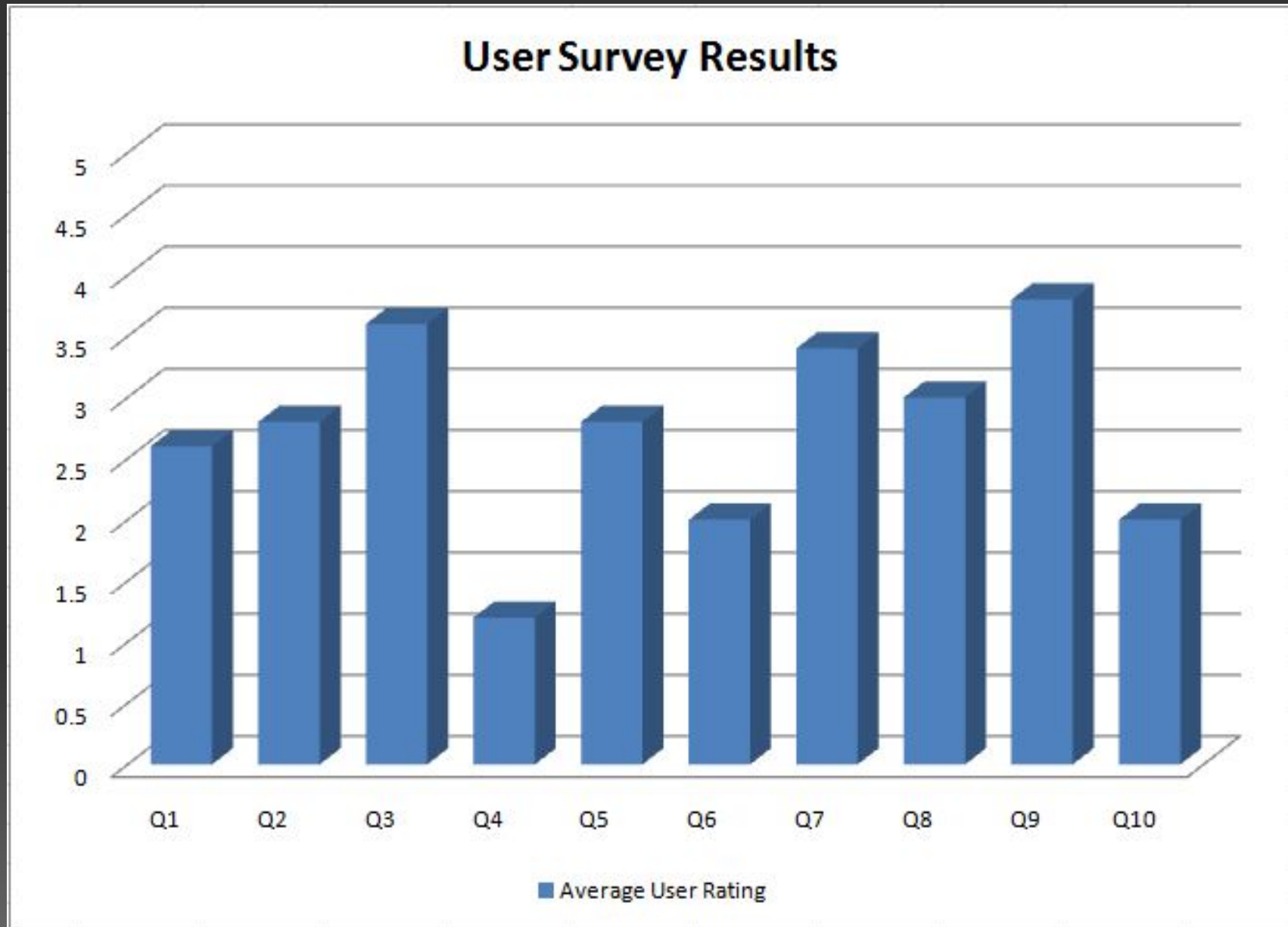
Future Goals

- Finish testing search tasks using the new prototype

- Compare and analyze results from previous testing and current test results. Confirm whether changes have benefited key issues identified.

- Convert all results into quantitative data measuring error and success rates as well as average time taken to complete tasks.

Updated Schedule

Week 09:
- Finish Testing New Search (ALL)
- Finish Analyzing Results (ALL)
- Begin Final Report (ALL)
- Final Presentation (ALL)

Week 10: Finish Testing and Finish Final Report (ALL)

Week 11: Final Report Due (ALL)

Thank You

Questions?