

Digital Prototype Usability Inspection Report

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Usability inspection logs

Usability Defect Log¹ Inspection team _____ Design team _____ Recorder _____ Date _____ Page _____

Location	Interface Feature ²			Type of Problem		Description/Notes	Severity ³
Waiting for response	colour	label	screen	awkward	error handling	While waiting for team joinning reponse, user is confused what to do right now and what will happen next. The user will tend to press the 'x' button to close the pop-out screen and navigate somewhere else.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
				distracting	nonstandard		
	Other: _____			Other: _____			?-evaluate
Team up success turns to chat room	colour	label	screen	awkward	error handling	When team up success, the system will automaticallt lead to chat room, this conversion does not have any notification or hint, the user spend some time to figure out what has happened and what to do next.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
				distracting	nonstandard		
	Other: _____			Other: _____			?-evaluate
Mission Complete	colour	label	screen	awkward	error handling	After mission complete, the user close the pop out window that shows rewards and complete message immidiately without thinking. After this the user said she didn't see the message and want to review it again.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
				distracting	nonstandard		
	Other: _____			Other: _____			?-evaluate
Reward page	colour	label	screen	awkward	error handling	The word 'Reward Options' at the reward page cannot be consider as the same thing with the stars that the user get after completing the mission.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
				distracting	nonstandard		
	Other: _____			Other: _____			?-evaluate
Reward page	colour	label	screen	awkward	error handling	After confirm to redeem a coupon, the system automaticallt direct to the coupon page, but the user is think the page should stay at reward option	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
				distracting	nonstandard		
	Other: _____			Other: _____			?-evaluate

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² Circle or check all descriptors that apply to the identified usability defect; write in description if other.

³ Circle or check initial estimate of severity/significance of defect without respect to cost or difficulty of correction.

Location	Interface Feature ²			Type of Problem		Description/Notes	Severity ³
choose your team page	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	confuse whether can slide or not	4-critical 3-major 2-minor 1-nominal ?-evaluate
waiting for response	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	only have "give up" button, but not "waiting" button	4-critical 3-major 2-minor 1-nominal ?-evaluate
join group	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	will back to the "choose team" page, no chance to choose other people	4-critical 3-major 2-minor 1-nominal ?-evaluate
chat page	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	will enter the mission directly from chat page, a little confusing, don't see the process	4-critical 3-major 2-minor 1-nominal ?-evaluate
mission	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	don't know how/where to choose the mission/exercise they all would like to do	4-critical 3-major 2-minor 1-nominal ?-evaluate

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media	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	can not find we have a music/media page	4-critical 3-major 2-minor 1-nominal ?-evaluate
mission	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	the user would like to change and edit their own missions/exercises	4-critical 3-major 2-minor 1-nominal ?-evaluate
team name	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	the user does not know what is the dice's function, confusing	4-critical 3-major 2-minor 1-nominal ?-evaluate
profile/ account	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	don't understand why having the "photos" part	4-critical 3-major 2-minor 1-nominal ?-evaluate
some pages having "back" button	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	the user think that some pages do not need the back button because they can be clicked from the navigation bar, or it would make the page difficult or confusing.	4-critical 3-major 2-minor 1-nominal ?-evaluate

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Usability Defect Log¹

Inspection team Group 8 Design team Group 8 Recorder Anny Date 11/24 Page 8

Location	Interface Feature ²			Type of Problem		Description/Notes	Severity ³
Homepage	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The user can't find what to click on the homepage. There isn't an obvious sign to direct user	4-critical 3-major 2-minor 1-nominal ?-evaluate
Join nearby group	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The user think that "Join nearby group" and "Join friend" features can be designed with segmented control, so each feature can be noticeable when directed to this page	4-critical 3-major 2-minor 1-nominal ?-evaluate
Create group page	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The team name seems to be placed in the wrong position. The "Team name" title should be placed in the same level as the "Invite" title.	4-critical 3-major 2-minor 1-nominal ?-evaluate
Reward page	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	After redeeming the reward, the page automatically directed to "coupon" page, which confuses the user. She thinks that it should remain in the same page.	4-critical 3-major 2-minor 1-nominal ?-evaluate
Mission	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The user can't find the way to complete the mission. She wonders if it will automatically track the progress of the mission.	4-critical 3-major 2-minor 1-nominal ?-evaluate

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Homepage and Navigation	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The navigation bar and the landing pages use different color schemes and thus they lack harmony. The user failed to identify brand colours which prevented him to establish a brand identity.	4-critical 3-major 2-minor 1-nominal ?-evaluate
Homepage	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The user was unable to clearly read the date since it uses a yellow font colour over a white background. This made the readability poor.	4-critical 3-major 2-minor 1-nominal ?-evaluate
Lunges	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The lunges pages (along with all other exercise instruction pages) present the user with a start button. However, after clicking start, the user is shown no timer. Thus, the user is unable to track the progress of his exercise activity.	4-critical 3-major 2-minor 1-nominal ?-evaluate
Lunges	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The exercise page lacks an "end" button to stop exercise. Thus the user is forced to use the back button to end the lunges exercise.	4-critical 3-major 2-minor 1-nominal ?-evaluate
Music Player	colour control dialogue graphic	label menu message page	screen slider switch window	awkward complex cluttered confusing distracting	error handling hidden feature inconsistent missing nonstandard	The Music player displays the option of sharing music with friends. However, the prototype misses out on the menu to share. Thus, the user isn't able to share music with friends.	4-critical 3-major 2-minor 1-nominal ?-evaluate

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Location	Interface Feature ²	Type of Problem	Description/Notes	Severity ³
Profile Page	colour label screen control menu slider dialogue message switch graphic <u>page</u> window	awkward complex cluttered <u>confusing</u> distracting	error handling hidden feature inconsistent missing nonstandard	4-critical 3-major <u>2-minor</u> 1-nominal ?-evaluate
Profile Page	colour label <u>screen</u> control menu slider dialogue message switch graphic <u>page</u> window	awkward complex cluttered confusing distracting	error handling hidden feature <u>inconsistent</u> <u>missing</u> nonstandard	4-critical 3-major <u>2-minor</u> 1-nominal ?-evaluate
Home Page	colour label screen control menu slider dialogue message switch graphic <u>page</u> window	awkward complex cluttered confusing distracting	error handling hidden feature <u>inconsistent</u> <u>missing</u> nonstandard	4-critical 3-major <u>2-minor</u> 1-nominal ?-evaluate
Home Page	colour label <u>screen</u> control <u>menu</u> slider dialogue message switch graphic <u>page</u> window	awkward complex cluttered confusing distracting	<u>error handling</u> <u>hidden feature</u> inconsistent <u>missing</u> nonstandard	4-critical 3-major <u>2-minor</u> 1-nominal ?-evaluate
Main Page	colour label screen control menu slider dialogue message switch <u>graphic</u> <u>page</u> window	awkward complex cluttered confusing distracting	<u>error handling</u> <u>hidden feature</u> inconsistent missing nonstandard	4-critical 3-major <u>2-minor</u> 1-nominal ?-evaluate

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Analysis of digital prototype’s defects

In our usability test, most of the users met problems on the pop out screen while waiting for the team up response. A possible reason is that the pop-out screen is usually not for waiting but for a notification that will be read and closed in a short period of time.

Another issue is that after team up successfully, there is no notification that informs users they join the group, the system directs them to the group chat instead, which causes the confusion to users of what is happening. Also, there aren’t sufficient indications to tell users what status they are in, so the user may feel confused when directed from page to page. Hence, we think that some popup notifications should be added to guide users for the following steps. This can also increase the learnability of our application.

Summary of feedback you got from peers and instructors:

Throughout the course, the feedback that we have gotten from our peers has been positive. The idea behind the app is well-liked and considered useful. People especially like the gamification of the concept and expressed that they would like to use such an app.

One particular feedback that we got from the student instructor was to include what team members were involved in the mission. This feedback was taken into consideration and

changes were made accordingly. We also got feedback from our peers about the safety features of the app. They mentioned that they would feel unsafe if random people were to see their location on the map but would be okay with a particular community being able to see it. For example, users might be more comfortable with only sharing their location with other students at UM. All this feedback has been noted down and is either being worked on or already rectified.

Description of how you plan to fix the issues you identified and the feedback you have received:

Some missing elements should be added so that the user can know which step or status they are in. This can help them to navigate through the whole process easily and understandably. One important part is to add popup notifications whenever directing users to another page, so the user won't feel confused. For example, on the "redeem reward" page, as soon as the user presses "confirm" to redeem the reward, the page will automatically be directed to the "coupon" page. However, some users think that the page should remain the same as long as there's any indication that shows the page is changing. Moreover, on the homepage, there isn't an intuitive button that leads users to click on. Hence, some users don't know what to do when they first visit this application. We think that we should figure out our main feature on the homepage, and then we can make it pop-out. By doing so, the new user can navigate the application easier without doubts.

The functionality of the application is expansive. It covers a lot of areas including communication, videos, missions, etc. We focused on creating a horizontal prototype that covers most of the functionality of the application, which it does. It accurately is able to present users with what to expect. However, during the usage we find that the prototype hasn't been able to capture all the functionalities we intend the application to have. The step after this would be creating a priority list of all the features that need to be redone or are missing, extracting them from the usability logs, so that we can focus on improving features depending on their importance. The next step would be to create vertical prototypes for each of the functionalities to cover each feature in detail. For example, the exercise section gives a broad overview of how the feature will work, but doesn't get into the nitty-gritty of the functionality. We plan to do so by taking up individual sections of the applications and work in groups of 2 and 3 to collaborate while working. Before starting with the vertical prototypes, though, we wish to finalize our design system to maintain a more consistent design language throughout the application. The inconsistencies in design weren't noticeable to the users' eyes, however, as designers, the team was able to identify inconsistencies that needed to be dealt with. This shall be focused on the next prototype.

Contribution Report:

Usability testing: Dev Lamba, Jiaqi Li, Yen-Len Chen, Zaahra Ali, Sarah Lin

Report writing: Dev Lamba, Jiaqi Li, Yen-Len Chen, Zaahra Ali, Sarah Lin