

Paper Prototype Usability Inspection Report

Paper prototype testing is one of the most social activities that a UX designer can undertake. Through this prototyping experience I was able to connect with a student to gain a deeper insight into the process. The participant was willing to find ways to lead a healthier life, hence, he fell right into the target population. He is a student at the University of Michigan and is aged 25. The primary goal for the test was **to find a mission and complete the tasks that fall within the mission**. After having a conversation about how covid affected him to gauge their stance on the pandemic, the user was briefed about the features of the application to ease him into the test. All the details of the progress were listed in a usability test log.

The recorded defects varied in terms of the severity and were objectively classified into various categories by me. This categorization also helps in prioritizing resources and time to features of higher importance. Through this test I was able to isolate a total of seven defects.

Critical Defects included missing or poorly implemented features that would hinder the user from achieving specific tasks. One of the main observations was the lack of the verification page. Without the verification page the user has no clue where they stand in the process. The user is left to figure out on their own, the current state of the system. Additionally, since there is no progress bar the user has no idea as to how long they will have to wait before proceeding to the next page. The issues were frustrating for the user during the test and the user wanted to know the current status for the verification process that he was carrying out.

Additionally, I also realized how a total lack of visualization of team statistics could be off putting for users. When the user wasn't able to view the team progress through any sort of visualization the user felt a little lost as there was no mechanism for the user to make an estimate of how long the mission will last. The mission page also lacked any button to end the mission prematurely. A question that I was asked by the user was how do I end the mission and since the interface completely lacked that option, the user felt irritated. Finally, the prototype skipped on the rewards collection page, and since the user had no way to visually see how rewards can be collected, they were left disheartened.

Fix: The application requires a verification page that also displays the progress of the verification to give a clearer picture of where the user stands at that point. The application also requires an end early button at the mission page that will let users leave the missions before they have finished all the tasks in case they have some other things to deal with. The stats page also needs a visual update to include infographics of the team statistics which help the user better strategize the mission. Finally, a rewards collection page must be included in the application that mentions all the possible rewards that users can exchange their XP for. This feature will help boost engagement and will lead the users into logging on to the application more frequently.

The one **Major Defect** that was identified was the lack of the team name on the mission page. This unavailability of team name, although not as critical, still caused confusion to the user in figuring out the team that he belongs to.

Fix: Adding a team name tag on the top of the screen for a better sense of identity.

Additionally, one **Minor Defect** was also identified within the application. The prototype had some inconsistencies with the way the buttons are labeled. In general the prototype used the “x”, “<” and “>” buttons to represent navigation. However, the camera page employed a cancel button instead of the usual “x” button. This caused the user to feel confused and was unable to familiarize with the button style of the system.

Fix: Updating the cancel button on the camera module to an “x” button for a more consistent look and feel.

The first step after the test is to create a user testing results document. The next step is to improve the user flow based on the discussions we carry out with the team. Furthermore, we plan to conduct additional user tests after including the updates to the application to test against users and collect data on the same. The updates for the prototype are crucial to help it function better and will take the team a step closer in making the experience easier, enjoyable and repeatable for the user.

Contribution Report:

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Report Creation- Dev Krishna Lamba

Location	Interface Feature ²			Type of Problem		Description/Notes	Severity ³
The camera module	colour	label	screen	awkward	error handling	There is no page that describes the state of the verification. The prototype misses out on visualizing the progress of the process. The user is left wondering how much of the verification is done.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
	Other: _____			Other: _____			?-evaluate
The camera module.	colour	label	screen	awkward	error handling	There is no visual confirmation to tell if the image has been verified or not. The prototype page skips to the mission page, without accurately being able to convey that the task is in fact verified. The user is left to guess on their own to know if the verification went through.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
	Other: _____			Other: _____			?-evaluate
Mission Page- That lists all the tasks within each mission	colour	label	screen	awkward	error handling	The mission page doesn't mention anything about the team. Without the team name the users is left unsure of team name they entered.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
	Other: _____			Other: _____			?-evaluate
Mission Page- That lists all the tasks within each mission	control	label	screen	awkward	error handling	The page displays no option to end the mission prematurely. Since this button is missing, the user has no way to end the mission which can cause frustration to the user.	4-critical
	dialogue	menu	slider	complex	hidden feature		3-major
	graphic	message	switch	cluttered	inconsistent		2-minor
		page	window	confusing	missing		1-nominal
	Other: _____			Other: _____			?-evaluate
Mission Page- That lists all the tasks within each mission	colour	label	screen	awkward	error handling	The mission page doesn't have any visual representation of the progress of the team. The user isn't able to project the completion time. This is frustrating to the user.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
	Other: _____			Other: _____			?-evaluate

¹ Report any feature, function, or facet of the user interface or its organization that violates established principles of usability (e.g., visibility, feedback, etc.) or that is likely to lead to user error, delay, confusion, or the failure to complete a task. Based on Embedded Applications Usability Defect Log (<http://www.foruse.com/publications/templates/>).

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
Stats Page	colour	label	screen	awkward	error handling	The user cannot access the rewards that they are entitled to. The users are given no option to redeem their XP in exchange of rewards. This disheartened the user.	4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
	Other: _____		Other: _____				?-evaluate
The camera module.	colour	label	screen	awkward	error handling	The application uses "x" and "<" button to navigate across various pages. The camera module, however, uses a cancel button, which confused the user, because of the variance in button type	4-critical
	control	menu	slider	complex	hidden feature		2-minor
	dialogue	message	switch	cluttered	inconsistent		3-major
	graphic	page	window	confusing	missing		1-nominal
	Other: _____		Other: _____				?-evaluate
	colour	label	screen	awkward	error handling		4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
	Other: _____		Other: _____				?-evaluate
	colour	label	screen	awkward	error handling		4-critical
	control	menu	slider	complex	hidden feature		3-major
	dialogue	message	switch	cluttered	inconsistent		2-minor
	graphic	page	window	confusing	missing		1-nominal
	Other: _____		Other: _____				?-evaluate

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