



ExploreChi App

User Test 1:

Findings and Recommendations

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User Test Research Objectives

- General overall feedback on ExploreChi's design and intended use
 - User Test A: Labels of Icons
 - What is their conception of what each does?
 - User Test B: "Record" Test
 - What is the impact of the contextual screen?
 - How do students articulate what they would record using this app?
 - User Test C: CheckIn Test
 - Can students easily log their location and what they are doing there?
 - How can the CheckIn Screens be improved?
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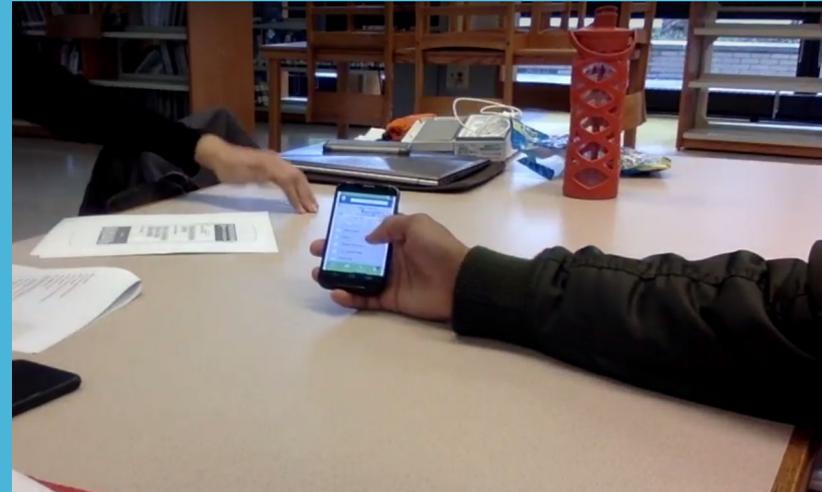
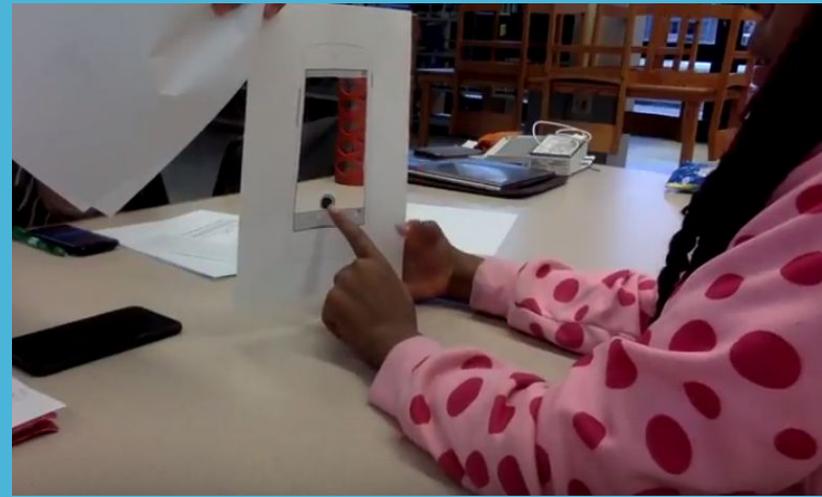
Participants

Participant (pseudonyms)	Grade	Gender	Contextual Screen?
User 1 - Deja	6th	Female	Yes
User 2 - Jalen	7th	Male	No
User 3 - Quentin	7th	Male	Yes
User 4 - Nathaniel	7th	Male	Yes
User 5 - Mikayla	6th	Female	No

- 2 on April 27 were pilots of test during BFN at Dyett
- Other 3 on May 4 during BFN Showcase at Dyett
- All 5 were selected either by mentor recommendation or because they agreed to participate during their free time

Methods

- Tests took place within the STEAMatics space.
- Proto.io prototype and paper prototype
- Video and audio recording of cell phone screen, participant's hands
- A/B testing for User Test B: "Record" Test
 - 3 with contextual screen
 - 2 without contextual screen
- Moderator guide included script for introduction of app and task instructions
- Pilot testing for participants 1 & 2
 - Rewrite on script/framing of task in moderator, no changes to test
 - Addition of "first impressions" self-led app examining by participants
- Data (quotes and descriptions of activity) extracted from video recordings and scored for what worked and what did not.





Recommendation Severity Levels

Based on www.usability.gov ratings

Critical: If we do not fix this, users will not be able to complete the scenario.

Serious: Many users will be frustrated if we do not fix this; they may give up.

Minor: Users are annoyed, but this does not keep them from completing the scenario. This should be revisited later.

Success! - Users think this works well :)



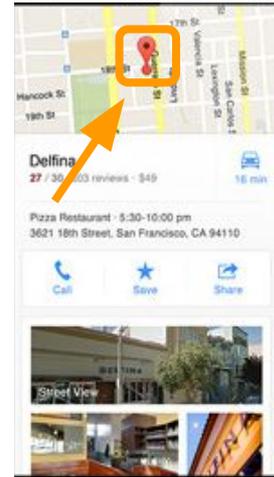
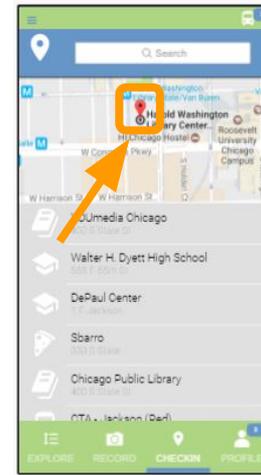


App Overall Findings and Recommendations



App overall - Finding 1

- **Finding:** Some participants had the perception that ExploreChi is a map app.
- **Evidence:** Many expressed that this app was meant to find places. This may not be a problem when we provide more context and test the feed features.
 - Deja thought the entire app is like Google maps and she compared features on the app to being like Google Maps features and said that the app overall reminded her of Google Maps
 - Mikayla: "I think [the app] is used for like locations to know about things...where you're at...what can you do like, meet us and stuff."
 - After looking at all the features, Quentin commented that he thought that this app was a GPS.

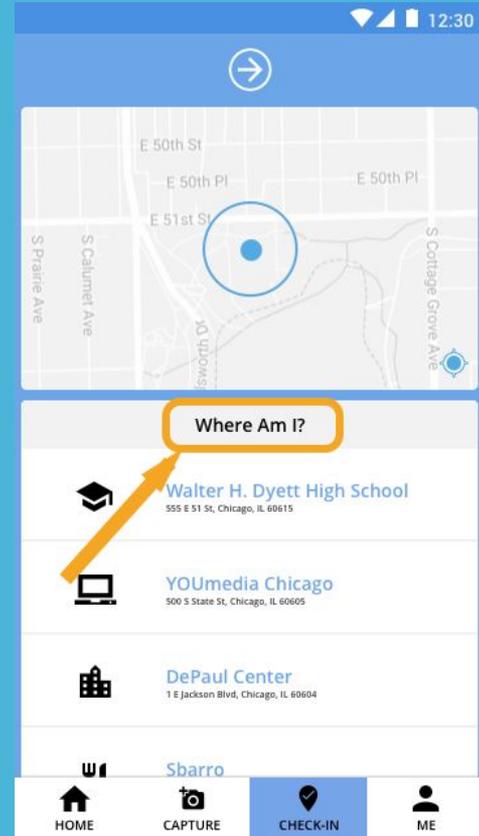


***Granted, this is the UI of Google Maps**

Minor: Users are annoyed, but this does not keep them from completing the scenario. This should be revisited later.

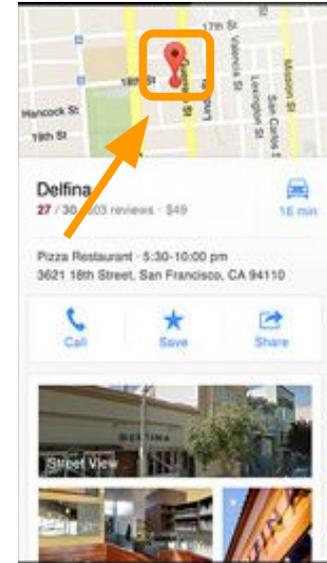
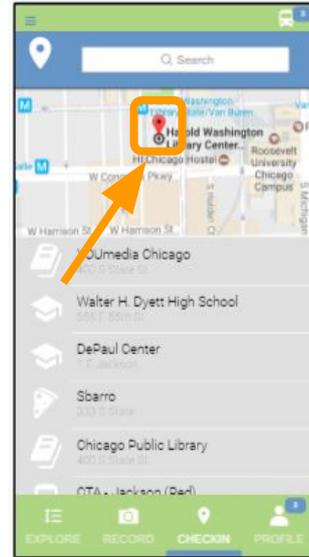
App overall - Recommendation and Mockup 1

Recommendation: Add titles to CheckIn screens that remind users that they are logging their current location, not searching for other locations



App overall - Finding 1 Continued

- **Finding:** However, other participants had the correct perception of ExploreChi, a finding that shows that with more context, this perception will increase.
- **Evidence:** Two participants also explained the app was something other than map related.
 - Quentin said the site reminds him of CCOL and that it “feels like app is used to help you with your career.”
 - Moderator: “Can you tell me what this app is used for?”
Nathaniel: “Exploring, pictures, recording, and stuff like that.”

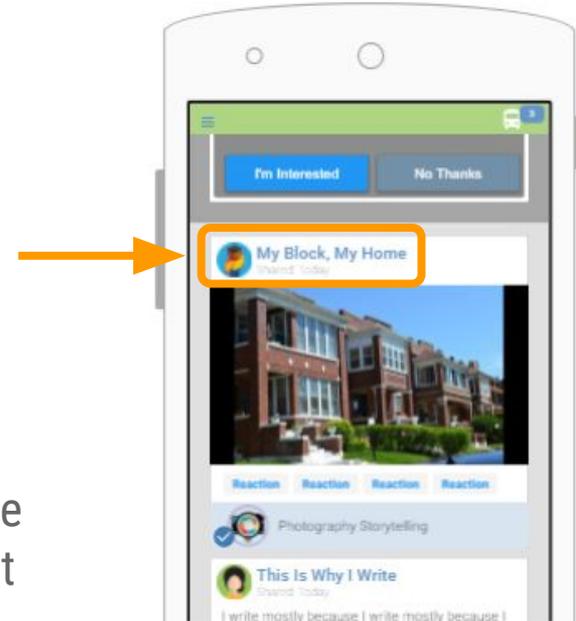


*Granted, this is the UI of Google Maps

Success! - Users think this works well :)

App overall - Finding 2

- **Finding:** Apprehension over app's location tracking capabilities. One user expressed concern about sharing her home information on a social media platform
- **Evidence:** When scrolling through the feed, Mikayla noticed the CCoL activity named "My Block, My Home":
 - "The part where it says, my block my home...like if it show your house and your home...I wouldn't want that to show."



Critical: If we do not fix this, users will not be able to complete the scenario.

App overall - Recommendation 2

Recommendation: May not have to do anything now, but this illuminates the need for an instructional video that frames the app's purpose. Although that was a misinterpretation of the item in the feed, this is relevant to the issues that may arise from uncertainty around location tracking capabilities of the app.



Test A -Labels Test Findings and Recommendations



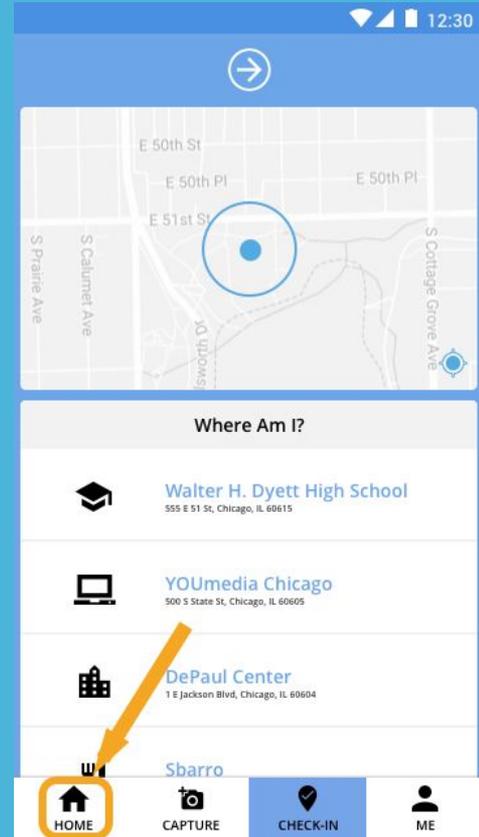


Labels Test Research Objectives

- User Test 1: Labels of Icons
 - What is their conception of what each does? Specifically, does each title and icon make sense to the students as intended.
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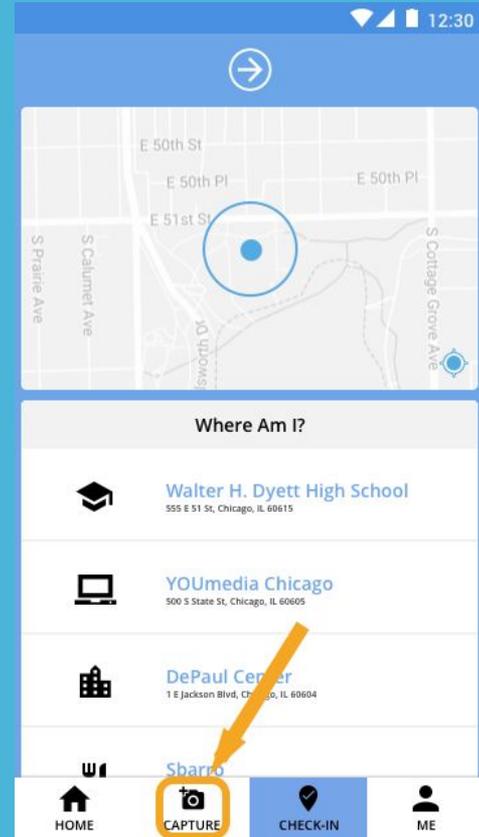
Labels Test - Recommendation and Mockup 1

Recommendation: Change label to “Home” or “Explore Feed”



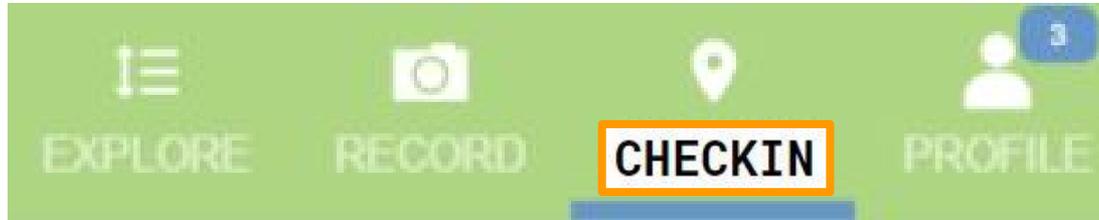
Labels Test - Recommendation and Mockup 2

Recommendation: Change label back to "Capture"



Labels Test - Finding 3

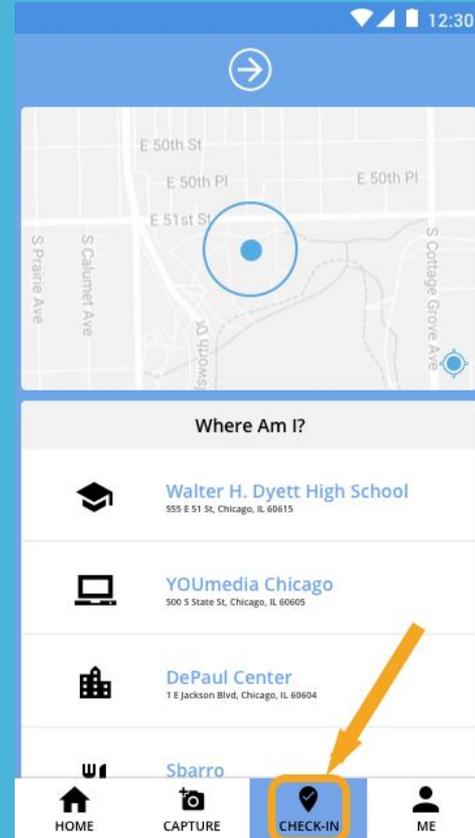
- **Finding:** the label “CheckIn” is hard to comprehend
- **Evidence:** Participants struggled with reading the word “CHECKIN” as one word in all caps.
 - Nathaniel: “Checking...checking...CheckIn!”



Serious: Many users will be frustrated if we do not fix this; they may give up.

Labels Test - Recommendation and Mockup 3

Recommendation: "Check In" should be separate.



Labels Test - Finding 4

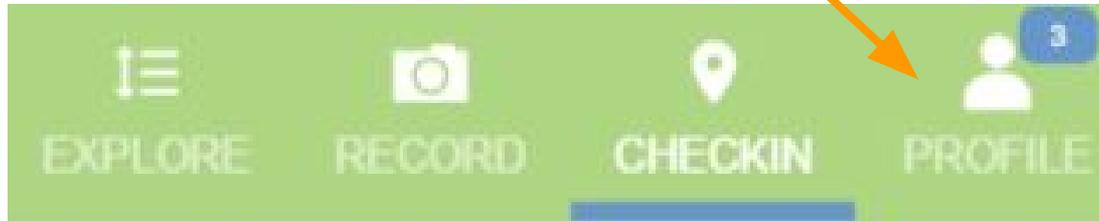
- **Finding:** Otherwise, users knew to use that to log their place, possibly because the icon used is similar to other maps apps
- **Evidence:** When asked why they knew to choose Checkin:
 - Quentin: "Well I see like a point, like a waypoint. So I'm guessing like it marks a place you want to go and shows you how to get there."
 - Nathaniel: "I should go to check in and see where I'm at on the map."



Success! - Users think this works well :)

Labels Test - Finding 5

- **Finding:** the “Profile” label was understood by users. Understanding will increase when feature is built out.
- **Evidence:** Participants said the following to what they thought will happen when clicking “Profile”?
 - Deja said that the profile will show what you’re doing, your progress in the app and in life
 - Quentin said that if you click the Profile icon, you will be able to change or edit your profile
 - Mikayla: "It would like show you what you did, profile, I think it would show like followers, stuff like that...and then text messages and comments."



Success! - Users think this works well :)



Test B - Record Test Findings and Recommendations



Record Test Research Objectives

- For students who do see the “I Want to Record Something” screen (Deja, Quentin, Nathaniel)
 - **Do the options on the “I Want to Record Something” screen resonate with users?**
 - **Does having a contextual screen make too many steps to “Record”?**
 - Do the options lead to bad data because they do not understand the options?
 - **How do students articulate what they would record using this app? (both)**
- For students who do not see the “I Want to Record Something” screen (Jalen, Mikayla)
 - **Do they “record” different things than those that see the contextual screen?**
 - **How do students articulate what they would record using this app? (both)**
- What would students record using this app?
- Is the Why Did You Do It section a point of friction that prevents users from moving forward quickly?
- **Do users find the “Description” screen questions sufficient to describe why they recorded something or are there other options that should be added?**
- **Does each title and icon make sense to the students as intended?**

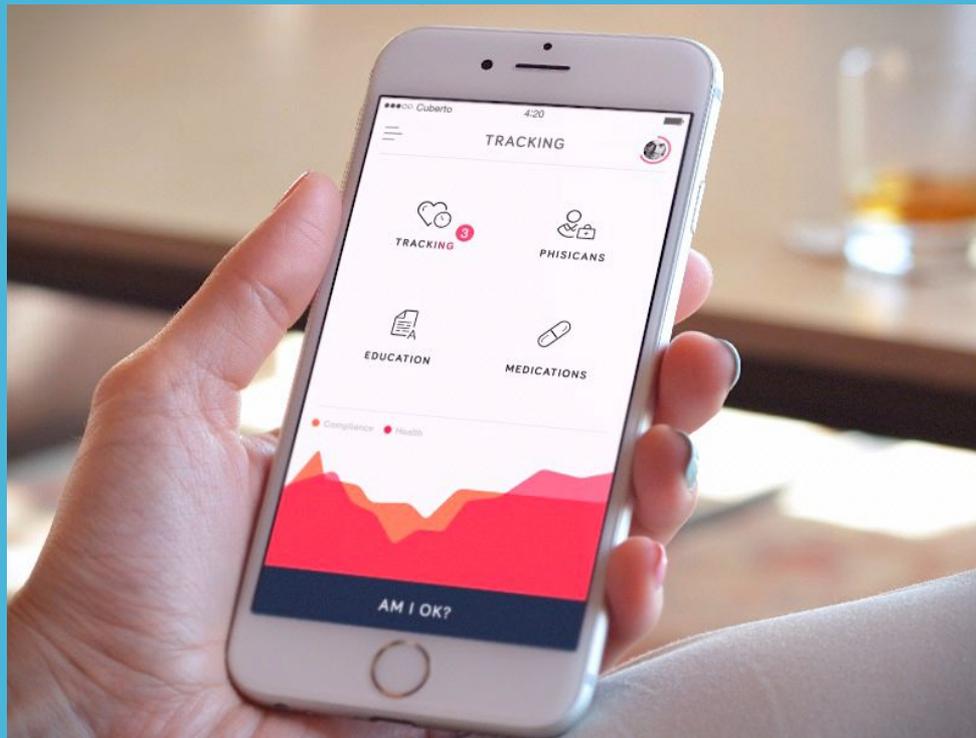
Record - Finding 1

- **Finding:** Based on the answers to the questions about what participants would record using this app-Contextual screen worked. **Definitely need to rethink the copy/options.**
- **Evidence:**
 - No contextual screen:
 - Mikayla : "I would record me doing something with my mom and brother like going out and having fun."
Moderator: "What would you record doing with your mom?"
Mikayla: "Us playing outside and stuff."
 - Contextual Screen:
 - Moderator: "What else would you add to [the contextual screen] options?"
Nathaniel: "'I will', so like in the future you can record what you are going to do...maybe like, a past recording, so when you go to it in the future, you know what you were going to do."

Success! - Users think this works well :) // Minor: Users are annoyed, but this does not keep them from completing the scenario. This should be revisited later.

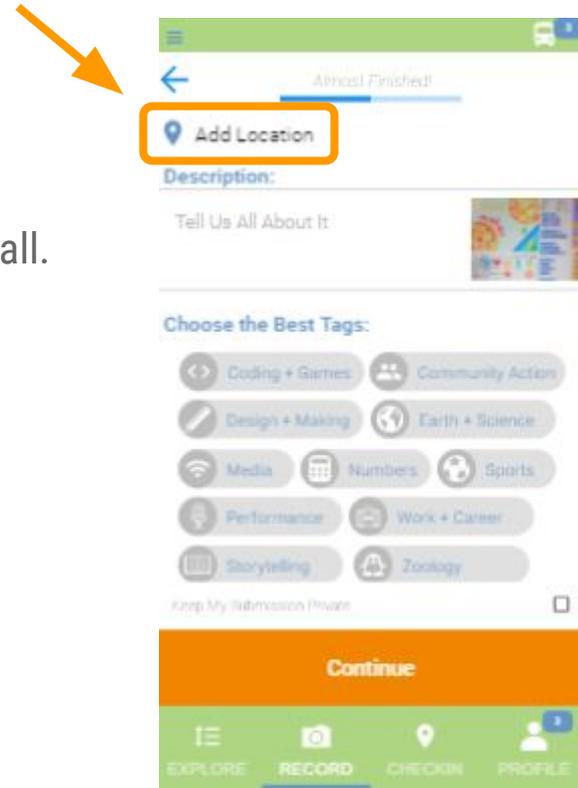
Record - Recommendation and Mockup 1

Recommendation:
More
brainstorming :)



Record - Finding 2

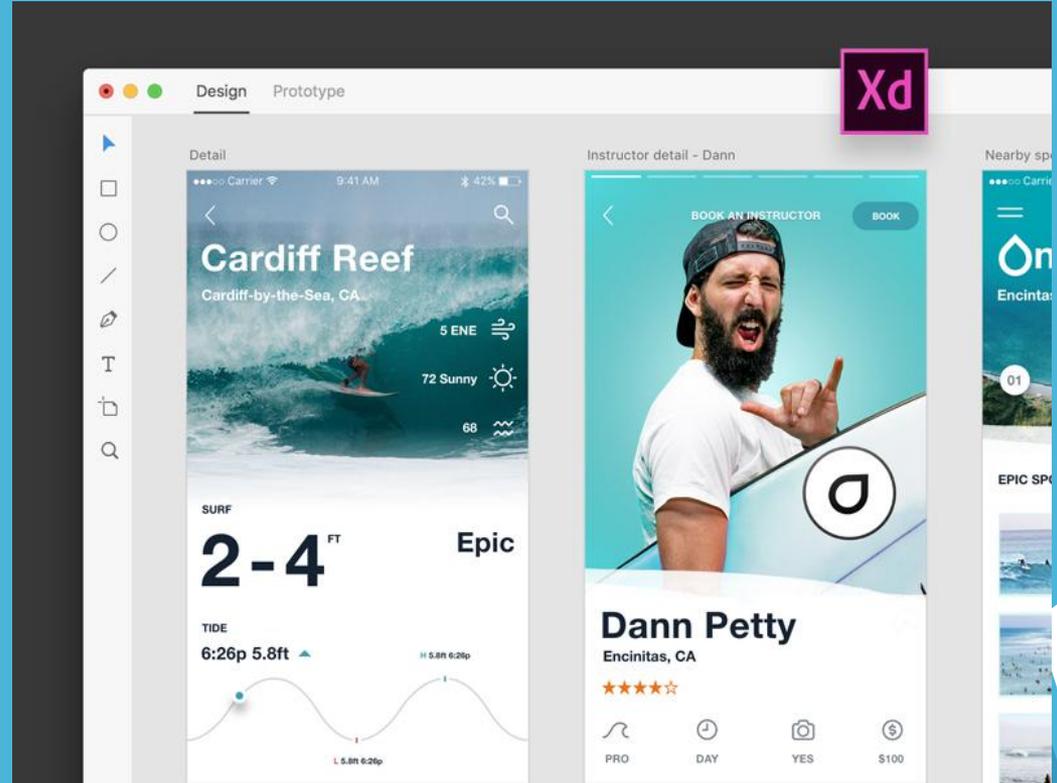
- **Finding:** On the description screen 'Add Location' is too small.
- **Evidence:** Only one user (Jalen) noticed it was there



Minor: Users are annoyed, but this does not keep them from completing the scenario. This should be revisited later.

Record - Recommendation and Mockup 2

Recommendation: If we want to make sure that this feature is utilized, it needs to be more prominent in size and color.





Test C - CheckIn Test

Findings and Recommendations



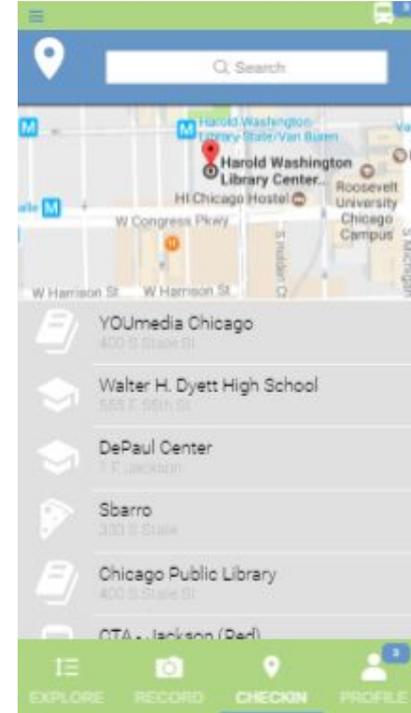


CheckIn Test Research Objectives

- Does the user interface of the CheckIn screens (Steps two and three) afford students to easily log their location and what they are doing there?
 - How can the CheckIn Screens be improved?
 - Is the second step of checkin adequate to describe a space for the users?
- 

CheckIn Finding 1

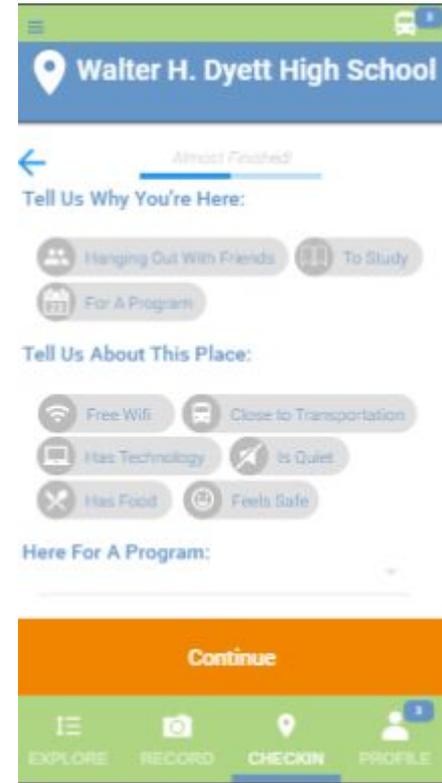
- **Finding:** Second screen list of location afforded students to find and log their location
- **Evidence:**
 - Deja did not have any issues when she saw the page
 - Quentin no problem with interface
 - Nathaniel no problem with interface



Success! - Users think this works well :)

CheckIn - Finding 2

- **Finding:** “Why You’re Here” and “Tell us about this Place” options and functionality affords students to easily log what they are doing there.
- **Evidence:** All participants understood the call to actions on this page.
 - Quentin understood all of the choices



Success! - Users think this works well :)

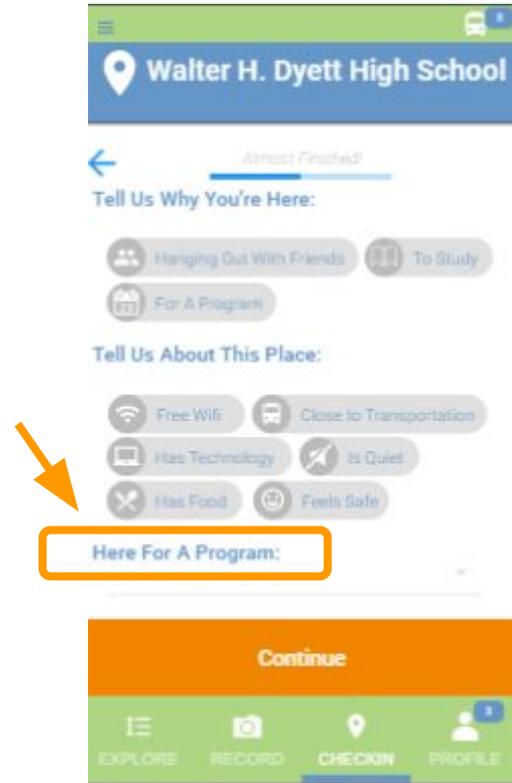
CheckIn - Recommendation and Mockup 2

Recommendation: Although the usability was good, the participants gave suggested additional descriptors:

- Quentin; “an option could be looking for a job”
- Jalen: “Would add ‘Fun’”

CheckIn - Finding 3

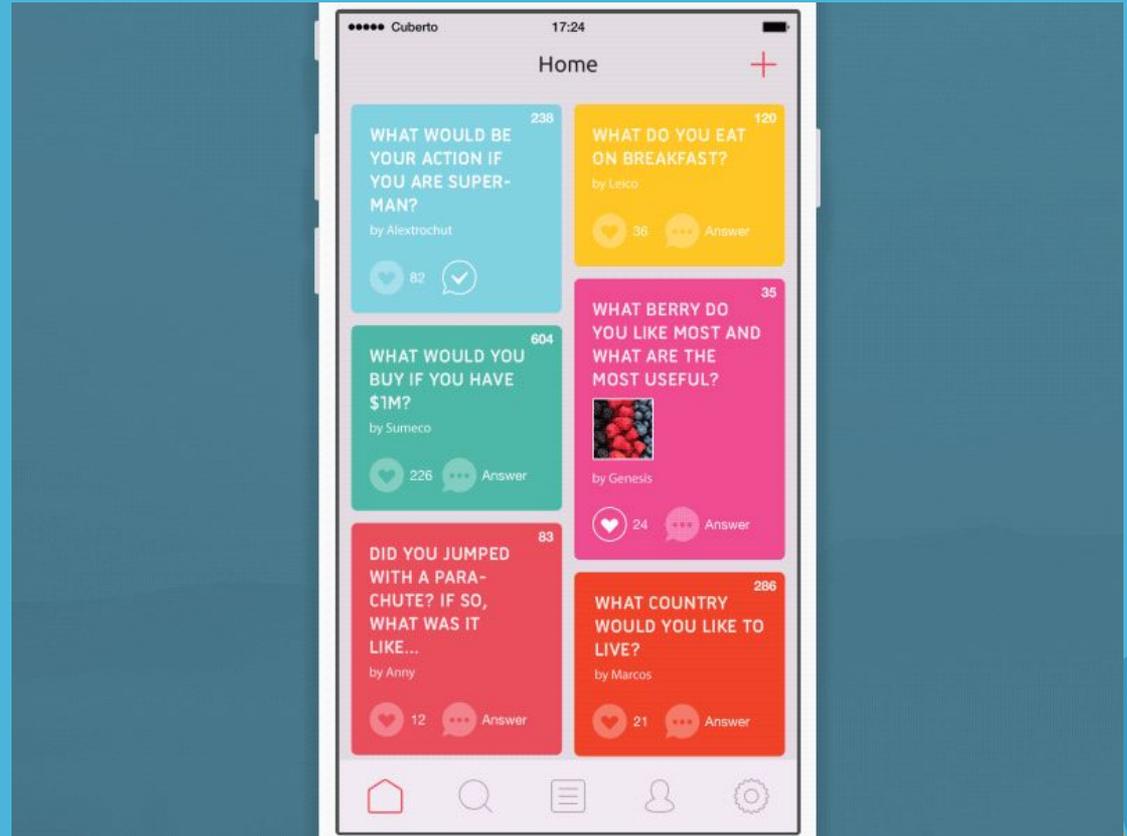
- **Finding:** Here for a program went unnoticed
- **Evidence:** All but one participants did not read that out loud or selected it.
 - For the “Here For A Program”, Deja didn’t see the grey drop down arrow, she clicked on the title”



Minor: Users are annoyed, but this does not keep them from completing the scenario. This should be revisited later.

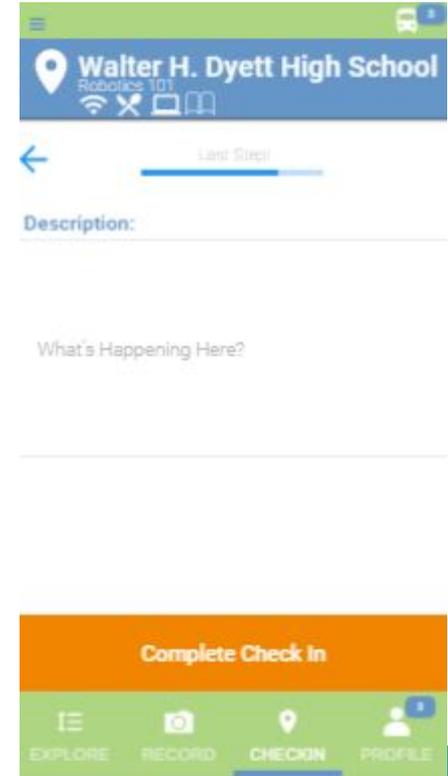
CheckIn - Recommendation and Mockup 2

Recommendation: If we want to make sure that this feature is utilized, it needs to be more prominent in size and color.



CheckIn - Finding 3

- **Finding:** For tell us about this place, users appeared to not be caught up by this request for information because they gave answers.
 - **Not a strong finding - will need to revisit the issue when we have data.**
- **Evidence:** All but one participants read that out loud or selected it.
 - Deja: "I'm here for a program."
 - Nathaniel: "I'm here to showcase what I've done for the past 9 weeks. And what I've accomplished through those 9 weeks."
 - Mikayla: "I would put, 'making a movie and and it's like fun.'"



Success! - Users think this works well :) // This should be revisited later.



Future Testing Ideas

- Add page titles to each page (Profile, Check In, etc.)
 - Add back buttons
 - Make ability to choose multiple buttons more apparent
 - CCoL Tags - May want to test them in the future, some confusion about what they were supposed to represent
 - However, students would most likely have seen the tags because they would have used CCoL to make/do the thing that they are recording.
- 



Thanks!

Presentation template by [SlidesCarnival](#)

