

# Digital Prototype Usability Inspection Report

These tests involve usability inspections of our application over 5 specific pages or features. These included:

1. The evaluation of the homepage to see if users could locate the 'Data Analysis' tab to proceed to the next page.
2. The platform selection page's overall feasibility and placement of certain features.
3. How a user navigated the 'similar videos' page to select videos for data comparison.
4. Getting feedback on hierarchy of data on the data analytics page as it was one of the most populated pages.
5. To see if a user can contact a person and locate the action to message someone on their data page.

We chose to focus on improving these aspects and all of us tested the same features/pages with different users to get consolidated data on each.

# Test 1

Location	Interface Feature		Type of Problem		Description/Notes	Severity
Navigating the homepage to locate the tab to start data analysis	color	menu	awkward	error handling	A little confusing to find the start button. The first and second tab clash with each other.	4- critical
	control	message	complex	hidden feature	Adjusting the hierarchy might help. Keeping the most important tab on the top may help a user explore that first.	3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Feasibility of adding platforms on the platform selection page	color	menu	awkward	error handling	"I like the continue button there as it gives me the option of selecting a wrong platform and changing it before proceeding."	4- critical
Placement of the 'continue' button	control	message	complex	hidden feature	Positive feedback on the green tick which shows the selection.	3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:	No problem here. positive feedback		
Ease of selection of a similar video	color	menu	awkward	error handling	They did not like the placement of 'share' and 'same type video' buttons.	4- critical
Evaluation of the entire page	control	message	complex	hidden feature	Needs a lable and better wording	3- major
	dialogue	page	cluttered	inconsistent	Needs to have the main navigation bar to	2- minor

					be consistent.	
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Hierarchy of information on data pages	color	menu	awkward	error handling	data overview and personas should be on the top followed by the three big data sets.	4- critical
	control	message	complex	hidden feature	Gave pointers on improving the hierarchy by <i>chunking</i> similar data together.	3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Contacting a person	color	menu	awkward	error handling	Wanted to know the idea behind why a user would want to contact another user at the same professional level (clarified with an example of linkedin)	4- critical
Finding the button, sending a message, landing page of conversations.	control	message	complex	hidden feature	Gave positive feedback about the prominence, clarity and placement of the button.	3- major
	dialogue	page	cluttered	inconsistent	Liked the landing page of the message section.	2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:	positive feedback		

## Test 2:

Location	Interface Feature		Type of Problem		Description/Notes	Severity
Navigating the homepage	color	menu	awkward	error handling	"Data"- the name under the navigation bar is confusing - "I would say this is like the 'Home' more than 'Data'." <b>(modify: "Data" in the bar heads to data analysis, "Home" in the bar heads to dashboard that shows overall data for the app)</b>	4- critical
Finding the data center tab	control	message	complex	hidden feature		3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Feasibility of adding platforms on the platform selection page	color	menu	awkward	error handling	"continue" button can be bigger, too hard to click	4- critical
Placement of the 'continue' button	control	message	complex	hidden feature		3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Ease of selection of a similar video	color	menu	awkward	error handling	About the same type of video, the user said "I cannot see the comparison between two videos" <b>(modify: "same type of video" can be the future scope, can jump to the extension web showing the comparison)</b>	4- critical
Evaluation of the entire page	control	message	complex	hidden feature		3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			

Hierarchy of information on data pages	color	menu	awkward	error handling	Detailed data page contains lots of information - the user said "it is a little overwhelming". <b>(modify: can show tabs of data types as default, can see more details when clicking, like "Health" in ios)</b>	4- critical
	control	message	complex	hidden feature		3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Contacting a person Finding the button, sending a message, landing page of conversations.	color	menu	awkward	error handling	The user said "I want to click to see their profile page sometimes while talking to them"	4- critical
	control	message	complex	hidden feature		3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			

### Test 3:

Location	Interface Feature		Type of Problem		Description/Notes	Severity
Navigating the homepage	color	menu	awkward	error handling	Great very easy to navigate	4- critical
Finding the data center tab	control	message	complex	hidden feature	Improve wording here and there	3- major
	dialogue	page	cluttered	inconsistent	Continue instead of Next	2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Feasibility of adding platforms on the platform selection page	color	menu	awkward	error handling	Placement of the button was okay	4- critical
Placement of the 'continue' button	control	message	complex	hidden feature	select the video and go directly to data analysis	3- major
	dialogue	page	cluttered	inconsistent	ease of scrolling was appreciated.	2- minor
	graphic	screen	confusing	missing	instructional part could be better	1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Ease of selection of a similar video	color	menu	awkward	error handling	same type video' needs to be worded properly.	4- critical
Evaluation of the entire page	control	message	complex	hidden feature		3- major
	dialogue	page	cluttered	inconsistent		2- minor

	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Hierarchy of information on data pages	color	menu	awkward	error handling	This seems to look good	4- critical
	control	message	complex	hidden feature	Slight changed here and there like move a data set above another.	3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			
Contacting a person	color	menu	awkward	error handling	Click on the user profile instead of clicking the contact button	4- critical
Finding the button, sending a message, landing page of conversations.	control	message	complex	hidden feature	Streamline the process a bit with better words	3- major
	dialogue	page	cluttered	inconsistent		2- minor
	graphic	screen	confusing	missing		1- nominal
	label	slider	distracting	nonstandard		
	switch	window				
	Other:		Other:			

## **Defect Analysis:**

There was a common trend when it came to locating the 'Data Analysis' tab on the homepage. Users had trouble locating it and found it generally confusing with some of the wording or labels used. This trend seemed to continue in a few more pages with users commenting how a few buttons needed to be more prominent or instructional language needed modification. Like the platform selection page got general positive feedback but a few features and buttons need modifications in size and wording.

Hierarchy of information on data pages especially was something we hadn't considered changing but some of the feedback pointed out this problem. Chunking of similar data seems to be lacking and counts towards some of the major problems we have to fix.

Navigation seemed to get positive feedback along with improvement on consistency. Therefore, the major problems seem to include hierarchies and the homepage while some minor problems are spread out over a few pages mostly including problems with labels and sizes of a few buttons.

## **Solutions:**

This report helped us ideate solutions to some major problems while getting to know about the minor fixes. Labels and placeholder texts need modifications along with some navigation features. We focused on pages that we thought were important and all of us did the logs on the same features instead of different pages. This was done to get in-depth feedback and trends about some of the more problematic aspects we had identified.

For the homepage, the 'Data Analysis' tab needs to be at the top with a pop-out effect to it. This tab needs to prominently show that this is the button to start the analysis. Followed by general stats and extra options. Instructional part on platform selection pages needs to be better worded while being concise. The 'continue' button needs to be more accessible and bigger. The data display pages need to highlight the 'same type video' button with a better label. The sections of data need to be realigned to show similar sets of data together. Almost all users had a different reaction to the messaging option which needs to be modified to explain its purpose more clearly.

Overall, the majority of the changes are feasible, and this approach to usability testing brought us new insights into the application, awareness of some small issues we hadn't considered, and, most crucially, solutions to several issues we were stuck on.

