User Testing Feedback

Script:

Yay or Nay is a card-based swipe game that enables users to react positively or negatively to presented scenarios regarding privacy. We are in prototyping stage, so nothing is final and we are looking to learn about ways that we can improve our design -- anything from confusing icons or UIs, to questions that don't make sense. Don't be afraid to offend us, there are no wrong comments or stupid questions as we just want to see how you engage with the app and improve accordingly. As you interact, we would love it for you to speak and ask questions out loud.

User Number: 1

Tester Name: Rusiru Palwatta
Gender: Male
Age: 21
Occupation: Student
Comfortable with app based learning: 4.5

After the test:
Visual aesthetic: 4
How easily you understood how to use the app: 2
The level of difficulty of the questions: 3
How fun the app was: 2-3
The overall experience of using the app: 3

Task	User Comments	Note Taker Comments	Inferences
What is your initial reaction regarding the app interactions and feedback states?	Why don't the buttons at the bottom work? So you just go into the app? nothing else?	Tester was confused with the faces, needed direction.	Need to eliminate confusion by removing faces or adding interactivity.
What is your perceived quality of the questions?	I was confused with some of [the questions], but some of them were pretty obvious. Does the app give	Tester did not initially understand the format of the question. Tester was not aware of the feedback given on wrong answers.	Reformat the questions to become more understandable.

	you feedback?		
	I liked the app but I was really confused with just being thrown in without direction Why are there no leaderboards, it seems boring to play by yourself		Tester felt the need for more of an onboarding process at the beginning which is supported by observations. Leaderboard may not be feasible, we want players to learn, not compete, however this may add some incentives to play

User Number: 2

Tester Name: Francis Boehmer
Gender: Male
Age: 19
Occupation: Student
Comfortable with app based learning: 3

After the test:
Visual aesthetic: 4
How easily you understood how to use the app: 3
The level of difficulty of the questions: 3
How fun the app was: 3
The overall experience of using the app: 3

Task	User Comments	Note Taker Comments	Inferences
Test the feedback states for the interaction	Why are the colours swapped [when hovering]? It doesn't make sense because If I say yes and it's wrong then the card is still green	User was confused by having the card change to green/red while hovering over	Need to create a neutral state instead where colours are just faded in order to avoid confusion.

		yay or nay.	
Test the quality of the questions/what are your thoughts	Some of the questions are tough. I wouldn't be able to answer these fast For some of them I dont think its super clear, I think those are more based on who you're asking?	Cards seem to be giving testers issues.	Users spend more time trying to decipher cards rather than playing game.
Through the feedback information is it a reasonable way to understand any mistakes?	I think it's a good way but I think it should be more prominent, I didnt even notice the feedback at the top of the page	Make feedback states more noticable.	Wrong answer feedback is too small and needs to be noticable

User Number: 3

Tester Name: Max Marchant
Gender: Male
Age: 23
Occupation: Student
Comfortable with app based learning: 5

After the test:
Visual aesthetic: 4 (yay or nay are just backwards)
How easily you understood how to use the app: 3
The level of difficulty of the questions: 1
How fun the app was: 3
The overall experience of using the app: 3

Task	User Comments	Note Taker Comments	Inferences
Test the feedback states for the interaction	Am I supposed to press the buttons?	Users are very confused with the interaction design and need wilsons guidance to start	We need onboarding because the path is not noticeable right away

		using it.	
Test the quality of the questions/what are your thoughts	These are definitely realistic scenarios. I don't understand some of the questions because there are no call to action, it just says the scenario	User talked through thought process well User seems to understand the questions except for when there is no call to action	Card format needs to be altered to include distinct call to action.
Through the feedback information is it a reasonable way to understand any mistakes?		User thinks that the yay/nay direction is backwards	Follow the direction of the name instead of copying tinder.

User Number: 4

Tester Name: Sophia Tomaini
Gender: Female
Age: 19
Occupation: Student
Comfortable with app based learning: 3

After the test:
Visual aesthetic: 4
How easily you understood how to use the app: 3
The level of difficulty of the questions: 2
How fun the app was: 3
The overall experience of using the app: 4

Task	User Comments	Note Taker Comments	Inferences
Test the feedback states for the interaction	Yay or Nay based on what? I don't know what its based on	User needs is confused on the main screen	We need onboarding to direct users

Test the quality of the questions/what are your thoughts	So if I disagree with it can I say Nay or is it only based on right or wrong? I don't understand what Im supposed to answer here, there's already a response I didn't know what I was supposed to answer, the questions need to revolve around what I should	Some of the questions are hard for the user to understand Questions lack call to answer and are formatted in a way user doesn't understand	Some questions are opinion based instead of factual, this is unavoidable sometimes Need call to action in each question
Through the feedback information is it a reasonable way to understand any mistakes?	I think the swiping motion and the feedback are pretty intuitive		Natural motions for the user to follow that make sense given the context.

User Number: 5

Tester Name: Jackie Shiu
Gender: Female
Age: 22
Occupation: UX/UI Teaching Assistant
Comfortable with app based learning: 5

After the test:
Visual aesthetic: 4
How easily you understood how to use the app: 3
The level of difficulty of the questions: 3-4
How fun the app was: 3
The overall experience of using the app: 3

Task	User Comments	Note Taker Comments	Inferences

Test the feedback states for the interaction		Wilson explained the function right off the bat so the user was able to understand the functionality easily	Onboarding in the form of instructions seems very benificial
Test the quality of the questions/what are your thoughts	I think some of these are very situational, if I sent my drivers licence it would be over [snapchat] to friends. not others. So I guess I would blur [my information] but usually I wouldn't if I sent it to close friends over [snapchat] The scenarios are realistic	Uncertainty regarding questions without call to action Answering based on her opinion rather than what's right or wrong in some scenarios.	User talked through every question and Scenarios were easily relatable to her which is why it was easier to answer.
Through the feedback information is it a reasonable way to understand any mistakes?	Feedback was reasonable, situations are realistic	User didn't notice the wrong feedback state.	Banner is not good enough to portray information, popups may be better.
	Very situational questions. There isn't really any incentive for me to download the app		User thought of the app in the context of personal use rather than as an educational tool. Still important to consider for implementation however.

User Number: 6

Tester Name: Jacquelyn McColl
Gender: Female
Age: 19
Occupation: Student
Comfortable with app based learning: 2

After the test:
Visual aesthetic: 3
How easily you understood how to use the app: 5
The level of difficulty of the questions: 2
How fun the app was: 3
The overall experience of using the app: 2

Task	User Comments	Note Taker Comments	Inferences
Test the feedback states for the interaction	Yay or nay is opposite from the interaction method The confetti takes too long, it should be consistent with the other feedback state in terms of the timing	Instructions given before the initial interaction	Extremely strong case for onboarding
Test the quality of the questions/what are your thoughts		User did not give insight to their thoughts	
Through the feedback information is it a reasonable way to understand any mistakes?		User did not give insight to their thoughts	

User Number: 7

Tester Name: Salma Mahmoud
Gender: Female

Age: 19
Occupation: Student
Comfortable with app based learning: 2

After the test:
Visual aesthetic: 5
How easily you understood how to use the app: 5
The level of difficulty of the questions: 3
How fun the app was: 3
The overall experience of using the app: 4

Task	User Comments	Note Taker Comments	Inferences
Test the feedback states for the interaction	Yay or nay is opposite from the interaction method I didn't notice the feedback at all	Instructions given before the initial interaction	Swap the swiping direction to follow the name of the app instead of the tinder model
Test the quality of the questions/what are your thoughts	Some of them didn't make that much sense to me		Reformat the question sheet
Through the feedback information is it a reasonable way to understand any mistakes?		User did not give insight to their thoughts	