Portr - User Test Report (Aaron)

Testing Procedure

This first test of the day was with my participant, a 23-year old female who works in the creative industry in Toronto as a copywriter and designer. She stated that she was comfortable using other map-based mobile applications (i.e. Uber and Google Maps), although she had no previous experience with any sort of advanced UX design and thus proved to be a top-quality candidate for our tests.

Due to this being our first test, we noticed some small malfunctions within our prototype that affected the interactions with the participant. After asking the participant to view more location details, she performed the right task but the app did not respond as expected (1:55). This resulted in some confusion from the participant as she naturally tried to find other ways to open the new page. Eventually we had to request that she try the initial action again and made note to fix the prototype for the remaining tests. The same thing happened when she was asked to select a time in the invitation module (2:35). Her main instinct was to slide the time selector up, but the prototype did not react in a natural fashion thus we needed to help her to navigate throughout this portion of the app.

Findings

As the tests progressed, I also noted a few areas of confusion that were expressed by our participant. When asked to send an invitation, she accidentally clicked on the 'recommend' button (2:08) rather than the 'invite' one. This was a clear signifier that these buttons were not clear; something that we had previously considered but not yet acknowledged in the design.

We also found that the participant had some trouble navigating throughout the menu system. It took her a few tries to navigate between the main menu and Contacts sub menu (3:23). The small size and of the back button that we had designed proved to be an issue as it made the ability to navigate throughout the sub-menus quite difficult.

At the end of the test we asked her for a few suggestions in regards to any possible additions that could be integrated within the app. Her main concern regarded some confusion that surrounded the main interface. The participant mentioned that she found the icon system to be slightly confusing and that the addition of a legend would help it to be more legible. She also recommended including some sort of indicator as to what types of venues are being displayed on the screen and the inclusion of street names onto the main map.

After performing the test I realized that the test itself felt very short and that there was certainly more room for us to ask the participant more questions throughout the span of the test. I think that simply due to the fact that this was the first of the three tests, we were still slightly unsure of what to expect. But we certainly took this into account and tried to get more out of our other three participants.

Reflection

Overall, performing these tests proved to be very successful. I feel as if I can truly understand the importance and significance of user testing now after having performed all of our tests. Many of the concepts or designs that we had become so attached to simply weren't as functional as we had hoped, and it was the users who helped to open our eyes to some of the design flaws that we had become accustomed to in the app.

Portr - User Test Report (John)

Testing Procedure:

My participant was a 21 year old design student from the York Sheridan Design program. He is focused in UI/UX design stream and is aware of interaction design. He would be considered extremely tech savy. For the most part the session went as expected. The participant seemed to point out a lot of features and experiences that didn't directly relate to his immediate experience. Rather points that were posing 'what if' questions for potential users. This proved to be a challenge when trying to discover the real immediate struggles my participant was having himself. However, this was expected when I had to resort to using a UI/UX influenced design student. Overall the session was smooth— disregarding the time the prototype crashed—and insightful.

Findings:

Right from the beginning the participant has trouble with clicking on the correct location icon. The participant thought that the location which was closed was actually open (0:06). The other issue that came up was the difficulty the user had with accessing the location details (0:24). The next issue that came up was when the participant was selecting contacts to send an invitation to. The participant tried double clicking on the contact because there was a lack of a checkmark for feedback (0:46). Participant felt the need to check if the search bar works or not(2:29). The participant also thought the search bar was a bit small and should be towards the top of the app, similar to google maps(2:47). Participant would've liked more important/quick information about the location before the in depth details(4:10). A point came up that there isn't an add to wishlist button(11:00). The participant brought up the point that when a user recommended something it feels like they are recommending it general(11:32). Confusion between the activity and recent activity feed came up with the participant(12:22). Confusion was raised when the user saw the steps highlighted in purple on the map(14:48). Participant agreed that street names should show on the map(15:20). The participant raised the issue that user preferences aren't currently shown in the restaurant profile(16:40). Participant said it would be nice to have the option to make reservations if the location is a restaurant(19:55). The participant raised the idea that it'd be nice to be able to see food items on the venue details(23:05). The participant also brought up the idea to filter comments based on stars(23:10).

Reflection:

The overall process of user-testing was very insightful and we learned a lot about our latest iteration of our app. If I were to rerun the process of user testing, I would only change the users we got to do the testing. We used people who were very conscious of UX/UI practices and it hinders the comments that were directly related to their experiences.

Portr - User Test Report (Gillian)

Testing Procedure

The participant I originally asked to test our app backed out on last minute, so I had to ask a 21 year old YSDN student to help instead. She had a lot of design experience in terms of UX/UI and would is considered to be tech savvy. The testing procedure went well, most of the issues the participant found was more user interface related and focused on the details. There was also a lot of personal preferences and speculation that the participant prefers over what they feel are the pain points in the app. This may be due to the fact that she is well rehearsed in the visual aspects of design and is not necessarily the right kind of person to partake in our user testing.

Findings

We first told the participant to "view more details" (1:38 seconds), but she was confused and asked "where it was". During the testing session,the participant suggested at 4:36 the buttons be different colours on the invite page (i.e. green to accept, red to decline, purple to ignore). She said there should be street names on the map at 4:56. She suggested at 5:40 to have the weekly hours listed on the venue page instead of just the current hour. For the profile page, the user thought (9:02) it'd be better to have profile in the menu page instead. She was also confused between what symbolizes 'open' and what symbolizes 'closed' at '12:42''. A solution for that (14:20) could be an onboarding or legend for the main map. It was also said that the map was a little small and the top bar took up too much space (14:51), thus it was suggested to move the search bar up. Furthermore, she found that the target location on the map (16:04) was not consistent with the rest of the icons in the app. The participant said that some of the icons were not consistent and were confusing to understand (16:30). For example, the vegetarian icon was not clear enough and could mean other things (16:53).

In addition, she also thought that instead of the map telling you the distance you are from the location, it should show you the amount of time it would take to get there. While the participant was using the calendar, she found it hard to use because it was small (17:39) and she had long nails. The type size on the calendar are inconsistent with one another (18:22). In the wishlist, it was suggested that we can potentially add images to the location/venue (21:14). The participant also thought that we did not need to show how many groups we had in the profile page (24:29). Moreover, the contact profile page was suggested to be the contact page because the original purpose of the app was to invite/recommend people locations and is more important (25:14).

Reflection

The user testing was straightforward, but I found that my participant tend to go back after our instructions and point out details and issues relating to user interface design. It was helpful to get information from another participant who has never used our app before and it gives me a different perspective on how to better improve Portr. I learned that it would be better to find a participant who is not a designer so they would focus on the pain points and less on the visuals. Next time, I would try to get a backup participant that is from a different field and in a different age group to get a wider range of users.

Portr - Group Report

Introduction

Based on the results of our user tests, we created a list of prioritized new features that we are planning on integrating within the next version of our application:

1. Closed/ Open Location (3/3)
2. Street names (3/3)
3. Icons (3/3)
4. Access location details (3/3)
5. Recent Activity (3/3)
6. Search bar up (3/3)
7. Select Contacts (2/3)
8. Add to Wishlist (2/3)
9. Weekly hours (2/3)
10. Using time instead of distance for location details (2/3)
11. Type of location (1/3)*
12. Preferences icons (i.e. vegan) in location details (1/3)
13. Making reservations in location details (1/3)
14. Colour of button (1/3)
15. Look at food items for location details (1/3)
16. Filter comments by rating (1/3)

High Priority Features

Icon Legend

Closed/Open Location

All of our participants agreed that the visual distinction between open and closed locations was not functional. We will work on finding a new system that makes it more obvious to tell when a location is closed/unavailable.

Street Names

All of the participants found the map system to be too minimal and slightly confusing. The general consensus was to simply reduce the number of elements on the map (additional paths, etc.) and include main street names to help increase location visibility.

Add To Wishlist

During testing, we came to realize that while we have a Wishlist feature, there was no direct way for the user to add a location to the wishlist. It will be necessary for us to find a way of integrating this feature into the app by simply adding some sort of button on the location/wishlist page.

Onboarding

All of the participants recommended some sort of introductory/onboarding process. This would be kept short, but would help to provide the user on the basic information surrounding some of the less obvious aspects and capabilities of the app.

Icon Legend

Our participants agreed that the icons were confusing. While we tried to stick with a relatively basic design, we still found that users were slightly confused about the icons meaning and purpose. One user proposed that we include a brief icon legend or include some sort of onboarding process in order further explain the purpose of the user legend.

Access Location Details

All of our participants struggled to immediately access the location details. The current version relies on the user swiping up on the initial location preview, but we will work on finding new ways to make this action more easily accessible.

Recent Activity

All of the participants was confused about the two recent activities, so it would be important for us to differentiate between the activity modules.

Search Improvement

All of the participants pointed out that they thought the search bar on the main page was too small and some mentioned the placement to be slightly uncomfortable. As this is a big feature with any sort of location based app, we will try out some improved layouts in order to enhance the overall capability of the main search bar.

Mid Priority Features

Calendar Adjustment

2 participants notified us of their discomfort for the date/time select page. While the page proved to be function, the users found the calendar system on the page to be too small and noted that it might be hard to select specific dates. Albeit a small, visual change, we plan on re-thinking the calendar system and exploring different concepts in our final prototype.

Menu Enhancement

After user testing, 2 users thought our current menu system needed to be adjusted. We will work on redesigning the layout in order to provide a more functional navigation system. This will primarily be done by reducing the number of elements within the sidebar and merging multiple navigational elements into singular pages (i.e. User Profile & Contact Management).

Weekly Hours

2 participants thought it would be important to have weekly hours listed instead of just the current opening and closing time.

Measure Distance In Time

2 participants suggested instead of having the amount of distance to the location, it would be more useful to show the amount of time it would take to get to the location.

Low Priority Features

Type of Location

Add icons to differentiate the types (dietary needs, accessibility, etc.) of locations on the initial map in Portr.

Making Reservations

One participant expressed a want to be able to reserve a table at a location if the location is a restaurant. A feature to reserve a table through invitation might be helpful.

Button Colours

The colour of buttons on the alternate time, accept and decline were confusing to one participant. Providing a way to emphasize accept and decline buttons would make UX flow faster.

Food Items In Location Details:

One of the participants recommended that we showcase a select number of menu items when the user is viewing the detailed view of a restaurant.

Filter Comments

The participant said it would be useful to have a feature allowing the user to filter the reviews by high to low rating. This would let the user see what people had to say about the location, good or bad.