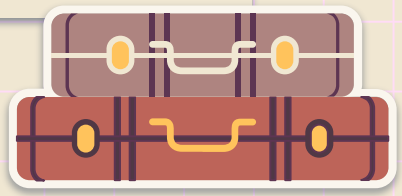
HCI+D

Usability Testing

Team 1



Outline

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02 Usability Testing

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01

Introduction

Team Members

許博翔

Hsiang, Hsu

張琪

Grace Theodore

黃敬媛

Jing-Yuan, Huang

鄧英杰

Miguel Then

Value Proposition

TripTeddy

Trip with your travel buddy

Problem

People often encounter difficulties on deciding where to go for a trip, and also planning the trip.

Solution

TripTeddy categorize the spots with clear but informative labels, introduce the “playlists” function for itinerary recommendation, and empower users to collaborate on the planning.

Three Tasks

Simple

Find out an itinerary that best fits the needs.

Moderate

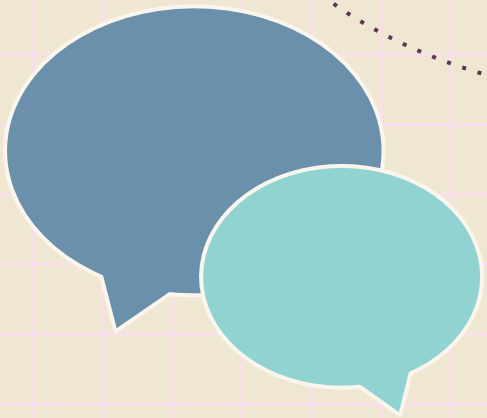
Plan a trip basing on the given template.

Hard

Share the trip schema with friends and edit the trip.

02

Usability Testing



Testing Procedures

1. Participants are first introduced of our app and are given time to explore it freely.
2. They are asked to complete 3 tasks using think aloud method.
   - Find a playlist with *healing* tag and add it into my playlist.
   - Search for any playlist and add the spots into the playlist you created at the previous step.
   - Create a new playlist, edit it however you like, and share the playlist after.
3. Lastly, we interviewed them on their testing experience.

Participant Overview

- **Participants:** all of them usually plan and go for trips.
- **Place:** Lab

Master Student

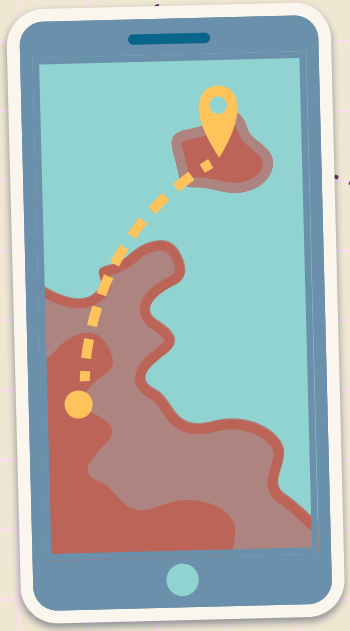
Master Student

Junior Student

NEXT DESTINATION

03

Usability Analyisis



H2. Match between system and the real world [Severity 3]

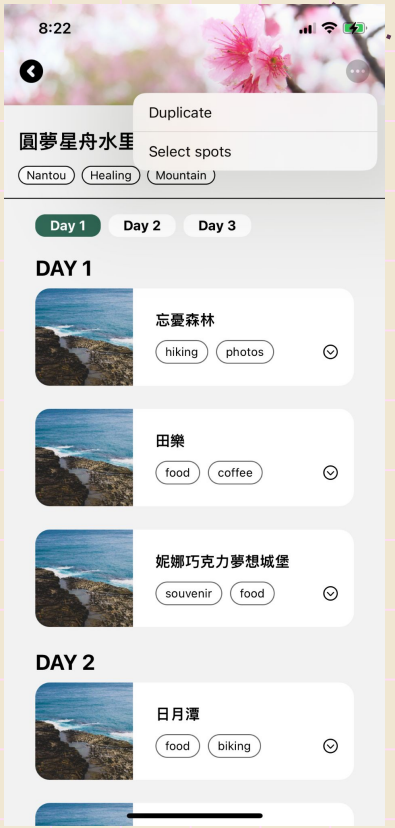
Description

The definition for clone in our app is not clear enough which is confusing for users to understand.

Proposed Fix

Use a more common name

e.g. duplicate



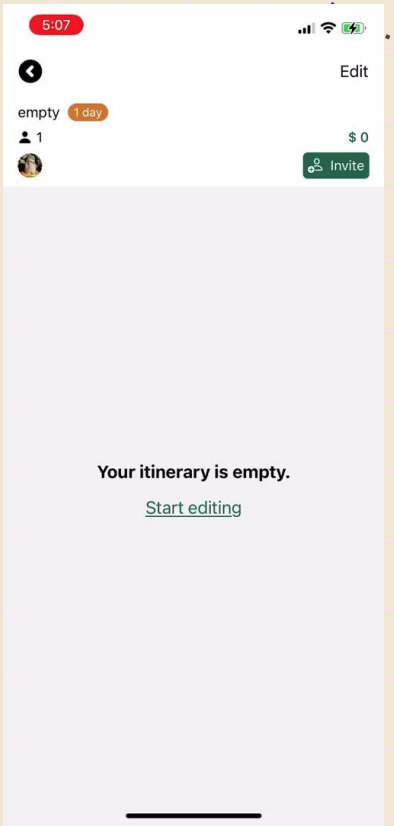
H7. Flexibility and efficiency of use [Severity 3]

Description

Users have to go all the way to search for a playlist to add spots to the saved spot lists.

Proposed Fix

In my playlists, if the saved spots lists is empty, the app should direct the users to select spot.



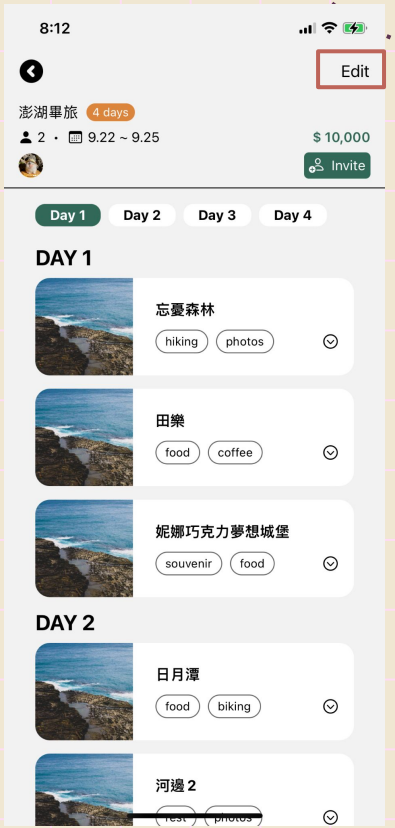
H4. Consistency and standards [Severity 2]

Description

The clone and edit icon is hard to tap on.

Proposed Fix

We added a larger padding for the icon.



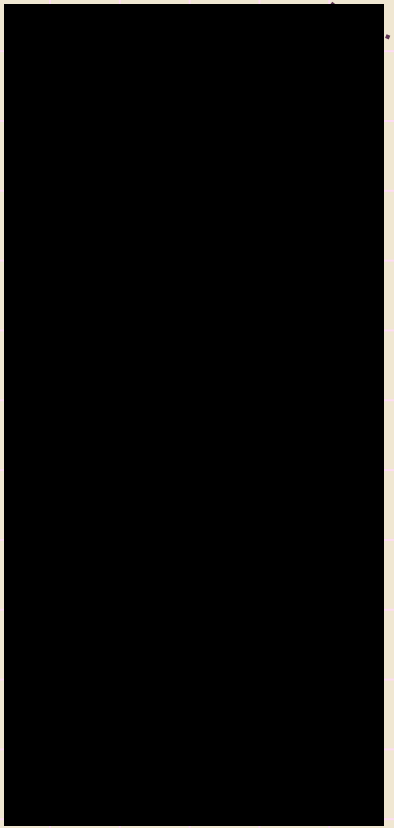
H7. Flexibility and efficiency of use [Severity 1]

Description

When swipe towards the right, the app should return to the previous page.

Proposed Fix

Enable swipe to right gesture to carter both inexperienced and experienced user.



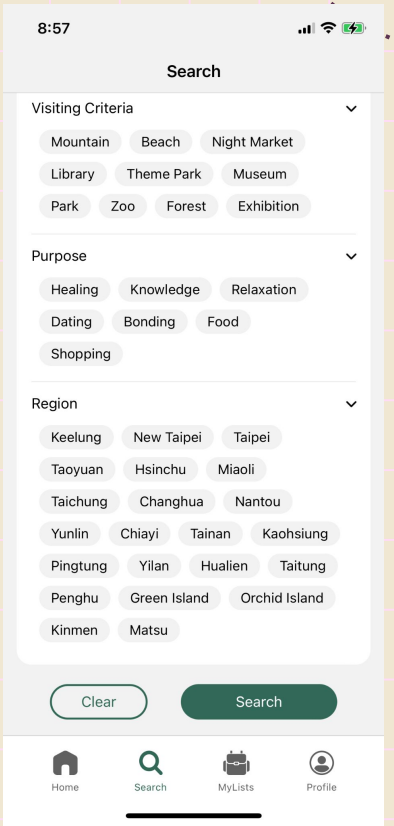
H7. Flexibility and efficiency of use [Severity 1]

Description

It would be nice to be able to choose all the tags at once.

Proposed Fix

The preset of the tags are all selected at the beginning of the search.



H2. Match between system and the real world [Severity 1]

Description

It would be nice to show the time (day/noon/night) in the playlist.

Proposed Fix

We would retain the original design so that it would look clean and simple

H7. Flexibility and efficiency of use [Severity 1]

Description

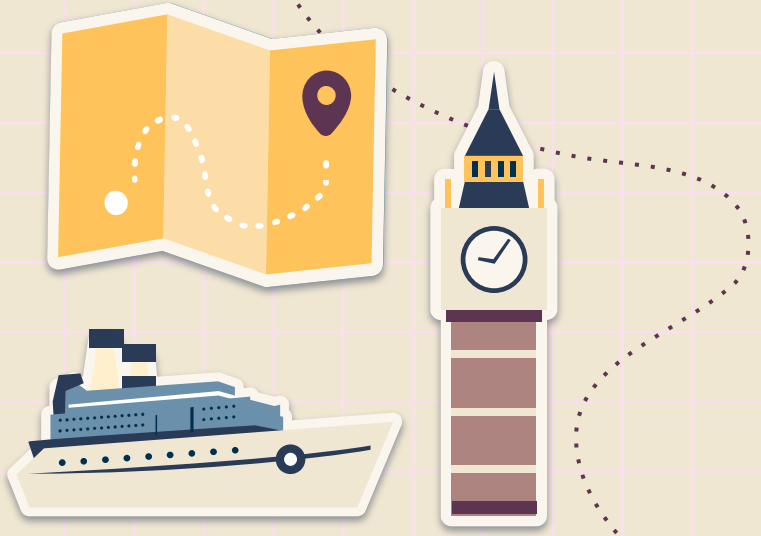
The edit function can be used in both view/edit mode.

Proposed Fix

We would retain the original design so that it would look clean and simple

04

Lessons Learned



Lessons Learned

- Based on our observation during the testing process, the usage of ‘clone’ term is confusing for our users.
- Users prefer to be directed to their goal instead of repeating actions to reach the goal.
- Different users have different way of tapping icon, we may have to think of inclusive design when we design our icon placement.

05

Summary

Summary

- We have done our usability testing based on the thinking out loud method.
- More information is obtained through the usability testing process compared with only interviewing.
- Our Hi-Fi Prototype has fewer heuristic severity compared with our Mid-Fi prototype.
- We had make some tweaking to our Hi-Fi Prototype based on the usability testing results.

Thanks for Listening

Icons used by macrovector, rawpixels, iconicbestiary on Freepik

Slide template provided by Slidesgo

Many thanks to the interviewee for their time for this usability testing