BD
GD

BAD DAY GOOD DAY

Philip Q.

Gabe S.

Michelle W.

ask

Philip Q.

Gabe S.

Michelle W.

user testing

changes
method
test measures
results
discussion
summary
end

changes
end

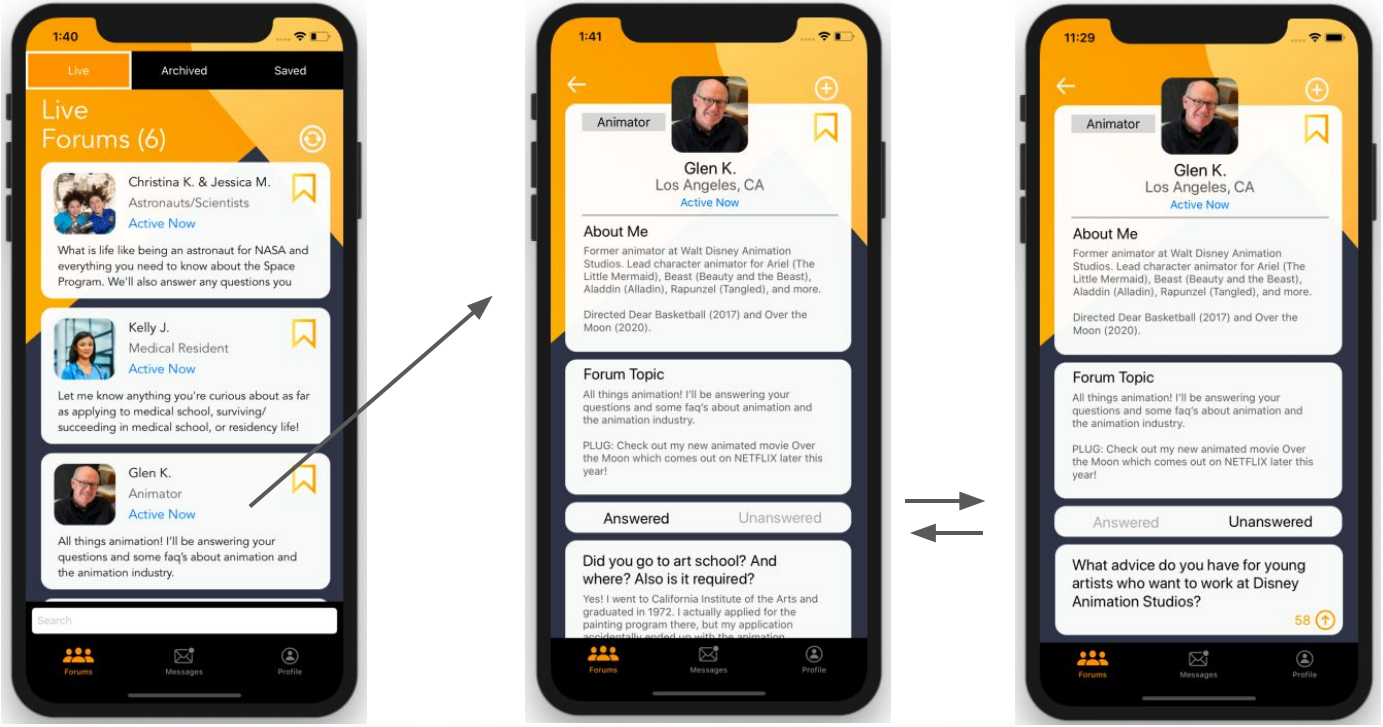
changes

BAD DAY GOOD DAY

ask

changes

interface recap



ask

changes
method
end

method

T1

- 24 year old male
- student at Foothill College
- quiet picnic table seating
- $10

T2

- 16 year old female
- student at Palo Alto HS
- quiet picnic table seating
- $10

T3

- 17 year old female
- student at Palo Alto HS
- quiet picnic table seating
- $10

T4

- 29 year old female
- worker at Stanford Univ
- quiet dining table seating
- $10

method

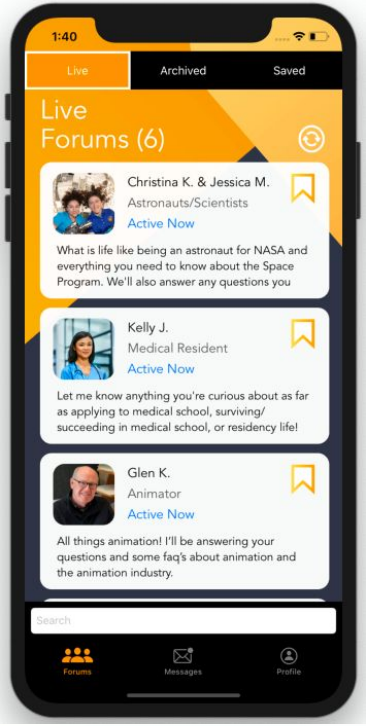
setting the scene

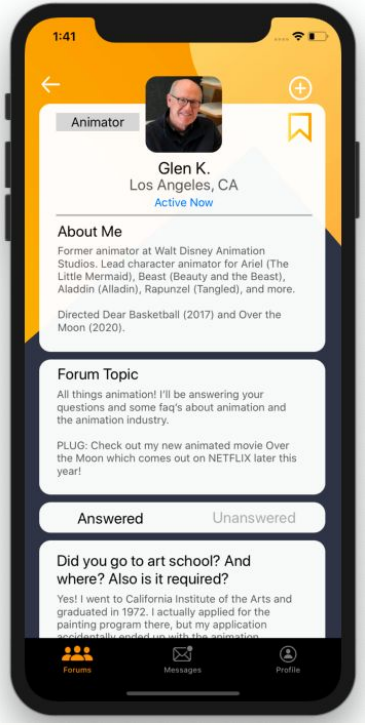
- you are a (age) year old (current occupation)
- you are interested in animation and drawing but you find it hard to find people to talk to about your interest
- you want to get insight and advice about careers
- you have setup a profile on ask and would like to ask questions to professionals relating to your interests

method

Task 1

- find a forum related to your interests



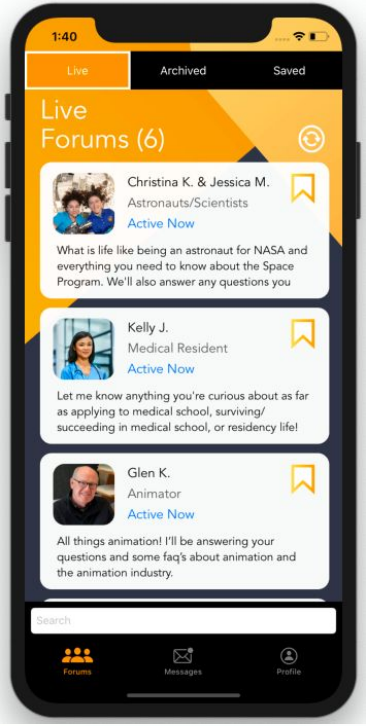


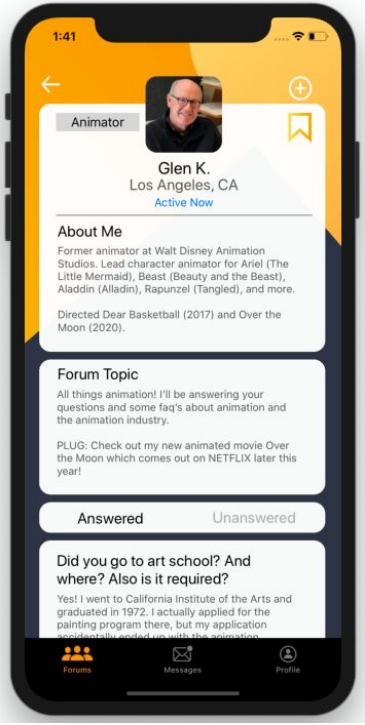
ask

method

Task 2

- save a forum and access it in your saved files



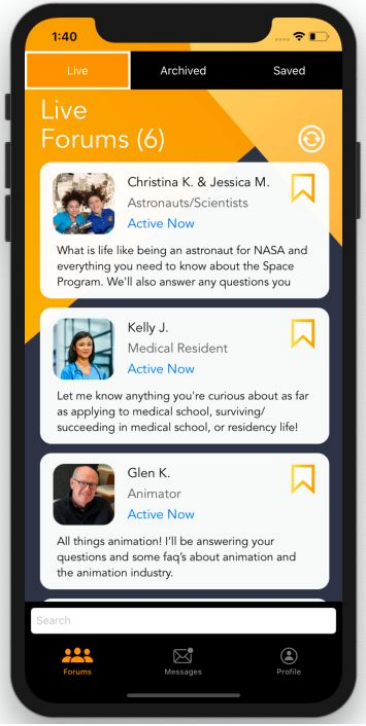


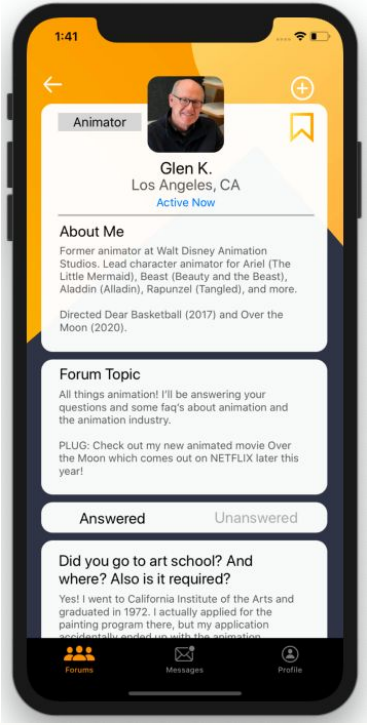
ask

method

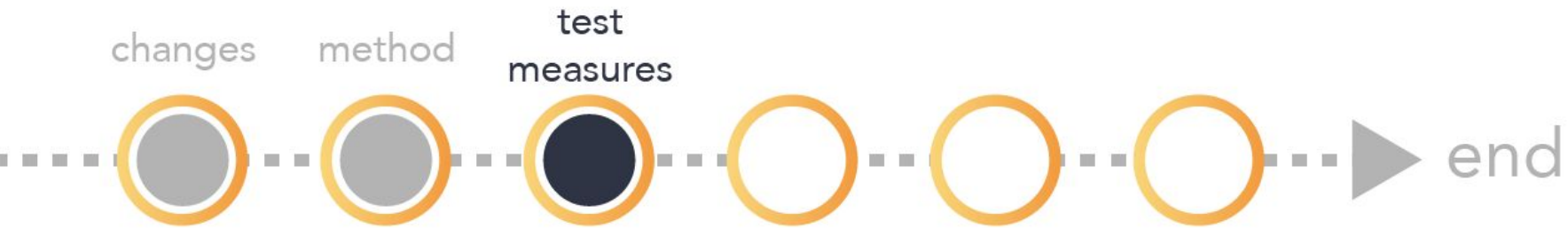
Task 3

- in a forum, read through the answered and unanswered questions, and then post a question that has not yet been asked



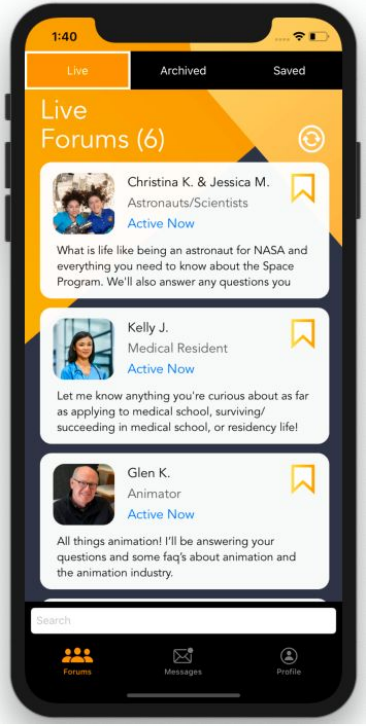


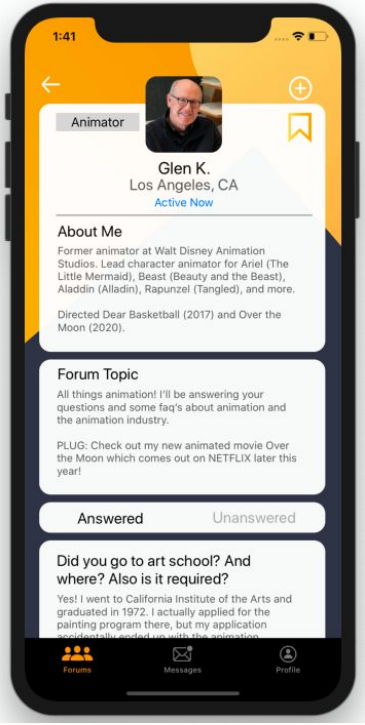
ask


changes
method
test
measures
end

test measures

- # of total clicks
- time to complete task
- # of errors
- physical response





ask

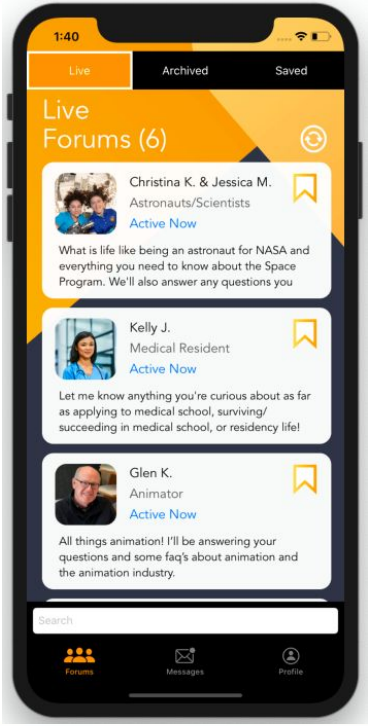
changes
method
test measures
results
end

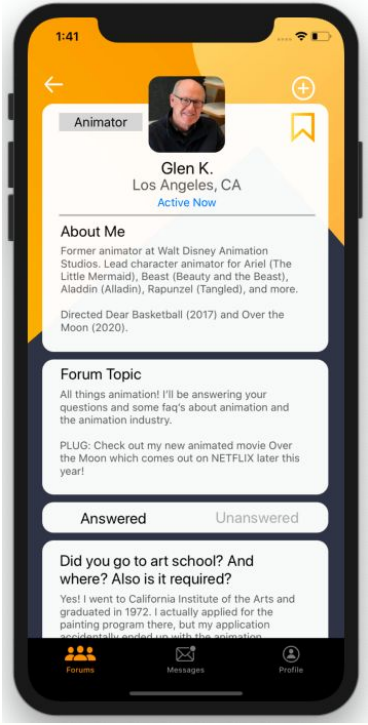
results

- 24 year old male
- student at Foothill College
- quiet picnic table seating

Task 1 : find a forum related to your interests

T1





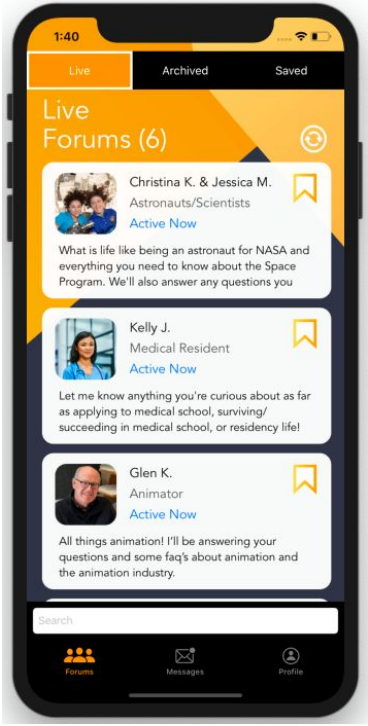
- Task 1 (2 clicks, 23 sec, 0 err) ✓
  - "so let's go the forums"
  - "okay, I'm looking for something related to animation"
  - "Oh he's an animator. Let's go in here"

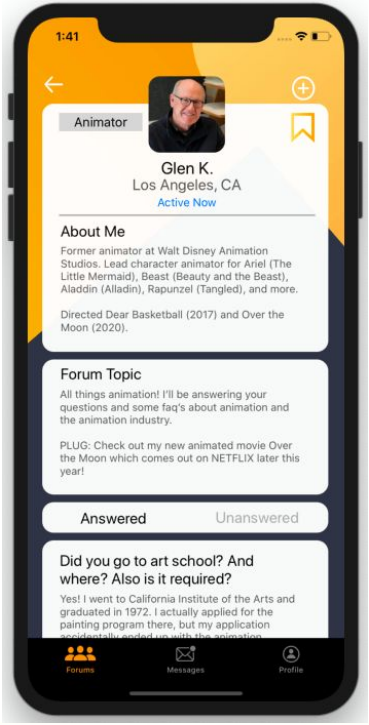
- Physical Response
  - spoke with a tone of satisfaction after finding desired forum quickly without having to deal with difficulties

ask

Task 1 : find a forum related to your interests

T1



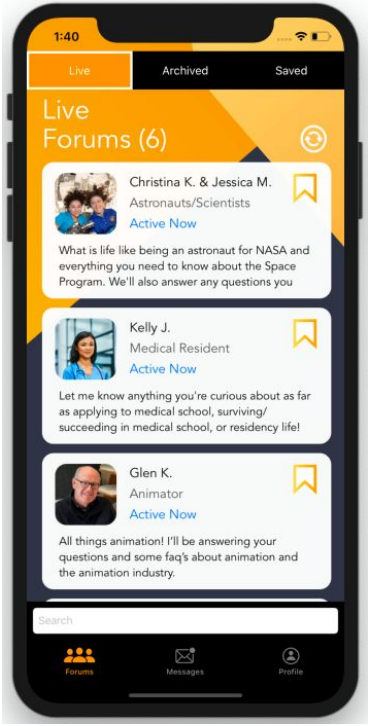


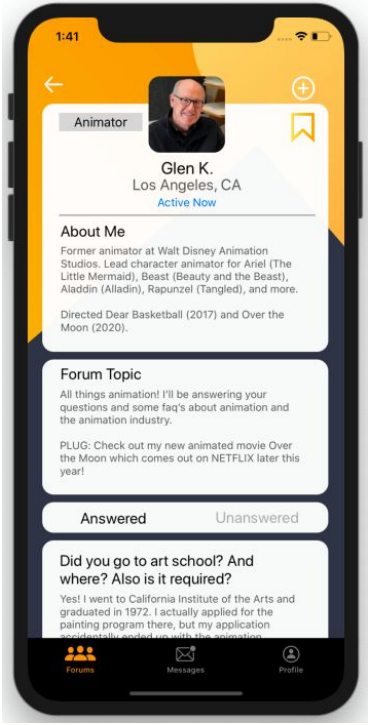
Task 1:
0:00 START
0:08 goes to forums tab
0:10 begins scrolling
0:23 enters desired forum COMPLETE

ask

Task 2 : save a forum and access it again

T1



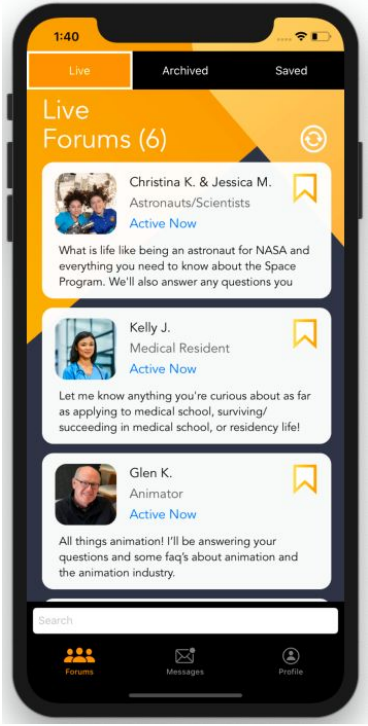


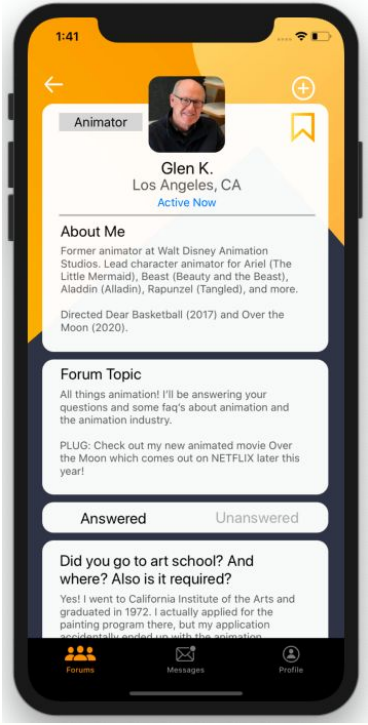
- Task 2 (11 clicks, 36 sec, 3 err)
  - "To save i think it's the plus button"
  - "Now i'm going to look for it..."
  - "It's not in here messages"
  - "Nope not in my profile"
  - "I don't think it saved"
  - "Let's try this one (bookmark)"
- Physical Response
  - furrowed eyebrows
  - audible thinking sounds
  - was initially confused on what button is used to save

ask

Task 2 : save a forum and access it again

T1



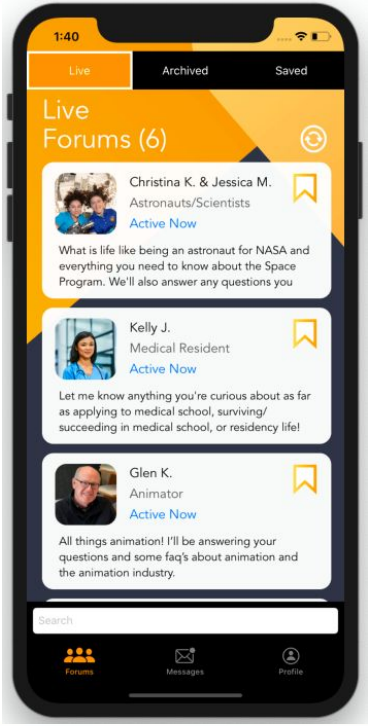


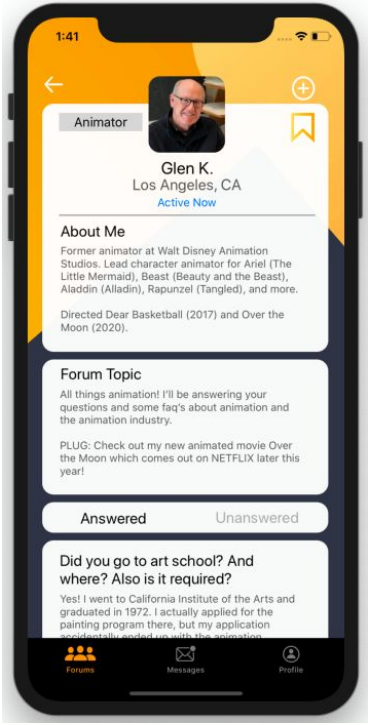
Task 2:
0:31 Start
0:37 tries + button (err)
0:40 goes to messages (err)
0:42 goes to profile (err)
0:46 back to selected forum
0:47 returns to forums listing
0:48 selects “SAVED” tab
0:50 find 0 saved forums
0:52 selects to “ACTIVE” tab
0:55 hovers over bookmark
0:58 enters forum
1:05 presses bookmark button
1:06 returns to forums listing
1:07 selects “SAVED” tab
10:08 Complete

ask

Task 3 : ask a new question

T1





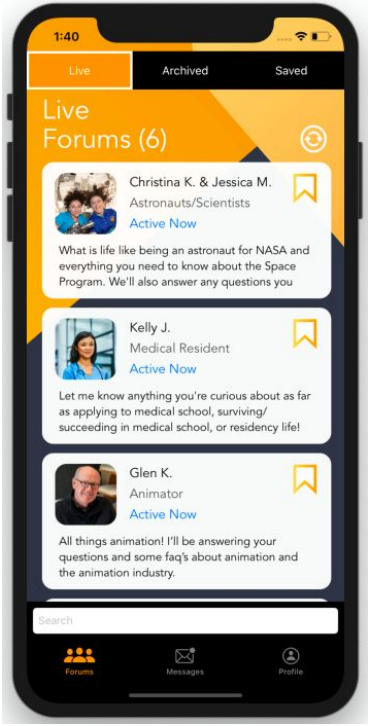
- Task 3 (4 clicks, 65 sec, 0 err)
  - “Let me read the questions”
  - “I’ll select this to see the other questions”
  - “Okay, now i think I use the plus button”

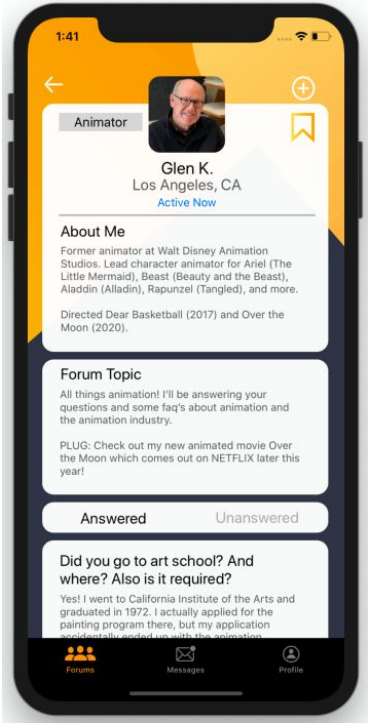
- Physical Response
  - more confidence in using the buttons and knowing what they did
  - no longer hunched over and didn’t feel need to be intently focused on interface elements

ask

Task 3 : ask a new question

T1





Task 3:
1:20 Start
1:25 click unanswered
1:46 click answered
1:52 click unanswered
2:25 clicked + button COMPLETE

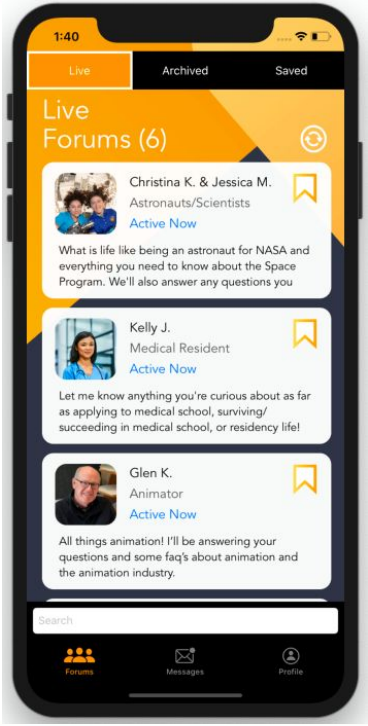
ask

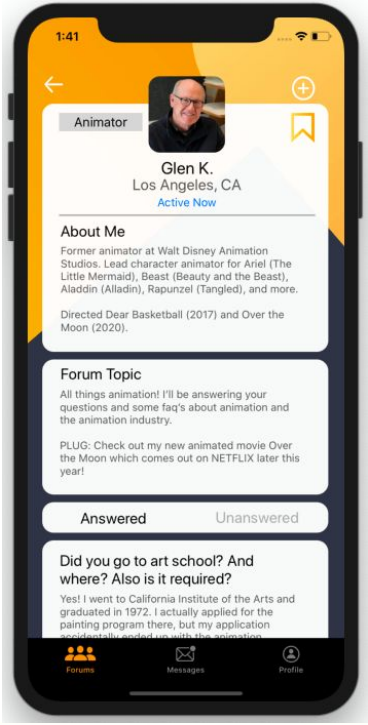
results

- 16 year old female
- student at Palo Alto HS
- quiet picnic table seating

Task 1 : find a forum related to your interests

T2





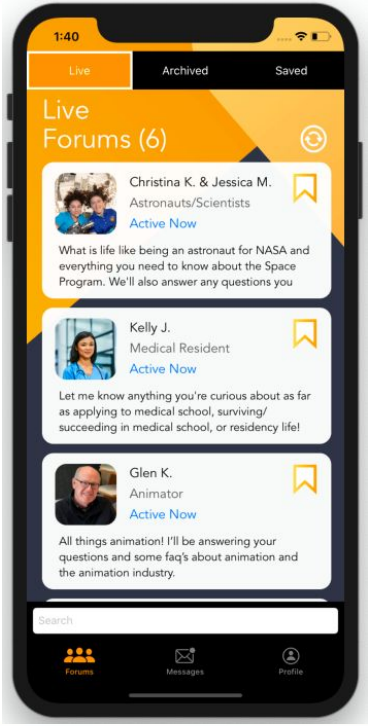
- Task 1 (3 clicks, 70 sec, 0 err)
  - "I'm clicking on FORUMS! :)"
  - "I'm assuming I'm supposed to search my interests"
  - "OHH! Animation"

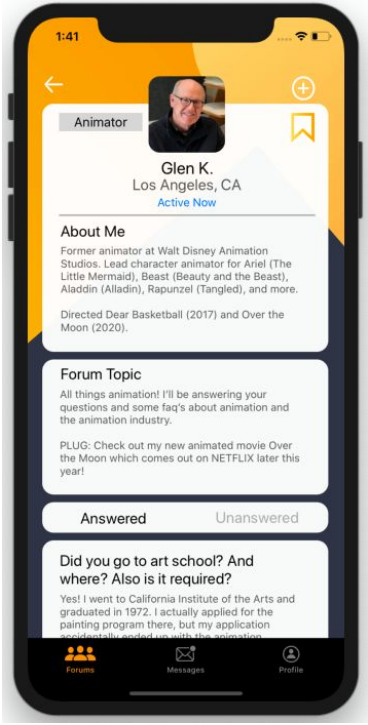
- Physical Response
  - excitement in voice when confident that what she was clicking was going to be correct
  - unresponsive search threw her off
  - was cheerful when forum was found

ask

Task 1 : find a forum related to your interests

T2



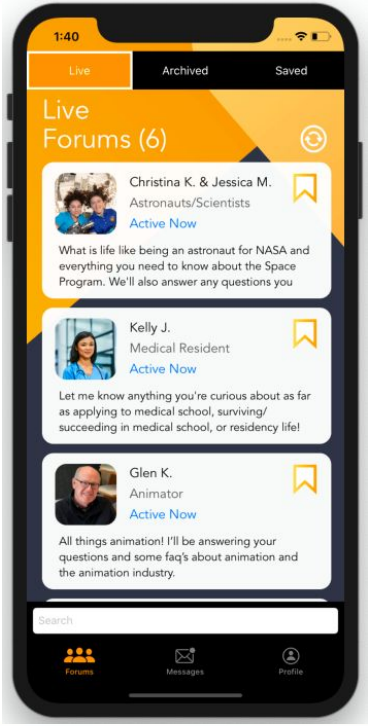


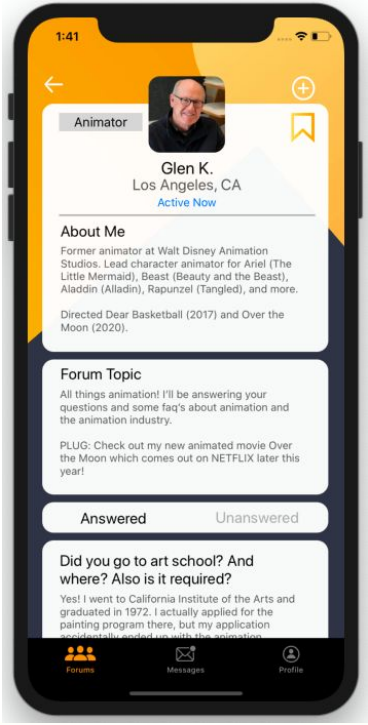
Task 1:
0:35 Start
0:35 click forums
0:47 use filter
0:52 scroll through shown forums
1:00 -> 1:30 off screen due to siri
1:30 continue
1:45 enters forum COMPLETE

ask

Task 2 : save a forum and access it again

T2



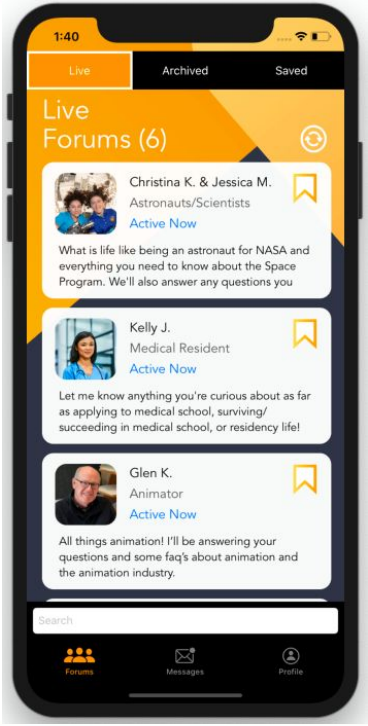


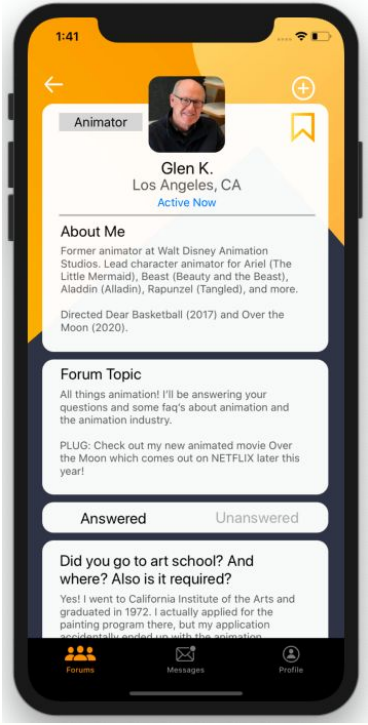
- Task 2 (3 clicks, 14 sec, 0 err)
  - "I think that's archiving?"
  - "So I click it (bookmark)"
  - "OHH! Former animator at Walt Disney! That's cool"
  - "access it in saved"
- Physical Response
  - clearly and confidently spoke about steps to take and where she assumed things would be
  - was very excited after learning something from the writer bio

ask

Task 2 : save a forum and access it again

T2



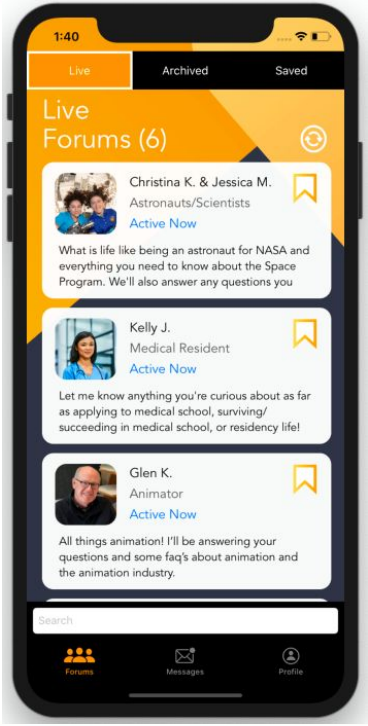


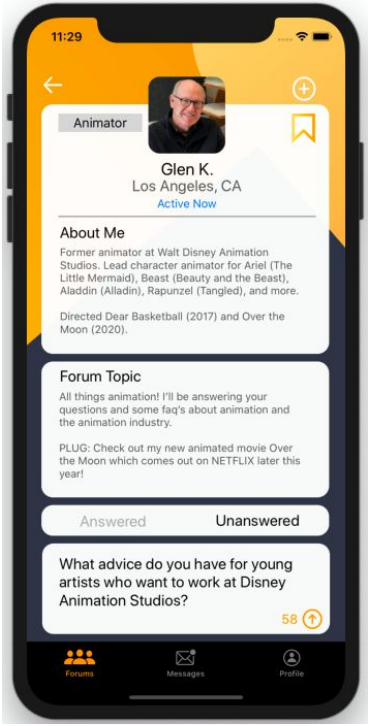
Task 2:
1:50 START
1:59 press bookmark
2:02 return to forum list
2:04 access “SAVED” COMPLETE

ask

Task 3 : ask a new question

T2



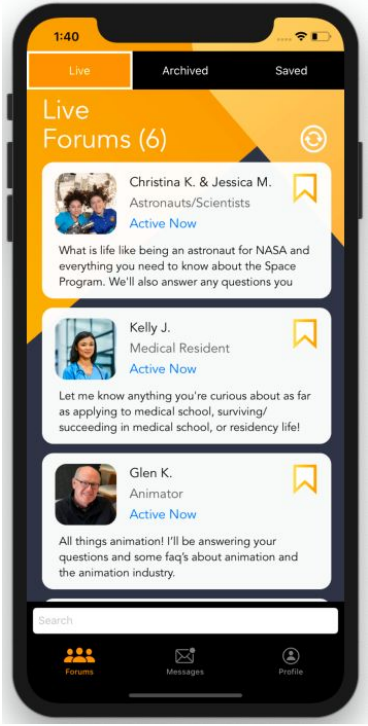


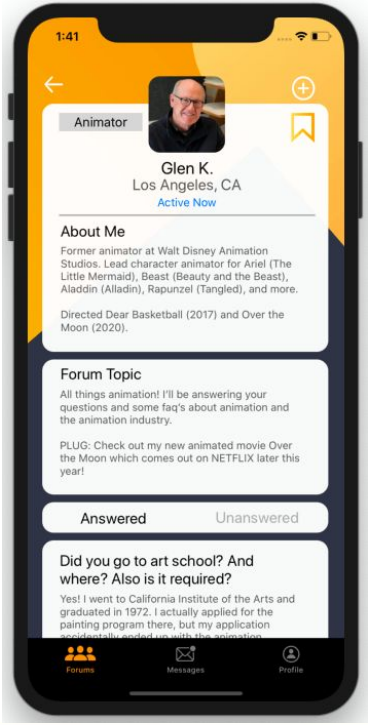
- Task 3 (10 clicks, 90 sec, 6 err) ✓
  - "reading...reading"
  - "Oh there are more unanswered questions"
  - "There are 58 responses?!"
  - "Oh unanswered! That makes A LOT of sese"
- Physical Response
  - got quiet to focus on finding right action
  - excitement after finding the right button

ask

Task 3 : ask a new question

T2





Task 3:
2:14 START
2:25 scrolling thread
2:40 click unanswered
2:53 pressed upvote (err)
3:18 toggle answered/unanswered (err)
3:20 goes to messages (err)
3:22 return to forum
3:32 scroll more
3:34 goes to profile/messages/forum (err)
3:44 find + button and clicks COMPLETE

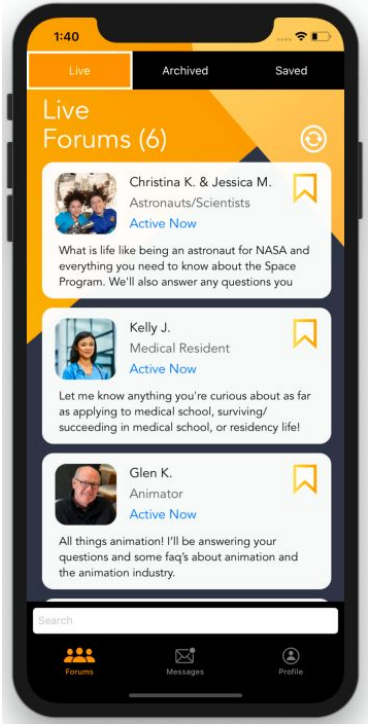
ask

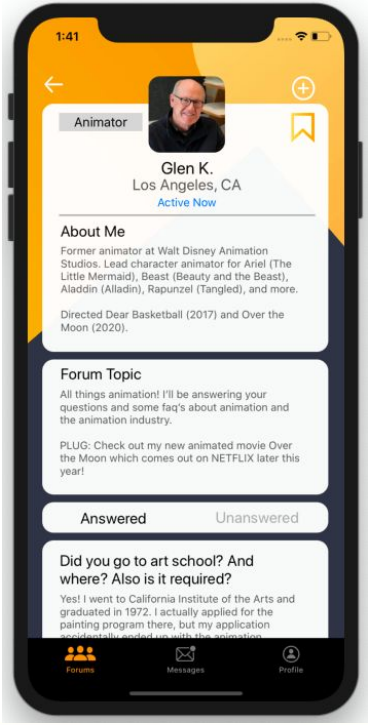
results

- 17 year old female
- student at Palo Alto HS
- quiet picnic table seating

Task 1 : find a forum related to your interests

T3



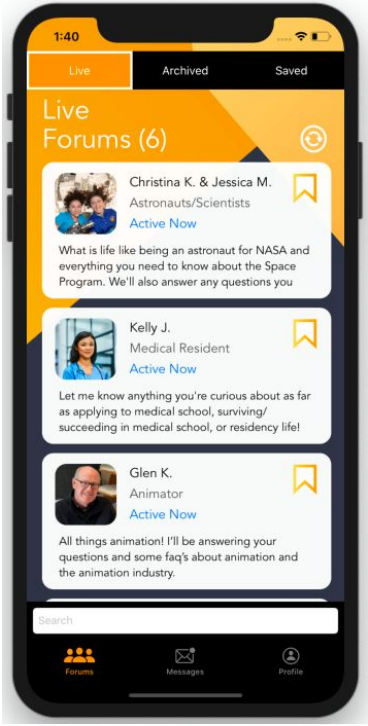


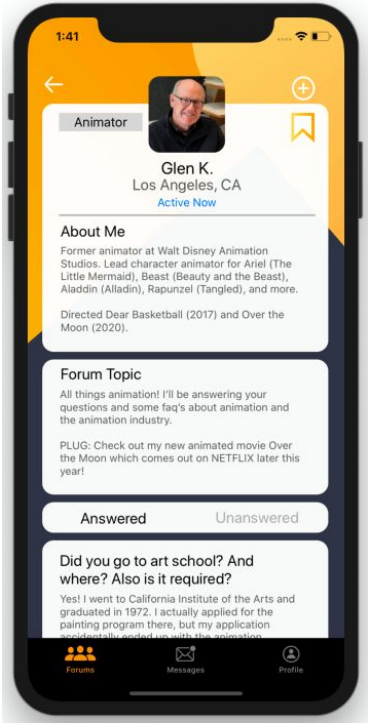
- Task 1 (2 clicks, 14 sec, 0 err) ✓
  - "It says 'Live Forums' so I hope that's good"
  - "This dude...Glen K."
- Physical Response
  - calm during search
  - questioned own assumptions even when correct

ask

Task 1 : find a forum related to your interests

T3



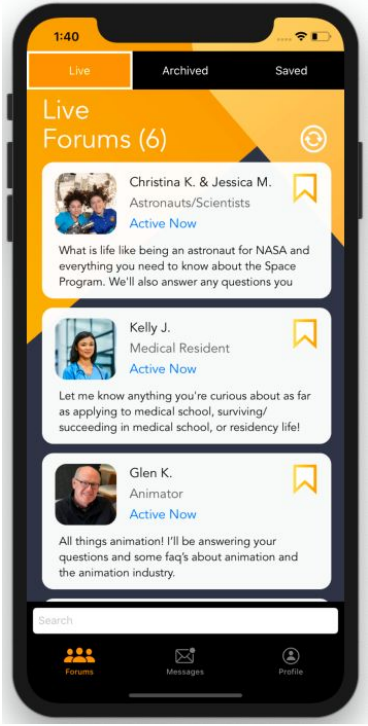


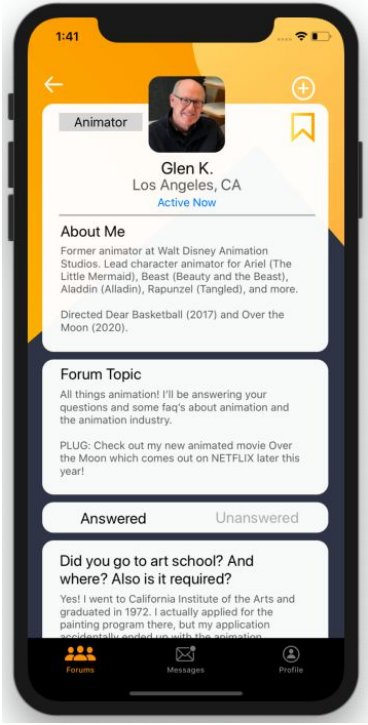
Task 1:
0:08 START
0:09 selected Forums tab
0:22 clicked correct forum COMPLETE

ask

Task 2 : save a forum and access it again

T3





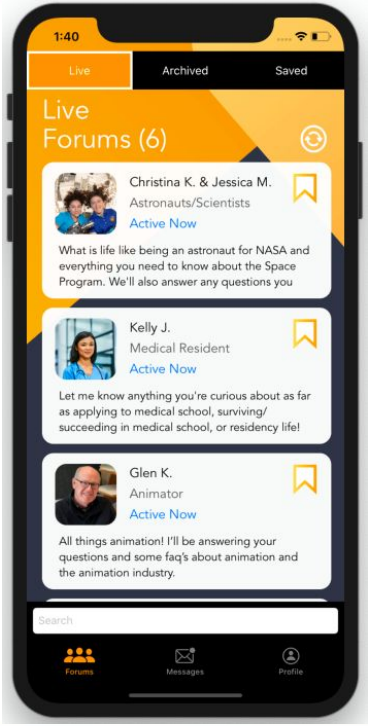
- Task 2 (10 clicks, 28 sec, 2 err) ✓
  - “use the little flag”
  - “ummmmm that’s adding something”
  - “Oh here!! (presses bookmark)”

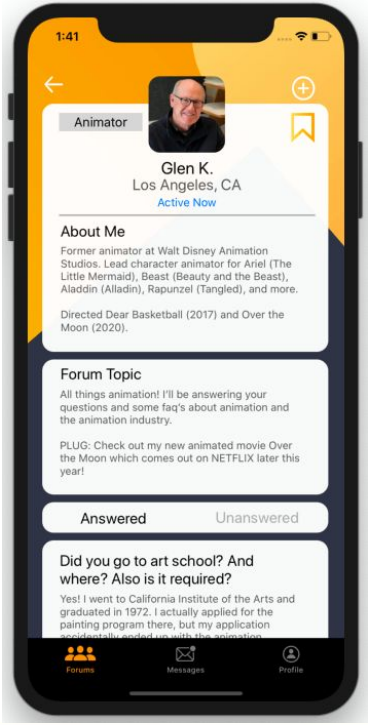
- Physical Response
  - Forgot to press the bookmark after acknowledging she should press it which lead to confusion
  - Became excited and moved quickly after realizing she forgot to press button

ask

Task 2 : save a forum and access it again

T3



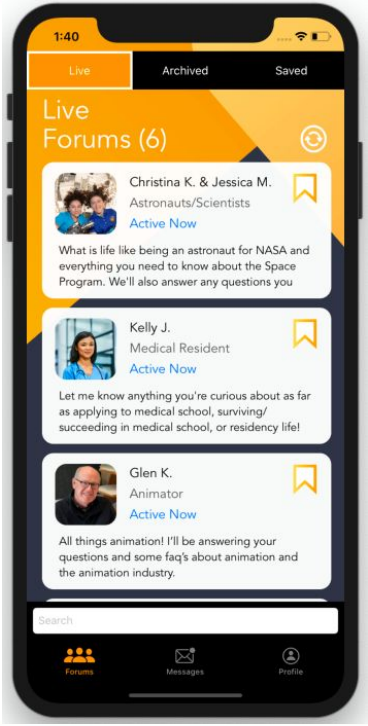


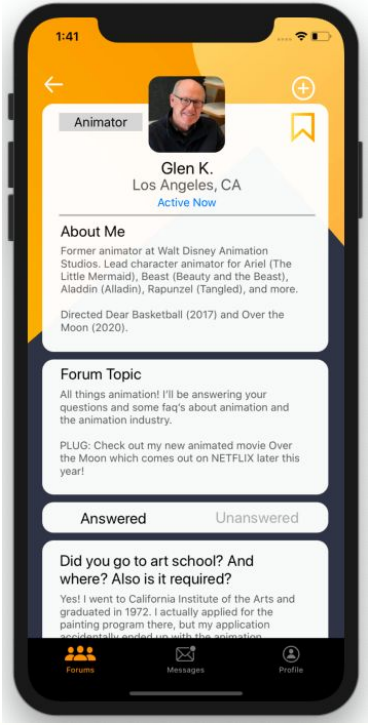
Task 2:
0:39 START
0:40 says to press bookmark but forgets to
0:42 goes to messages then to profile (err)
0:46 goes to forum then toforum list
0:50 goes to “SAVED” tab
0:54 goes to “LIVE” tab
0:57 enters forum
1:05 clicks bookmark
1:06 returns to forum list
1:07 goes to “SAVED” tab

ask

Task 3 : ask a new question

T3



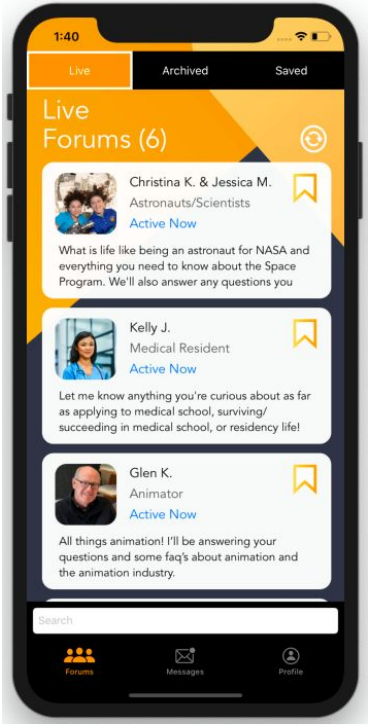


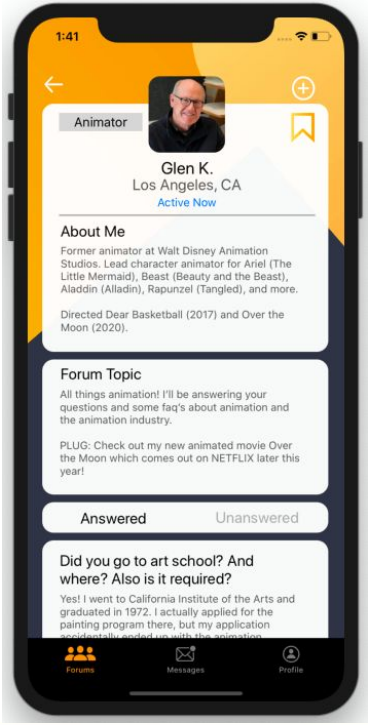
- Task 3 (4 clicks, 64 sec, 0 err)
  - "I see the answered questions here"
  - "The unanswered here"
  - "That's not how you post a question" (referring to upvoting)
- Physical Response
  - Long pauses with audible sounds of thinking
  - After thinking, quickly makes a move

ask

Task 3 : ask a new question

T3





Task 3:
1:19 START
1:26 presses unanswered
1:46 presses answered
1:54 presses unanswered
2:23 presses + COMPLETE

ask

results

T1

- Task 1(2 clicks, 23 sec, 0 err)
- Task 2(11 clicks, 36 sec, 3 err)
- Task 3(4 clicks, 65 sec, 0 err)

T2

- Task 1(3 clicks, 70 sec, 0 err)
- Task 2(3 clicks, 14 sec, 0 err)
- Task 3(10 clicks, 90 sec, 6 err)

T3

- Task 1(2 clicks, 14 sec, 0 err)
- Task 2(10 clicks, 28 sec, 2 err)
- Task 3(4 clicks, 64 sec, 0 err)

T4

- Task 1(2 clicks, 15 sec, 0 err)
- Task 2(4 clicks, 19 sec, 1 err)
- Task 3(4 clicks, 52 sec, 0 err)

changes
method
test measures
results
discussion
end

discussion

- Task 1(2.25 clicks, 30.5 sec, 0 err) (minimum clicks: 2)
- Task 2(7 clicks, 24.25 sec, 1.5 err) (4)
- Task 3(5.5 clicks, 67 sec, 1.5 err) (2)

T1

additional gathered information

- **“strange to use phone app on a computer”**
- **“saving was tiny bit confusing”**
- “after some trouble shooting though, the user will figure it out”
- “an onboarding tutorial would be really nice”
- “I like the messaging even though we didn’t do any. I like the idea of networking on here”
- “this would be really useful”

additional gathered information

- “How is archived different from saved?”
- **Need to consider rewording saved, archived, bookmark**
- ‘Archive’ label should be further evaluated. Archive in Instagram has different meaning
- **Swapping between answered and unanswered was easy**
- Upvoting was not familiar to tester

additional gathered information

- “I get how the app works because it similar to Instagram which I am familiar with”
- “It would be nice to have a tutorial on what buttons do and how to post a quest...etc”
- **“Overall, I think it’s pretty cool and this app would definitely help people especially high school students who know what they want to get to know more of”**
- Would be comfortable posting (likes the anonymity)

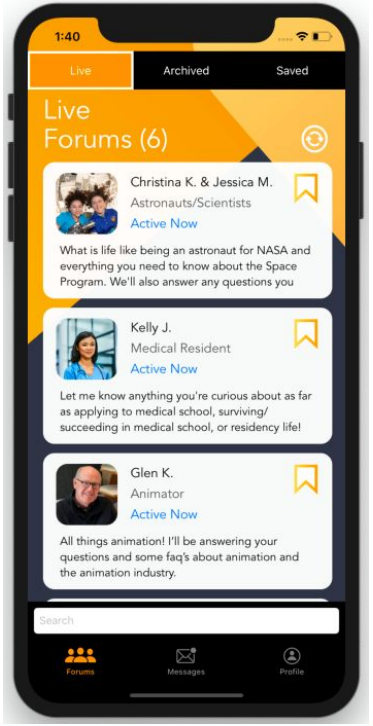
T4

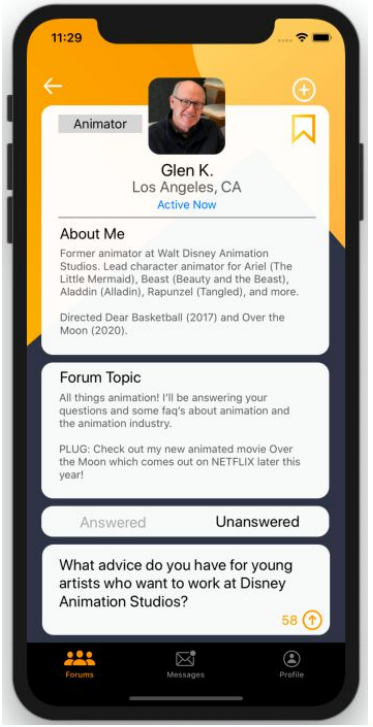
additional gathered information

- “I like the layouts of the topics in the forum list were clear”
- **“Like the active now so you know if there are people there to respond to you”**
- “Bookmark is clear but not clear where to find them after”
- “Is the author the only person answering?”
- **“It’s nice that you don’t have to ask but still get information”**
- Like the option of remaining anonymous
- Would like a “while you were away” feature

Things we might change

- bookmark vs saved
  - be more consistent with icons and labels
- archived forums vs past forums
  - what's more intuitive?
- further evaluate the add question button
  - make it a floating footer cell that is always on screen
- continue to implement more features
  - unique profiles
  - creating forum
  - messaging





changes
method
test measures
results
discussion
summary
end

changes
method
test measures
results
discussion
summary
end

ask

Philip Q.

Gabe S.

Michelle W.