



USABILITY TEST (HIGH FIDELITY)

teamX4X.

MEMBERS

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Summary :

The main goal of this test is to analyse whether the new design: a) successfully enables customers to independently guide themselves through the redesigned interface and b) eases their in-store sending experience with the help of the redesigned kiosk functions. During the test, each user were able to choose which scenario they wanted to complete or choose one that related to them the most. All testing for our high fidelity prototype was done through moderate or face to face testing. We asked seven participants to test our high fidelity prototype and subsequently give feedback about it. The results of the testing demonstrated that seven of them were able to complete the tasks without having any challenges.

Methodology :

Main demographics of our participants

Age	
10-20	5
20-30	2
TOTAL (participants)	7

Gender	
Women	3
Men	4
TOTAL (participants)	7

What the participants did:

The participants were asked to complete one of the three tasks relating to the sending experience on the self-serve kiosk. After completing the task, we conducted a in retrospective think aloud and retrospective probing to gain in depth insights about their thoughts on the prototype and user experience.

What data we collected

The data we collected related to how many participants were able to successfully complete the task. During the test, participants encouraged to verbally express their thoughts on the product (concurrent think aloud), therefore allowing us to receive instant feedback based on what the users are feeling in the moment. We also conducted a retrospective think aloud and retrospective probing with the participants at the end of the test. Subsequently, we were able to gain in depth insights about their whole experience with the redesigned high fidelity prototype.

POSSIBLE FURTHER IMPROVEMENTS

- testing in the actual environment
- remote testing to get a wider sample of users
- adding "calculate postage" interface
- wider range of demographics in testers

Introductory Questions & Tasks

The introductory questions are asked to all of the users who are participating in moderate (face-to-face) user testing.

Sample Questions	Sample Responses
Have you heard of the self-serve kiosk?	All of the participants have heard of the self-serve kiosk
Just from looking at the homepage, what kinds of tasks do you think this interface are designed for?	7/7 of the participants were able to identify what the kiosk was designed for and all of the services on the kiosk.
Do you know any suitable place for this service to be used?	7/7 were able to point out that the interface will be used in a Post Office

Scenario

Scenario 1 : (Send an item) You have an item you want to send to your friend who lives across the town. You want that item to be delivered to him/her tomorrow? Send the item using the self-serve kiosk

Scenario 2 : (Send a document) You want to send an A4 document to your business partner who lives in a different state. You need it to arrive in one business day. Send the document using the self-serve kiosk.

Scenario 3 : (Send a passport) Send a passport with your own envelope using registered post.

The responses below were gathered from users attempting to complete one of the three scenarios.

Sample Findings	Sample Recommendations
<p>Concurrent Think Aloud (users thoughts and feelings at that moment)</p> <p>What do you think about the graphic in the prototype?</p> <p>What do you think about the handwriting options provided in the address page?</p> <p>What did you think of the product selection card's design?</p> <p>So far, are you satisfy with the experience? (ask when they have completed half of the task)</p>	<p>Majority said that the graphic design is really useful and makes them understand the context better, preventing them from having second thoughts about whether they did the steps correctly or not</p> <p>All of the participants had a positive view of the handwriting interface as it is relatively new to them and they think that by having it in the prototype, the sending experience will be easier for them and will save time for them.</p> <p>Five participants praised the visual design of the product cards, specifically the use of colour to identify different product options.</p> <p>Six were really satisfied with the experience while one was relatively satisfied with the experience but felt like the experience could be improved in the future.</p>

Sample Findings	Sample Recommendations
<p data-bbox="183 338 735 412">So far, is there anything that you think can be fixed?</p> <p data-bbox="183 551 735 667">In Retrospective Think Aloud After the session ask participants to retrace their steps and discuss</p> <p data-bbox="183 1361 576 1525">Retrospective Probing (at the end discussion) What do you like about the prototype?</p>	<p data-bbox="790 338 1394 454">Six said that they felt that the interface needed no change while one felt that the address page could be formatted better</p> <p data-bbox="790 506 1362 667">One mentioned that they preferred not clicking the close button but instead clicking outside of the image when the letter gauge option screen popped up</p> <p data-bbox="790 719 1394 965">Two like the idea that myPost members have short cuts provided on the interface. One said that this feature is a convincing argument for getting a myPost membership. (reducing the time the task takes).</p> <p data-bbox="790 1061 1394 1308">One liked the idea of having cancel on the top of the screen to allow for users to start from scratch. Another said that they liked the confirmation popup as it would ensure that accidental touches by users would not result in lost data or progress.</p> <p data-bbox="790 1359 1406 1520">Two said that the info tab provided in front of the optional extras is really helpful for them as the graphic provided made them understand each option better.</p> <p data-bbox="790 1572 1394 1774">Four talked about how the visual (colour theme, icons, graphics) all work together in a unified fashion. One said that the colour theme of the prototype made the experience feel more formal.</p> <p data-bbox="790 1825 1394 1942">One liked that the maximum measurements of small and large letter is labeled on the letter gauge graphic.</p>

Sample Findings	Sample Recommendations
<p>What do you find really interesting about the interface?</p> <p>Do you find the time of completing the tasks too long?</p>	<p>One mentioned that she really liked the idea of having a cart icon displayed when attempting to complete another task</p> <p>Two mentioned that they liked the progress bar that is located on top right corner, which indicates how many more steps they need to complete</p> <p>Four mentioned that they really like how the prototype appears clean and simple and still works in a straightforward fashion, making it easy for them to complete the task independently</p> <p>Five liked that there is a graphic showing where to drop off the parcel after paying for the service</p> <p>Two really like the handwriting options provided in the address page</p> <p>Three said that at first glance, the visual design of the prototype really caught their eyes and persuaded them to try out the product</p> <p>Five said that it did not take them a long time to complete the task and it wasn't time consuming</p> <p>One says that it did not take them long to complete the parcel task but the letter task took them a bit longer to complete</p> <p>One said that they felt like the duration of the task can be shortened further even though the time to complete the task currently is short</p>