

unping

Usability Testing Report

Kacper Jaroszynski | N00200915

Major Project

BA(Hons) Interaction + User Experience Design

Contents

Participants	4
Method	6
Testing venue	8
Testing Insights	
Phone box	12
Habit pedestals	14
Agenda and calendar	18
Cards	22
Conclusion	
Feedback summary + suggested changes	26
Appendix	
Consent forms	30

Participants

Participants were recruited from Year 4 IUXD and VisComm courses due to availability. Care was taken to interview people who have not been in close proximity to the project or have not interacted with the objects that were tested.

Participants age was aligned with that of my target audience and gender breakdown was preserved with two female and one male participants.

3

participants

22—24

years old

2:1

female:male

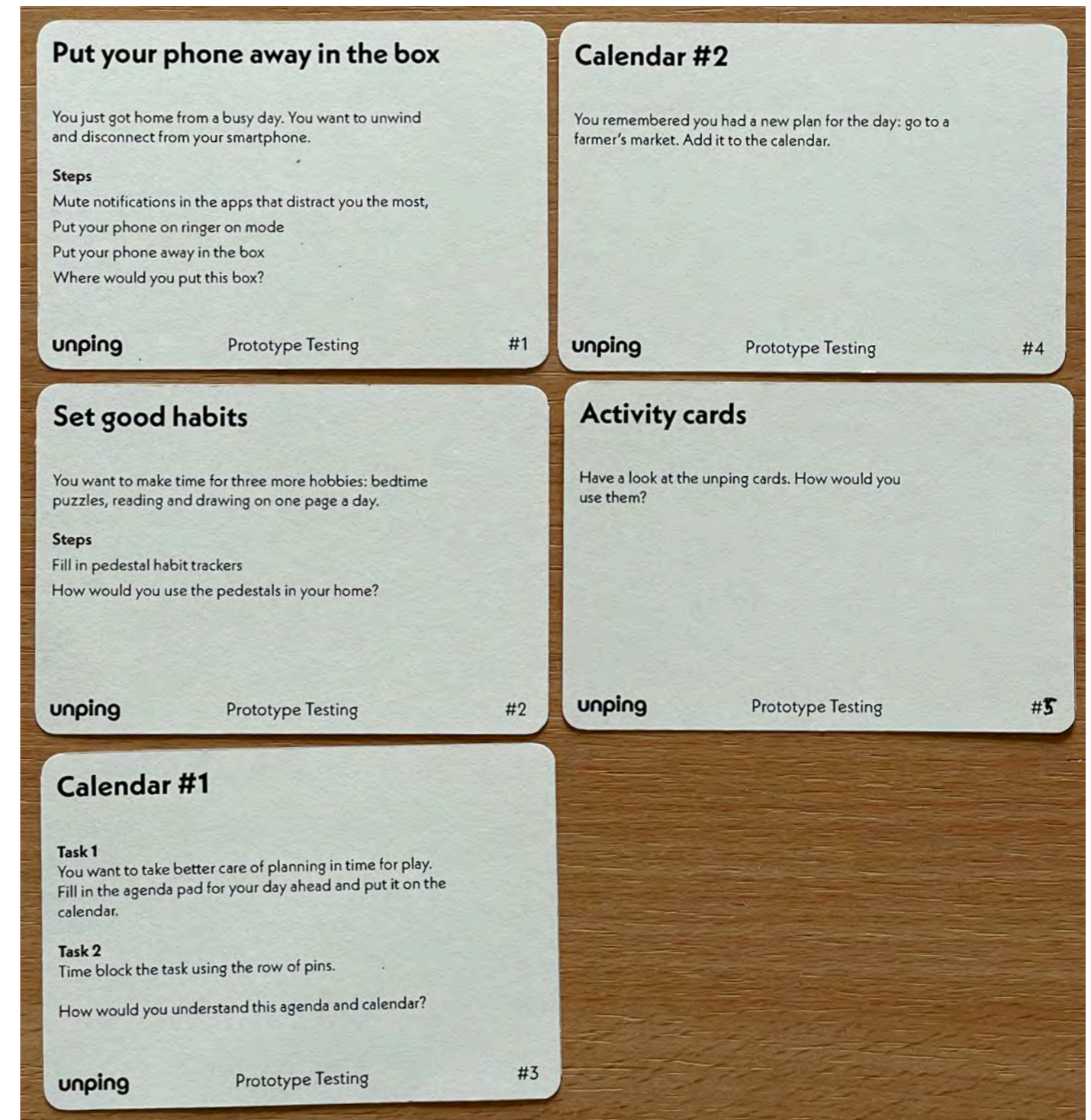
Method

Participants were introduced to the study and signed consent of participation forms.

Participants were then presented with task cards followed by semi-structured discussion as they tested the products.

Insights were recorded by me taking photos and handwritten notes while trying to not break the natural flow of the conversation.

Further long-term testing, shadowing during set up and dairy study over a week, would be needed to help and understand the set up experience, impact of the products on the users and the efficiency of the unping product ecosystem



Testing Venue

Testing was conducted in the exhibition space. The intended context of use was described to participant with each task.

Ideally, I would have tested in home environments where participants could arrange the outcomes in their space. This test focused purely on the physical prototype usability.



Testing Insights

Phone Box

Participant 1

Intuitive to use, would already do similar phone settings of muting notifications and leaving the ringtone on for calls when going to bed. Meaning people can reach her urgently but the phone is not distracting.

Participant 2

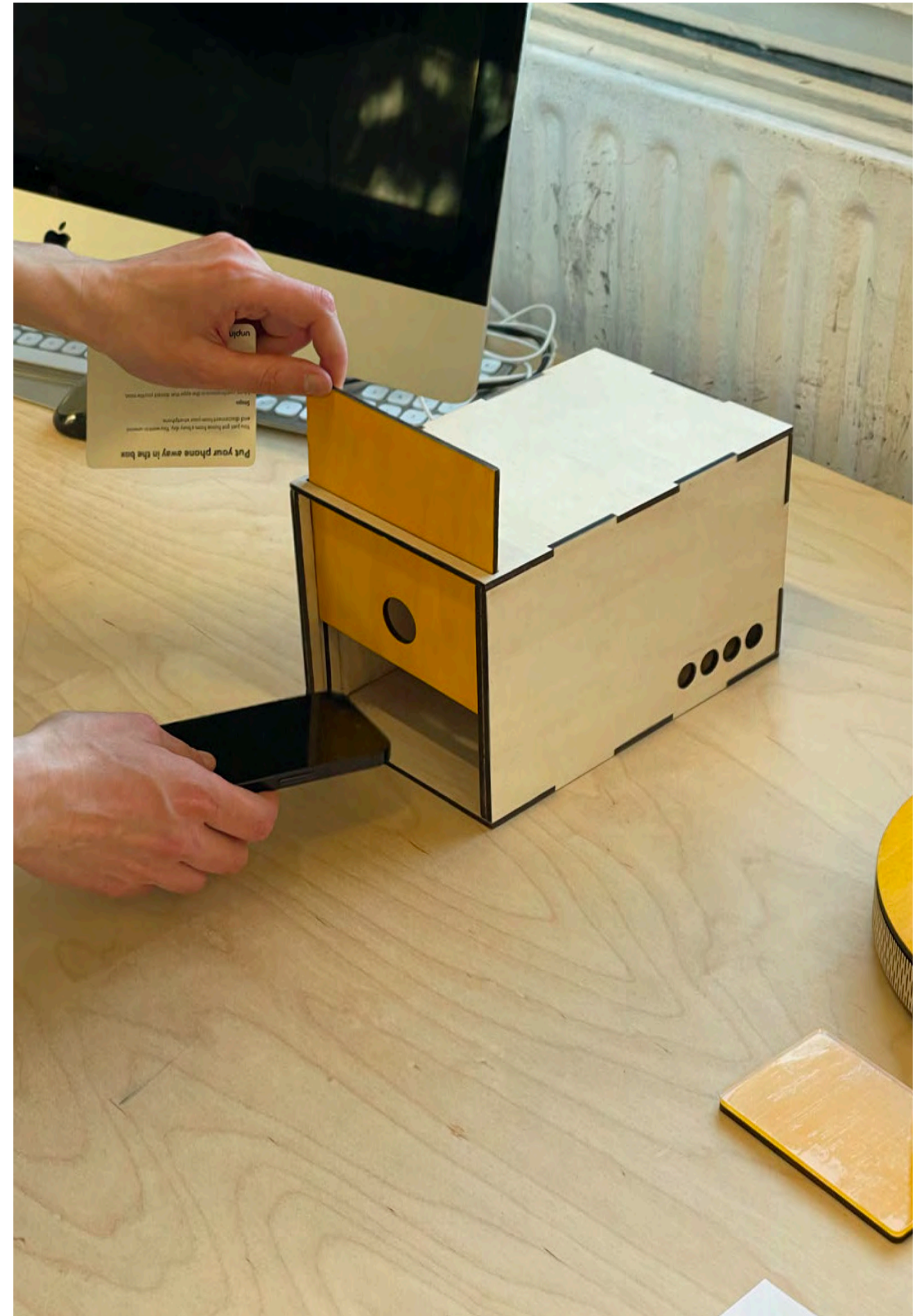
The box felt natural to use. Pretty self explanatory.

Participant 3

"Out of mind out of sight". No problems noted.

Summary

All participants successfully identified the slide affordance to open the box.



Pedestals

Participant 1

"I initially thought size meant importance, but as I am placing the objects, I realise its to accommodate for different sizes of objects"

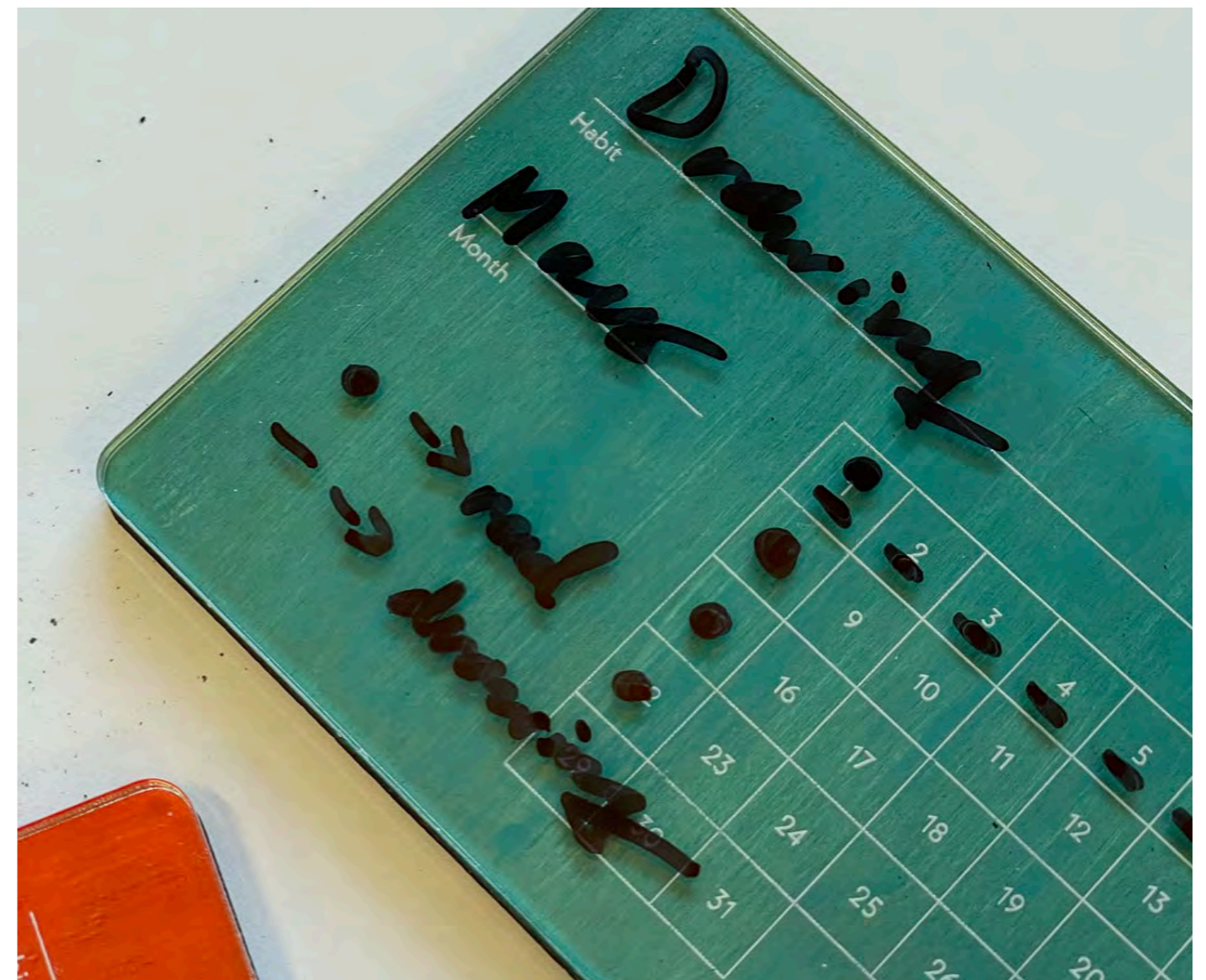
Nice to have the physical reminders when being idle around the house.

Materiality of the objects and the wall grooves made it for a nice sensory experience. Participant was drawn to the objects, handling them was pleasurable.

Habit tracking boards were used in a unique way. The participant used one tracker for all 3 habits making a legend of symbols + denoting 3 habits on one card.

"Maybe if I had more things than 3 to track I would use all of the cards, but otherwise one is easier to manage"

Note from tester: perhaps this would change if the pedestals were in the intended environment and scattered across the rooms at home - then card per pedestal would be required.



Pedestals

Participant 2

Pedestal size was interpreted as levels of importance.

Habit boards were intuitive, participant filled them as per design intent.

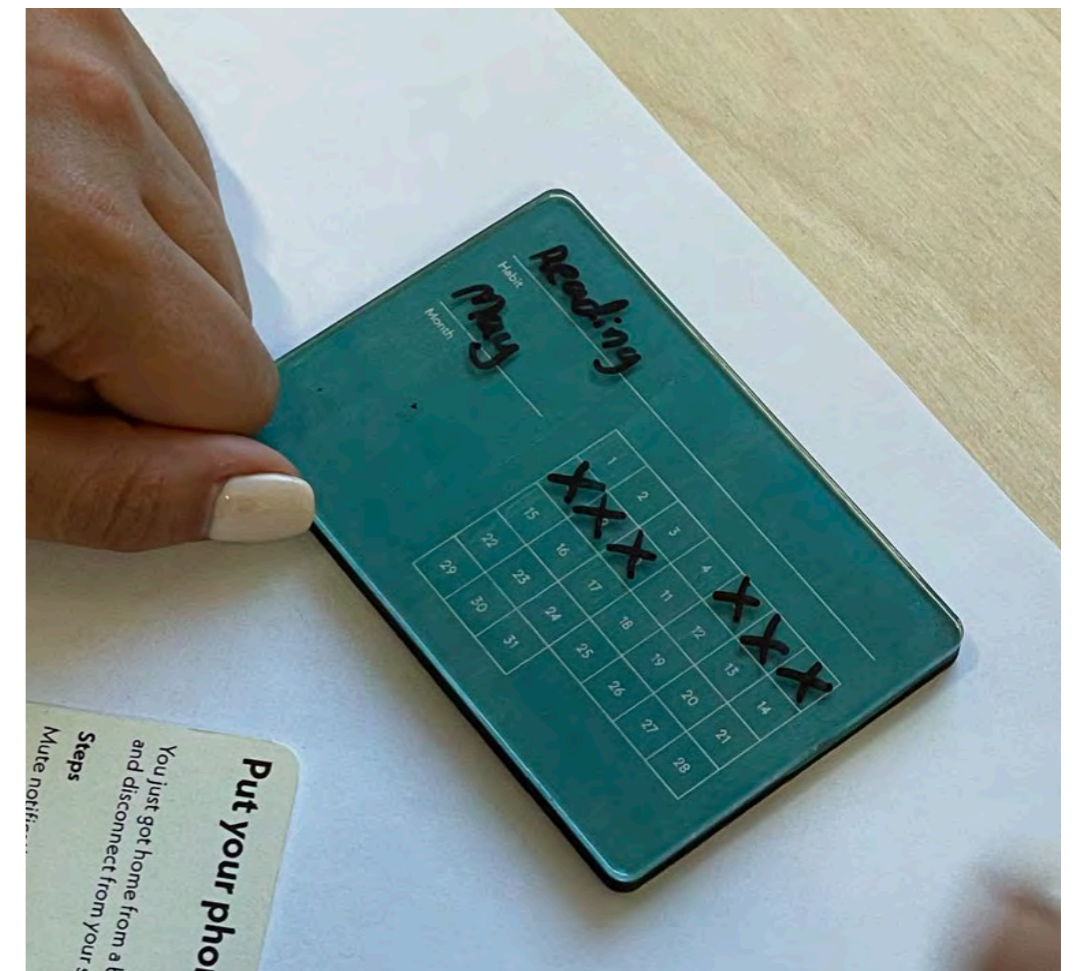


Participant 3

Interpreted sizes of pedestals as to support different weights and sizes of objects placed atop.

Habit card filled as per design intent. Participant noted that crossing out days and accumulating them would be motivating to keep going with the habit.

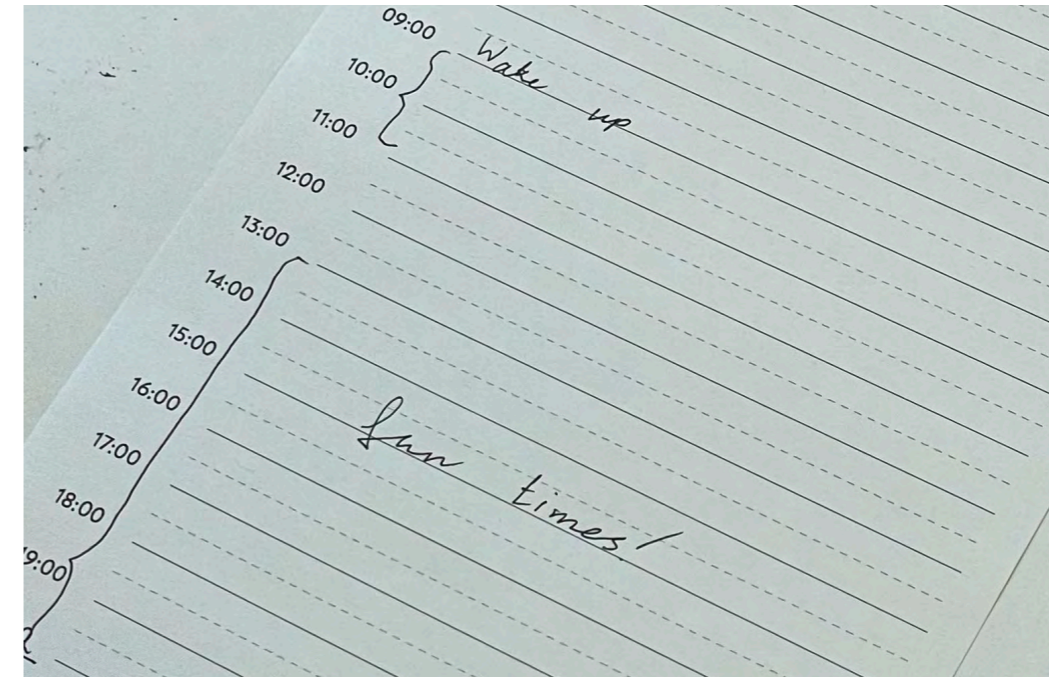
Identified the benefit of keeping the habits and pedestals easy to see meaning that habits have higher likelihood of being completed.



Calendar #1

Participant 1

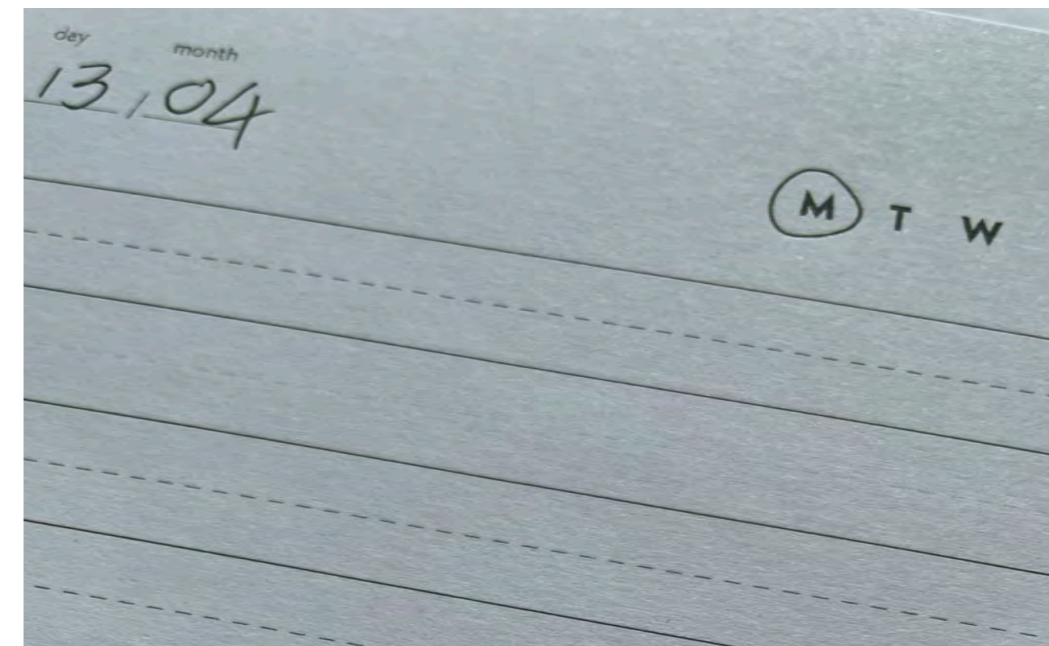
Date / month were filled intuitively. Participant notes they wouldn't fill the agenda in detail, only things they care about. As participant filled the refill on the table (off the calendar stand) they intuitively draw brackets to denote timespan of each activity before moving onto the calendar and adding pegs onto the board.



Participant 1

Participant 2

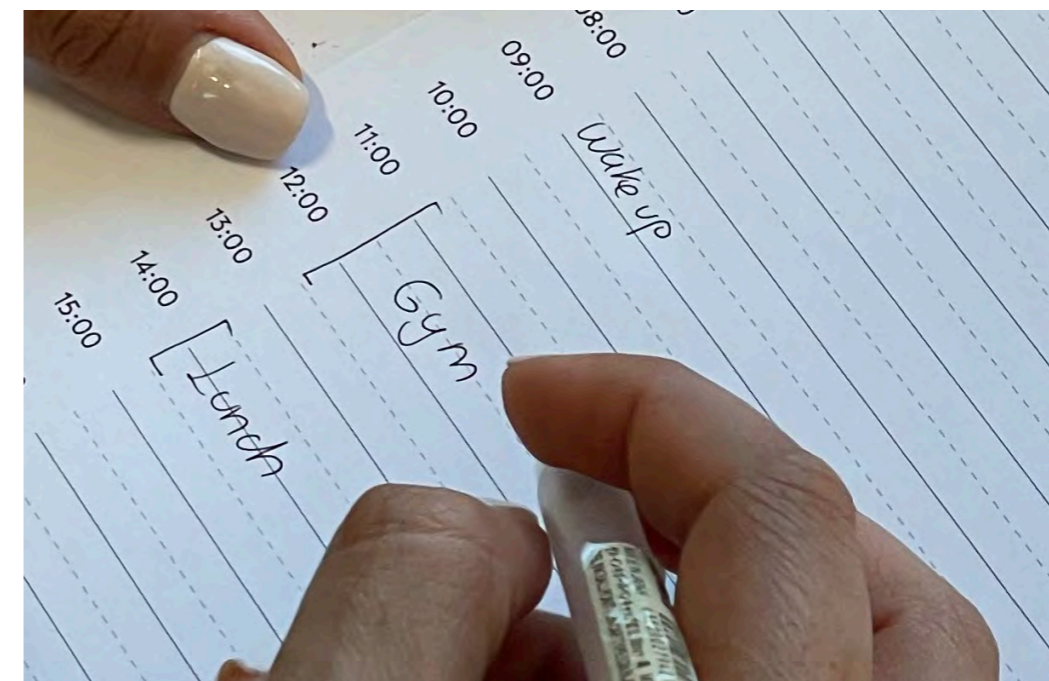
Filled the agenda intuitively. As part of discovering of the calendar functionality, participant circled the day of the week before realising that the calendar has a light strip to denote the day of the week.



Participant 2

Participant 3

Uses time-blocking in their day to day. Was efficient filling the agenda and again denoted the duration of each block with a line on the side of the agenda page.



Participant 3

Calendar #2

No participants had problems in hanging of the paper agenda onto the calendar box. Light interface denoting day of the week and time was also easy to understand.

Note: 1 in 3 participants was confused about the pegboard to hour position and made a mistake in placing the pegs to correct hour without realising.

Participant 1

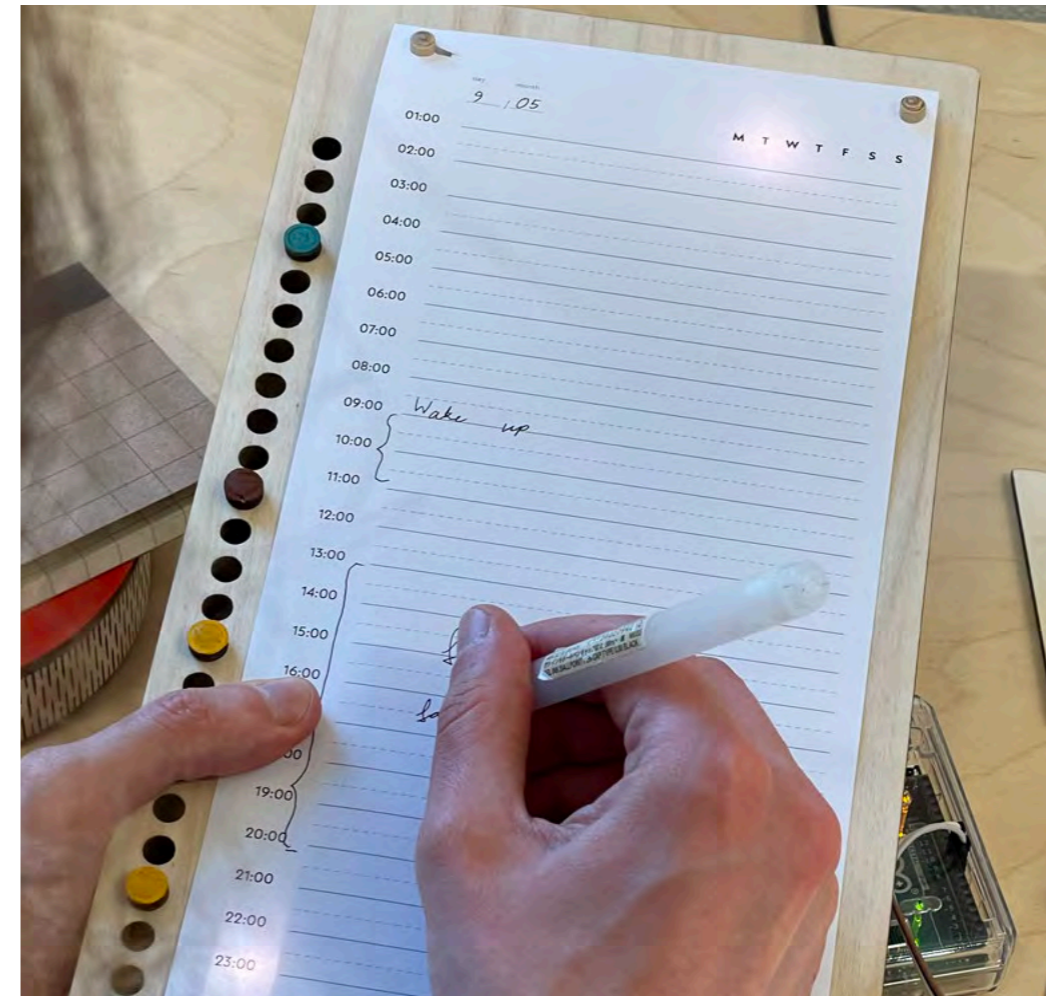
Colour coded pegs. Yellow for happy events, etc. participant only placed pins at the beginning and end of the event that spanned few hours. "I don't think I would fill everything with pins, maybe I would do all the pins for my hours of fun" as that was a rewarding experience for the participant. Writing flat was more comfortable although it wasn't obvious it could be done like that.

Participant 2

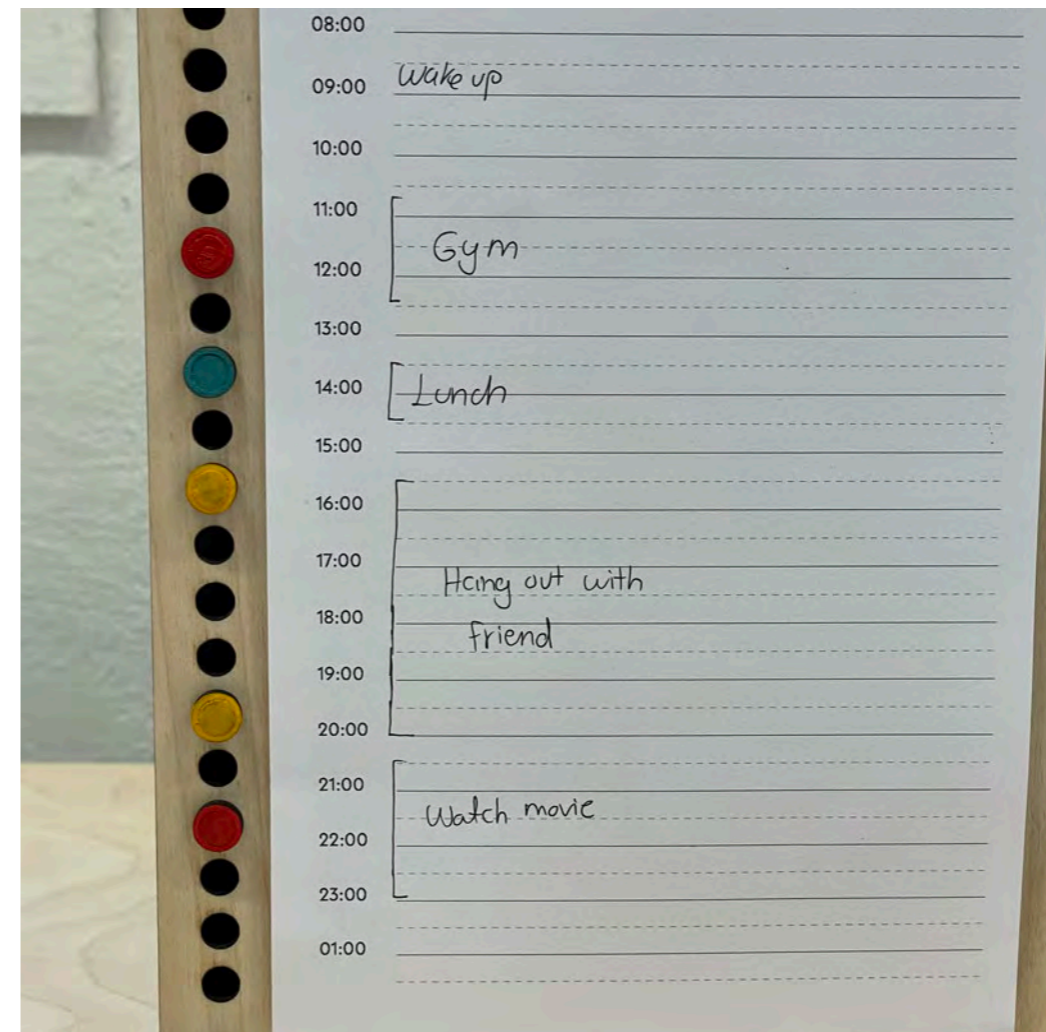
Red would be used for important things. Colour coding different events came naturally. Participant only used two pins to denote start and end of an event, rather than stick 4 pins for 4 hours. Participant had trouble aligning pegs to appropriate time.

Participant 3

Used colour coding intuitively, also only used capstone (start / end) pegs for longer events.



Participant 1



Participant 3

Cards

Participant 1

Was not clear about the instructions on how to choose activities (instruction card). Number list suggested steps rather than options. Header was also confusing "Ways to choose" not clear.

Otherwise, colour coded categories and layout made sense. Participant also appreciated the option for "this activity can be individual or group".

"They just remind me of my childhood" // "I did that yesterday" were some of the comments on the sample activities in the deck.

Participant 2

Layout was clear and the activities did not feel like a big ask / felt manageable.

Participant 3

I'd be more willing to do certain activities over others depending on the day. Maybe categories like "after a busy day" or "a weekend treat" could be useful.

Conclusion

Feedback summary + Suggested Changes

Phone Box

Box would benefit from specific instructions on how to set up the phone settings to mute distracting notifications, while allowing calls to come through.

Pedestals

Provided good and flexible platform that could be personalised and used in individual ways. No major problems identified. Would benefit from an in-situ testing over longer term

Calendar #1

Agenda itself was intuitive to fill. People would use it to varying degrees of detail. 2 out of 3 time blocked on paper before putting the agenda on the calendar box with a timeblocking pegboard.

Calendar #2

The box could benefit from more explicit instructions of use, especially when it comes to laying it flat to write on the agenda paper or add plans. Pegboard alignment to hours would need further testing as 1 out of 3 participants found it unclear without realising the peg misplacement.

Cards

Minor change to the instruction card needed in "ways to choose activity" section.

Perhaps categories such as "after a busy day" or "weekend treat" could be used to enhance the experience.

Appendix

User Testing Consent

Major Project | Unping
Kacper Jaroszynski | N00200915

As part of my Major Project for BA(Hons) Interaction + User Experience Design, IADT, I have to conduct user testing of my physical outcomes. They include a phone box, habit tracking pedestals, analog agenda and activity cards.

Testing will include a completion of tasks provided on task cards and a brief discussion about your experience with the outcomes. The session may be photographed with your permission, and I (Kacper Jaroszynski) will take notes of your comments to compile it into a usability report.

Your name will be anonymised, but I will ask you to provide your age, to prove that you are within my intended audience for the product. Your identity might be recorded as: Participant 1, 22 years old.

All of the data will be stored on OneDrive that is password protected and administered by IADT. Material gathered will be used for assessment purposes. Some images, might be used in Kacper's portfolio with your permission. Your face does not need to be in the images. This is optional.

I _____ (name) consent to take part in the interview.

I consent for photos from the testing to appear in Kacper's portfolio.

Signed

Date

User Testing Consent

Major Project | Unping
Kacper Jaroszynski | N00200915

As part of my Major Project for BA(Hons) Interaction + User Experience Design, IADT, I have to conduct user testing of my physical outcomes. They include a phone box, habit tracking pedestals, analog agenda and activity cards.

Testing will include a completion of tasks provided on task cards and a brief discussion about your experience with the outcomes. The session may be photographed with your permission, and I (Kacper Jaroszynski) will take notes of your comments to compile it into a usability report.

Your name will be anonymised, but I will ask you to provide your age, to prove that you are within my intended audience for the product. Your identity might be recorded as: Participant 1, 22 years old.

All of the data will be stored on OneDrive that is password protected and administered by IADT. Material gathered will be used for assessment purposes. Some images, might be used in Kacper's portfolio with your permission. Your face does not need to be in the images. This is optional.

I _____ (name) consent to take part in the interview.

I consent for photos from the testing to appear in Kacper's portfolio.

Signed

10/05/24

Date

User Testing Consent

Major Project | Unping
Kacper Jaroszynski | N00200915

As part of my Major Project for BA(Hons) Interaction + User Experience Design, IADT, I have to conduct user testing of my physical outcomes. They include a phone box, habit tracking pedestals, analog agenda and activity cards.

Testing will include a completion of tasks provided on task cards and a brief discussion about your experience with the outcomes. The session may be photographed with your permission, and I (Kacper Jaroszynski) will take notes of your comments to compile it into a usability report.

Your name will be anonymised, but I will ask you to provide your age, to prove that you are within my intended audience for the product. Your identity might be recorded as: Participant 1, 22 years old.

All of the data will be stored on OneDrive that is password protected and administered by IADT. Material gathered will be used for assessment purposes. Some images, might be used in Kacper's portfolio with your permission. Your face does not need to be in the images. This is optional.

I _____ (name) consent to take part in the interview.

I consent for photos from the testing to appear in Kacper's portfolio.

Signed

90 may '24
Date

User Testing Consent

Major Project | Unping
Kacper Jaroszynski | N00200915

As part of my Major Project for BA(Hons) Interaction + User Experience Design, IADT, I have to conduct user testing of my physical outcomes. They include a phone box, habit tracking pedestals, analog agenda and activity cards.

Testing will include a completion of tasks provided on task cards and a brief discussion about your experience with the outcomes. The session may be photographed with your permission, and I (Kacper Jaroszynski) will take notes of your comments to compile it into a usability report.

Your name will be anonymised, but I will ask you to provide your age, to prove that you are within my intended audience for the product. Your identity might be recorded as: Participant 1, 22 years old.

All of the data will be stored on OneDrive that is password protected and administered by IADT. Material gathered will be used for assessment purposes. Some images, might be used in Kacper's portfolio with your permission. Your face does not need to be in the images. This is optional.

I _____ (name) consent to take part in the interview.

I consent for photos from the testing to appear in Kacper's portfolio.

Signed

10.05.2024
Date

