



B.Sc. in Computer Science

Project Nuggets

Prototype Testing Report

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1 Introduction

This report includes the testing process for the project. The report begins by discussing how the wireframe testing was conducted and the test results. The subsequent changes to the design are introduced and following that the mediate design prototypes. The mediate design prototypes were tested in much more detail and the process and results thoroughly laid out. The usability goals for the system were also introduced and in the final part of the report an overview of which goals were fulfilled was given.

1.1 About the application

The project entails atomizing and democratizing UX research within CCP. The system allows the CCP employees to search this database with ease for atomized bites or “nuggets” of information. Each “nugget” is tagged and processed in a way that makes sense for the development process within CCP. Gathering all these facts, insights, and results will immensely aid in the process of forming hypotheses about UX without personal bias. It will offer insights into not only statistics regarding UX research within CCP but emotions as well.

2 Wireframe Prototypes

A Prototype is used to put down design ideas, get an evaluation and feedback. It allows stakeholders to interact with it and visualize how the final product will look. There are three stages of prototyping

- Low-fidelity prototyping (paper prototypes and wireframe designs)
- Screen design/Mediate design (more details, color, fonts, texts, but not as detailed as the final product)
- Detailed design/High fidelity prototyping (looks like the final product but without all of the functionality) [1]

Low fidelity prototypes are paper prototypes and wireframes. Low fidelity prototypes are very useful because they are cheap, and it is easy to change the look without spending too much time on it. Low fidelity prototypes are not meant to be kept and integrated into the final product; they are used to explore ideas. Therefore, it is important that the design is flexible and encourage exploration and modification [2]. Due to COVID-19 the team decided to make wireframes exclusively. The wireframe design that the team made was a visual guide that represented the website's skeletal framework [1]. It was made in Figma and did not have any colors or graphics. The designs themselves can be seen in *Project Nuggets - Design Report* [3].

2.1 Testing

The team decided to do user testing on the wireframes with the help of friends and family to get an idea of the systems flow and if any significant usability problems needed to be fixed before the prototypes were made and tested. The wireframe tests were done with the interaction tool in Figma. The user testing was based on a script that included a short introduction, background questions, tasks to complete within the wireframe, and general questions regarding the wireframe. During every test, one team member conducted the test and wrote down notes and comments. This method was chosen since the participants were

not going to be actual users of the system, the purpose of this test was mainly to get a feeling of the website and whether the flow made sense.

Results from the tests were summarized and used for further analysis on the user experience, which can be viewed in the summary of wireframes section.

The test results were categorized into three distinct severity levels. Severity level 1 is a problem that is good to keep in mind but not a necessary change. Severity level 2 is a problem that is a significant disturbance but does not hinder the users' ability to use the system. Severity level 3 is a problem that has a severe effect on the users' ability to use the system and ruins his experience.

To see the complete guide that was used for the wireframe user testing, see Appendix 5.1.

2.1.1 Participant 1

Participant 1 is a 23-year-old male currently in university. He has very good general computer knowledge, and the test was taken at the participant's home. He understood the primary function of the website and thought it was user-friendly and easy to use. The participant had used a search engine with multiple tags before. The results from participant 1 can be seen in table 1.

Table 1: Results from participant 1

Number	Description of User Problem	Task	Severity
1	Would have liked to be able to write the tags	2	1
2	Would have liked to be able to click on the tags themselves and not just the checkboxes	2	1
3	Would have liked to be able to click on the side to get rid of the dropdown window	2	1
4	Would have wanted to clear each tag one by one	5	1
5	Didn't know where to find "Most Popular" nuggets	5	2

2.1.2 Participant 2

Participant 2 is a 25-year-old male currently in university. He had used a similar search engine before. He found the website simple, but that some names might be reconsidered. The test took place at the participants home. The results from participant 2 can be seen in table 2.

Table 2: Results from participant 2

Number	Description of User Problem	Task	Severity
1	Unclear if the question is asking for specific nugget or if it just possible to scroll through Most popular	1	1
2	Unclear what "Playlist" and "Tabular" means	7	1

2.1.3 Participant 3

Participant 3 is a 28-year-old male working as a store manager. He has good computer knowledge, and the test was taken in his home. The participant said, "This is a search engine of some kind", when asked what he thought was the website's primary function. He got agitated during the test because he was not able to click on every feature of the wireframe and, in turn, said he did not like the website. This would be a mistake on the conductor's part for not explaining the wireframe well enough to him and that he would not be able to click on every feature. Other than that, the test went well, and participant was able to finish most of the user tasks. The results from participant 3 can be seen in table 3.

Table 3: Results from participant 3

Number	Description of User Problem	Task	Severity
1	Didn't understand at first what to search for	2	2
2	Tried to clear the tags with the keyboard	5	1
3	Couldn't find Most popular nuggets	8	3

2.1.4 Summary of wireframe user testing

Generally, the participants found the system comfortable to use and understood the purpose of it. All of them had used a search engine before and knew the concept of it. Two of the users had a bit of a problem solving task no. 2, not because of the system, but because it was a *Figma wireframe* and didn't have all the necessary interactions the system is going to have. One user had a problem with task no. 5 but again just due to the interactions. Two users failed task no. 8 but that was more due to the way the task was set up.

The main problems found from the tests were lack of interactions and some confusion about the meaning of the words "Tabular" and "Playlist" when asked to switch from playlist view to tabular view. But the team was made aware that the CCP employees were used to the term tabular so it was decided to keep that wording.

The results were deemed very useful, and there was no a problem found regarding the system itself.

2.2 Changes made to the system after the Wireframe user testing

After the wireframe testing, it was clear that it would be necessary to make the prototype more interactive than the wireframes so that the next participants could get a better feeling about the system and not fail tasks because of lack of interactions. The taxonomy was also going to be upgraded and have more tags better suited for the actual system. Other than that, there weren't any comments regarding the system itself, so there wouldn't be any significant changes there.

3 Mediate Design Prototypes

Stage two of prototyping, as mentioned before, is mediate design. The mediate design has colors, shapes, and sizes. Style is also used to support and enhance the functionality and the usage of the interface. It has much more functionality than the low fidelity prototypes, but not as much as the detailed design would have [1].

The mediate design was done in Figma based on the results after the wireframe testing. Since most of the comments after the wireframe testing had something to do with the system's interaction, the team decided to make the prototype as interactive as possible, resulting in work around 50 man hours. The goal was to make the prototype feel similar to the real system, so the main flow through the system was set up as well as some alternative flows. The same story lines were used as in the wireframe section above but with updated tags. The mediate designs can be found in *Project Nuggets - Design Report* [3]. To get the desired result from the job stories, the following tasks would have to be solvable in the system:

- Search for Nugget
- Switch Between Nuggets
- Clear Search and Search Again
- Switch to List View
- Find Most Popular Nugget

3.1 Testing

The user testing guide used in the usability testing for the prototype can be found in Appendix 5.2. The user tests were carried out with five employees from CCP, all of which were targeted users of the system. Due to restrictions related to the pandemic, the tests were done remotely through Microsoft Teams, and thus the user testing guide was written with that in mind. All team members were present while the tests took place. However, only one member had his camera on and conducted the test. The other team members had their mics muted, and the cameras turned off, but took notes and monitored if the task passed or failed for each participant.

CCP uses the word playtester when referring to a usability test participant, so for that reason, the term playtester was also used in the guide.

3.2 SUS Questionnaire

Finally, the participants were sent a SUS (System Usability Scale) questionnaire and asked to fill it out. The questions can be seen below and the results can be seen under Results in chapter 3.4.6. The answering options were; Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree.

1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think that I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
6. I thought there was too much inconsistency in this system.
7. I would imagine that most people would learn to use this system very quickly.
8. I found the system very cumbersome to use.
9. I felt very confident using the system.
10. I needed to learn a lot of things before I could get going with this system.

3.3 Measurable Usability Goals

In the table below, the team has listed usability goals that were measured when conducting the prototype user testing. The goals are built from the User Testing Guide's tasks and should represent the general aims and objectives of the searching part of the system.

The user group Employees refers to all the potential main users of the system, which roughly means producers, designers and developers. Each goal's priority is listed and should indicate the importance of that goal being met where A is of the highest priority and C of the lowest. The measurement Success Rate should measure how well a user is able to complete a task, and the Satisfaction Rate should give some indication of if the usability of the system was satisfactory for the users.

Each task was graded to calculate the success rate. If the participant went through the task without any problems, the value was 10; Minor Struggle got 7.5, Some struggle 5, Major struggle 2.5, and Fail got a task grading of 0. The success rate was a summarized value for all participants for each task, divided by the number of testers.

To calculate the SUS score, each possible answer was given a value. If strongly agreeing was positive, 10 was given for Strongly Agree, 7,5 for Agree, 5 for Neutral, 2,5 for Disagree, and 0 for Strongly Disagree. The score was the other way around if Strongly Agree was a negative indication. Since this was done anonymously, the score could not be calculated for each participant, only for the group as a whole. A summarized value from all participant's was calculated, and an average of that as well. Finally, the average summarized score for all participant's was calculated to check whether or not the satisfaction rate goal was achieved.

Table 4: Usability Goals

Nr.	Usability Goals	User Group	Priority (A/B/C)	Measurement	Value	Status
1	The success rate for finding the search bar should be equal or higher than 90%	Employees	A	Success Rate		
2	90% of users should be able to search for specific nuggets and view the result	Employees	A	Success Rate		
3	100% of users that were able to search for specific nuggets should be able to clear the search and search for something new	Employees	A	Success Rate		
4	The average summarized score from the SUS questionnaire should be 75 or higher	Employees	A	Satisfaction Rate		
5	100% of users should be able to find the playlist in the search results and click on nuggets in the playlist	Employees	A	Success Rate		
6	80% of users should be able to find the most popular nuggets on the home page	Employees	B	Success Rate		

7	70% of users viewing their results in tabular view should be able to go back and view their results in playlist view	Employees	C	Success Rate		
8	70% of users should be able to view their search results in tabular view	Employees	C	Success Rate		
9	70% of users should be able to view the most popular nugget they clicked on in tabular view	Employees	C	Success Rate		

3.4 Results

In this chapter, each usability test was analyzed, what went wrong, what went well, and important comments from the participants, then the tests were summarized and gone over how the team responded to the results. Below is an overview table of the tasks-list results, results from a SUS questionnaire that each participant was asked to answer anonymously at the end of each test, and a table of the usability goals' status.

Each task was graded as a success, minor struggle, some struggle, major struggle or fail. What each grade consists of can be seen in table 7 below.

Table 5: Task Grading

Grade	Description
Success	The tester completed the task correctly in their first attempt with no delay
Minor Struggle	If the tester hesitated, did some exploration, and then arrived at the correct actions
Some Struggle	Defined as exploring and trying out 1-2 other options before arriving at the correct one
Major struggle	Defined as more than 2 other attempts and a considerable amount of time taken to find the correct action
Fail	An inability to find the correct action, i.e. the tester is not able to complete the task.

3.4.1 Participant 1

The test was conducted on October 20th at 11 am. The participant is American/Canadian and works as a Game Designer at CCP, and is part of a team called Team Ra. The participant experienced only minor struggles completing two tasks; otherwise, he was able to complete all of them without much effort. He liked the Most Popular section on the front page of the website, and he also liked that after viewing the results from the search, that the video for that specific nugget was very evident on the page. He had minor struggles completing tasks 2.1 and 2.8, as shown in table 6. For task 2.1, he tried clicking on the tag's name in the dropdown menu instead of the checkboxes. For task 2.8, he did not immediately go to the Home Page to see the most popular section; his first thoughts were to click on Favorites in the navigation bar. For task 2.9, when viewing the most popular nugget in list form, he commented that he preferred the rendered text view he had seen before to this raw text view. He also noted that it would be important for him to write text in the search box if he, for example, were looking for nuggets from a specific research. A recently added section was also something he thought would be a beneficial thing to have.

3.4.2 Participant 2

The test was conducted on October 20th at 2 pm. The participant is Icelandic and works as a UI (User Interface) Designer at CCP, and is part of a team called Team Asterix and Obelix. The participant had minor struggles with task 2.1 and 2.8 and a major struggle with task 2.4 as can be seen in table 6. Other tasks were completed without a struggle. He noted that the website was approachable and focused. He did not like the black background; he felt it was too dark, and the text on the boxes in both the Most Popular and the Search Results sections was too small to read. For task 2.1, when choosing tags, he felt that he should have been able to click on the tag itself and the checkbox to select that specific tag. For task 2.3, when asked to describe what he was seeing, he said that information tended to get buried in the text and noted that having a video and a lot of text might be too much. For task 2.4, after the conductor had read the task aloud, he struggled to realize what tags to choose from the dropdown menu; the prototype was limited as is in you could not move forward with the task unless you choose exactly the correct tags from the dropdown. The limited flow in the Figma prototype is partly to blame for that. In task 2.7, he commented that he felt the flow from looking at a specific nugget in tabular view to clicking the button 'Back to Playlist View' was confusing; in other words, the landing page after clicking the button was out of context. He was able to complete task 2.8 but said that after hearing the task he was asked to complete, he realized that the playlist to the right was where he should be clicking. Before that, he did not know that this was a playlist for the rest of the search results, but the way the page was set up, he thought that the boxes to the right were part of the first nugget he was looking at.

3.4.3 Participant 3

The test was conducted on October 20th at 3 pm. The participant is Russian and works as a Product Manager at CCP, and is part of a team called Team Surge. Participant had minor struggles with tasks 1.1, 2.1, 2.2, 2.4, 2.6, and tasks 2.5 and 2.10 failed as can be seen in table 6. For task 1.1, he did not realize that there was a big button he was supposed to click, and he initially thought it was a search bar where he could write text. For task 2.1, he mentioned that the department tags were not what he was expecting them to be; he said it was more high level and would have expected it to be down to specific teams instead. For task 2.2 participant was asked to describe what he was seeing, he struggled with understanding what the search results playlist was connected to, if it was a separate entity or part of the Glowing Tattoo nugget he was viewing. He was unsure if the text below the Glowing Tattoo

video was related or independent to the area above. He felt that the text below the video was visually detached and did not experience it as something related to the video. For task 2.4, he noted that he would instinctively begin to write text in the search box instead of clicking the dropdown menu and choosing tags that way. His main struggles with task 2.4 were to realize what tags to choose from the dropdown. For task 2.5, he thought that the playlist to the right was the list form he was asked to view, and the participant had to help the participant complete the task. He noted that the word tabular did not resonate with him, and it reminded him of tabs; table view would be more straightforward to him. For task 2.6, he understood what the page was showing but did not get a natural feeling of how he could view a specific nugget in the list in more detail; he said, "I don't see any controls on how to view a single nugget in here. I'm missing an obvious way to do that". He recommended a "Show More" button to the right of each line or to make the items highlight when hovering over them. Although the participant was able to pass task 2.8, he mentioned that most popular nugget view was very confusing because he was looking at the third layout view for a nugget. Having three different versions made him feel that he might be missing out on some information, and would have to keep readjusting how he looked at the information. For task 2.10, the participant found the task confusing because he already felt he was viewing the nugget in a list format; the text below the picture on the page made it look like a list of information. At the end of the test, he again commented on how he did not like there were three different ways to view the same information, a full-text search would be a must for him, and that he would like to know what a nugget is. He also found it important to have a way to explore the fundamental research behind a specific nugget or a way to see all the nuggets from particular research.

3.4.4 Participant 4

The test was conducted on October 21st at 3 pm. The participant is Icelandic and works as a Brand Director at CCP, and is part of the Publishing team. The participant had minor struggles with tasks 2.1 and 2.8 and major struggle with task 2.4 as can be seen in table 6. For task 2.1, the participant struggled with the same thing as the other participants; that is, when choosing the tags from the dropdown menu, he was not able to do it in the order that he wanted and was not able to keep going unless the clicking all of the tags in the correct order. That struggle is partly due to Figma prototype restrictions and partly due to the design. For task 2.4 participant also struggled with finding the proper tags to choose to finish the task. For task 2.6, when viewing the tabular view, the participant quickly went back to the playlist view as he preferred that view to the tabular view. With task 2.8, he got

confused about the playlist to the right. He explained that the way the site was structured is was not apparent that the playlist was not part of the nugget he was viewing but something separate. When asked what he liked about the website, the participant user said he appreciated the simplicity of the design and the accessibility of insights, as well as the favorites section. When asked about dislikes, he said that the tables felt a bit ad-like and that he for sees a problem with tags and outdated information unless someone was managing them.

3.4.5 Participant 5

The test was conducted on October 22th at 10 am. The participant is Ukrainian and works as a Lead UX Designer at CCP, and is part of a team called Core Experience. The participant had minor struggles with tasks 2.1, as shown in table 6 and he had a major struggle with task 2.6. Tasks 2.5 and 2.9 failed in this test. Participant struggled with task 2.1 because he found it confusing searching for tags, and his initial thought was to write in text the title of the project he was looking for. For task 2.5, when asked to change the view to a list form, he thought that the search result playlist to the right was the list view and the conductor had to help him complete this task, and therefore it counts as failed. For task 2.6, he got confused by the change in view from the playlist view to the tabular view and found that the change did not make sense and did not feel like a connection between the pages. He also did not find that nuggets in the list were clickable objects and said that there needed to be a button that said something like "see more" or that the text would hover when the mouse went over it to make it more clear. For task 2.9, he was not able to locate the most popular section on the Home Page, and the conductor had to assist the participant in completing the task However, this task's failure might have to do with language barrier issues rather than the participant not noticing the most popular section in the beginning. When asked what he liked about the website, the participant said that the big button on the front page was clearly labeled, and its size made it obvious that this was where one begins the process. When asked about dislikes, he said the format of the list of nuggets on the front page looks like an advertisement. He also said he wants to see a view count and a thumbs up and thumbs down counter to measure the nugget's quality by seeing how other people researching things viewed the value of the nugget. Like other participant's he said that a text search would be an important part to have.

3.4.6 Summary

The five tests conducted went very well, and a lot of useful information was gathered that the team used to make the website more usable. Some of the struggles participants had did not come as a surprise, but others did. Almost every participant had a little bit of difficulty completing tasks 2.1 and 2.4. A part of it is due to the lack of interaction in the Figma prototype because the participants were not able to click around and do the task in the order that was the most intuitive for them. Regarding the user interface part of that problem, the team decided to make the search section more simple in the re-design. They concluded that when the search had three sections (Tags, Emotions, Department), it was too complicated and that people are more used to one search box, but an advanced search field could be added later if needed as a C requirement. All participants mentioned that when viewing a specific nugget, the playlist to the right with the rest of the search results did not look like a separate thing from the nugget they were viewing. The search result section was in the same box field as the nugget, and that is why it looked like part of the same thing. The team responded to that problem by separating the boxes for a nugget and the search results. It was also decided that after putting in tags for a specific search, it would be more intuitive that the next landing page would be a whole page with just the results from the search. Users could choose which nugget to view, and that would come instead of the tabular view page that some of the participant's found confusing. It was also decided after the user tests and talking to other future users of the system that when viewing a specific nugget, it would be more beneficial to display related nuggets in the former search result box instead of the rest of the search results. Because there is value in it for CCP to make it easy to discover other nuggets and the information would not be repeated on two pages, users can just click on the back button to see the rest of the search results. Pictures of the final design can be seen in chapter 5, along with pictures of the actual website.

The task grading results can be seen in table 6 and the calculated success rates can be seen in table 7. There were only two tasks with a Pass from every participant, but Minor struggle was pretty common in the other tasks. Some of the usability goals for the tasks were unfulfilled, like "90% of the users should be able to search for specific nuggets and view the result", but there were also some that were fulfilled, like "The success rate for finding the search bar should be equal or higher than 90%. The status of the usability goals can be seen in table 9. The results from the SUS questionnaire can be seen Appendix 5.3. Some people did not find the system easy to use and that various functions in the system were not well integrated. People found the system to have too many inconsistencies

and that they did not feel confident using it. The average, summarized score for all participants was 73.25, as can be seen in table 8. The goal was to be at least 75, which means that the goal was not achieved as shown in table 4. The major problem areas however had been identified.

Table 6: Task-List Results

	Playtester #1	Playtester #2	Playtester #3	Playtester #4	Playtester #5
1 Finding the Search Bar #1					
Task 1.1 Navigating to the search			Minor Struggle		
2 Finding Specific Nuggets #2					
Task 2.1 Searching by Tags, Emotion and Department	Minor struggle	Minor Struggle	Minor Struggle	Minor Struggle	Minor Struggle
Task 2.2 Describing the search results			Minor Struggle		
Task 2.3 Search for something new					
Task 2.4 Returning players and Account Recovery Nuggets		Major Struggle	Minor Struggle	Major Struggle	
Task 2.5 Changing to List form			Fail		Fail
Task 2.6 See nugget in more detail			Minor Struggle		Major Struggle
Task 2.7 Changing back to Playlist view					
Task 2.8 Finding nugget in the playlist	Minor Struggle	Minor Struggle			
Task 2.9 Most popular nuggets					Fail
Task 2.10 View as list			Fail		

Table 7: Success Rate Results

Task	Success Rate
Task 1.1	9.5
Task 2.1	7.5
Task 2.2	9.5
Task 2.3	10
Task 2.4	6.5
Task 2.5	6
Task 2.6	8
Task 2.7	10
Task 2.8	9
Task 2.9	8
Task 2.10	8

Table 8: SUS Results

Question	Summarized Value All User Tests	Average Value Participant
I think that I would like to use this system frequently	40	8
I found the system unnecessarily complex	35	8.75
I thought the system was easy to use	37.5	7.5
I think that I would need the support of a technical person to be able to use this system	45	9
I found the various functions in this system were well integrated	25	5
I thought there was too much inconsistency in this system	22.5	4.5
I would imagine that most people would learn to use this system very quickly	42.5	8.5
I found the system very cumbersome to use	35	7
I felt very confident using the system	30	6
I needed to learn a lot of things before I could get going with this system	45	9

Table 9: Usability Goals, Status

Nr.	Usability Goals	User Group	Priority (A/B/C)	Measurement	Value	Status
1	The success rate for finding the search bar should be equal or higher than 90%	Employees	A	Success Rate	95	Fulfilled
2	90% of users should be able to search for specific nuggets and view the result	Employees	A	Success Rate	75	Unfulfilled
3	100% of users that were able to search for specific nuggets should be able to clear the search and search for something new	Employees	A	Success Rate	100	Fulfilled
4	The average summarized score for all user tests from the SUS questionnaire should be 75 or higher	Employees	A	Satisfaction Rate	73.25	Unfulfilled
5	100% of users should be able to find the playlist in the search results and click on nuggets in the playlist	Employees	A	Success Rate	80	Unfulfilled
6	80% of users should be able to find the most popular nuggets on the home page	Employees	B	Success Rate	80	Fulfilled

7	70% of users viewing their results in tabular view should be able to go back and view their results in playlist view	Employees	C	Success Rate	100	Fulfilled
8	70% of users should be able to view their search results in tabular view	Employees	C	Success Rate	60	Fulfilled
9	70% of users should be able to view the most popular nugget they clicked on in tabular view	Employees	C	Success Rate	80	Fulfilled

4 Conclusion

The user tests were extremely helpful, and gathered important information on how to make the final design better and more user friendly. They were integral for the team to realize to the full extent what needed to be improved, added or taken out if they had not conducted user tests. The insights gained by this process were utilized to optimize the flow and user interface design of the system.

References

- [1] M. K. Lárusdóttir, “Low-fidelity prototypes,” <https://www.reykjavik.instructure.com>, 2020, accessed: 2020-2-11.
- [2] J. P. Helen Sharp and Y. Rogers, *Interaction Design: beyond human-computer interaction, Fifth Edition*. John Wiley Sons, Inc., 2019.
- [3] B. Sigurjónsdóttir, K. S. Ingvarsdóttir, and S. B. Arnarsdóttir, “Project nuggets - design report,” 2020.

5 Appendix

5.1 User Testing Guide for Wireframe

5.1.1 Short introduction

Thank you so much for taking the time to participate in testing a website for CCP; a search engine to find different nuggets that fit into specific tags.

You will be presented with a website wireframe, where you will have a few tasks to complete. Please acknowledge that the website is still in development phase. We encourage all comments throughout the user testing since they will only help us to evolve our system further and meet your expectations. Before the task session we have a few background questions and afterwards a few questions regarding the website. You are free to quit at anytime.

The tasks you will be asked to do are both going to be you clicking on something or just describing to me what you see. The wireframes are set up in a program called *Figma* so the flow is not going to be exactly the same as the system so I ask you not to click everywhere unless I specifically ask you to click on something. Let's begin!

5.1.2 Background questions

1. How old are you?
2. What is your gender?
3. What is your education?
4. What is your general computer knowledge?
5. Have you used a search engine with multiple tags before?

5.1.3 Tasks

1. Start to find research nuggets
2. Search for nuggets with Tags: Positive, EVE Online and UX, Company: CCP Reykjavik and Department: UX
3. Describe what is on the website
4. Find nugget no.3 in the Playlist
5. Clear the search
6. Search for nuggets with Tags: Negative, 2020 and New Players, Company: CCP Reykjavik and Department: UX
7. Change the results to Tabular view
8. Go to the "Home Page" and click on the first Most Popular nugget
9. Change the information to Tabular view

5.1.4 General Questions

1. What do you see as the primary function of the website?
2. What do you like about the current website?
3. What don't you like about the current website?
4. What improvements could be made to make completing the tasks you did earlier easier or better?
5. If you could change anything about the website, what would you like to change?
6. What haven't we asked you today that you think would be valuable for us to know?

5.2 User Testing Guide for Mediate Design

Created by Josh Rivers, last modified on 2020-07-01

Modified by Björk Sigurjónsdóttir on 2020-08-10 to fit the prototype testing for Project Nuggets

5.2.1 Intro (2 Minutes)

Objective: Make participant feel welcome and set the underlying context of the study

Remote Introduction:

- Greetings with big smile, and a few moments to ask "How are you doing given all that's going on?"
- Thank you for taking the time to do this, especially now, it's greatly appreciated
- We are three students from the University of Reykjavik and are doing our final project in collaboration with CCP. [Speak to my own interests, hobbies, etc. . .]
- We are making a system that aims to democratize Player Research within the company. The system will be a website where you can access and document qualitative research information from the Player Research team.
- For this prototype we would like to test searching for specific bits of information using the website.
- This is going to help us a lot in making the website, that is hopefully going to be useful for you and the rest of the company, and getting your honest feedback is an important part of that.
- The test will be recorded for our own internal purposes, but don't worry about that as it won't be shared.
- I just want to confirm that it's okay that we begin recording this call, is that okay with you?
- Give time for a human moment, if needed.

5.2.2 Remote Testing Overview (5 Minutes)

Objective: Review the basics of a remote test with the user

Procedure: Before we start with the briefing and actual test, let's make sure we have everything you need.

- Unvoiced: Webcam on?
- If not: Do you mind turning on your webcam for me?
- Excellent thanks.
- We're going to conduct this test by means of screen-sharing and recording that share. This is just as new for me as it likely is for you, so please bear with me if there are any technical difficulties.
- Let's start by turning on screen sharing, please share your screen now.
- Ensure they share the entire screen and that the mouse is visible alongside their face. Configure this to be useful.

5.2.3 Pre-brief (5 Minutes)

Objective: Start with easy questions for the playtester and gain some background information in the meantime

Procedure: Before we begin, let me ask you a few questions to get to know you a bit better.

- What do you do in life?
- Do you have any major hobbies?
- How long have you been doing that?
- And what is it that you do at CCP?
- And what team are you working in?
- How long have you been working at CCP?
- What's something you enjoy about the work culture?

- In your role as [reactive response], have you ever had to do research for a new feature or a product you were working on or designing?
- Was any of that research focused on players' responses to similar work?
- If all of the buttons in your life had to be a single color, what color would they be?

5.2.4 Introduce "Website Prototype" (2 Minutes)

- Let's now move over to the website prototype we're working on today
- This is only a prototype done in figma so it is not 100% interactive and you won't be able to click on every feature.
- There might be some things that won't work at all or won't work as intended, so bear with me, you testing this prototype is also helping us make it better.
- Your honest feedback is the most helpful, so don't be afraid to comment on anything you like or dislike you won't hurt my feelings.
- We're not testing you, we are testing our prototype.
- There are no right or wrong answer
- You are free to quit this test at any time
- Please think out loud when you can. I will occasionally remind you to think out loud as well.

5.2.5 Tasks and Nudges (30 Minutes)

Objective: The main part, getting insights on how the playtester interacts with the prototype (usability and discovery)

Procedure:

- Explain the website prototype (explain the basic premise)
- Today's test is focused on exploring the usability of the search function
- I will have you navigate a few moments, helping you if anything goes awry.

- Test lays down a series of tasks and nudges for the Playtester, with the aim of exploring the usability of the current version.

Finding the Search Bar

Open the Home Page

You have landed on the website nuggets.ccpgames.com

First Impressions

Looking at the website, please describe what you see in three words.

Task 1.1 - Navigating to the search

- You want to start to find tidbits of research information. How would you go about doing so?
- Great, please do so now

Finding Specific Nuggets

Finding specific nuggets

- You've successfully navigated to the search part of the website.

First Impressions - Website

- Remember to think out loud through this process about what you see, what you're noticing, and what you're being told What do you see on this screen?
- If you wanted to search for something specific, how would you go about doing that?

Task 2.1 - Searching by Tags, Emotion and Department

- You are interested in learning about frustrated experiences related to the game's user experience (UX) using the Sculpting tool and Character Creation.
- If you wanted to use this website to discover these experiences, how would you do so?
- Great, go ahead and do so now

Task 2.2 - Describing the search results

- Excellent, you've found some nuggets on frustrated experiences regarding Sculpting tools and Character creation. Tell me what you're seeing

Task 2.3 - Searching for Something New

- Great, thanks for describing that to me. You're done learning about frustrated experiences and now want to search for something new. How would you go about doing that?

Task 2.4 - Returning Players and Account Recovery Nuggets

- Awesome, now you're looking to find out more about players returning back to the game and recovering their old account.
- This time, you're not concerned about players' emotional response or who was responsible for the changes being made. How would you look for these experiences?

Task 2.5 - Changing to List Form

- Fantastic, now that you have those results, you'd like to see them in a list form.
- How would you change the view to list form?

Task 2.6 - See Nugget in more detail

- Great, now that you have the nuggets found in a list form, can you tell me what you are seeing?
- Thank you for that, how would you go about looking at the first nugget in the list in more detail?

Task 2.7 - Changing back to Playlist view

- Now you are looking at that specific Nugget in the Tabular View.
- If you wanted to go back to the Playlist View, how would you do that?

Task 2.8 - Finding Nugget in the playlist

- Now let's say you're interested in learning more about the third nugget in the playlist for this search. If you wanted to learn more about it, how would you do so?

Task 2.9 - Most Popular Nuggets

- Great, now you're done with looking for your specific interests and are more broadly interested in what other people have been looking at.
- If you wanted to find the most viewed nuggets, how would you do so?

- Go ahead and do so now. You want to see more about the first most popular nugget.

Task 2.10

- You're now viewing the most popular nugget. If you wanted to digest this information in list form, how would you do so?
- Great, thanks for your help with testing this out. Now we are done with the tasks and I would like to ask you a few questions.

5.2.6 Debrief (5 Minutes)

Objective: Get honest feedback from the user tester about the prototype and its domain

Procedure: Alright, the time is up. Let's go into a few questions.

- How does the website you used earlier compare to other search interfaces you're familiar with?
- What do you see as the primary function of the website?
- What did you like about interacting with this website? What did you not like?
- How would you describe what you've just done to a friend?
- If you had three wishes in the context of this experience, what would they be?
- Is there something I haven't asked you today that you think would be valuable for us to know?

Conductors tips:

- If the playtester is silent for periods of time, encourage them to think out loud
- If the playtester is interacting nicely with the prototype, PLEASE do not interrupt carelessly
- Never reply to their comments with explanation or in defense of the prototype. Always reply with gratitude of the comment (e.g. "that's a good point/comment/note").
- Consider leaving the room for 5-10 minutes once the playtester is comfortably playing. It can be really valuable to see how the playtester behaves while being alone in the test room.

5.2.7 Wrap Up and Cool Down (1 Minute)

Objective: Show gratitude to the playtester, say goodbyes

Procedure:

- This has been incredibly helpful
- Thank you for taking the time to help us out! Have a wonderful day

> **DON'T** stop recording or screensharing until after playtester has left! <

5.3 Detailed SUS results

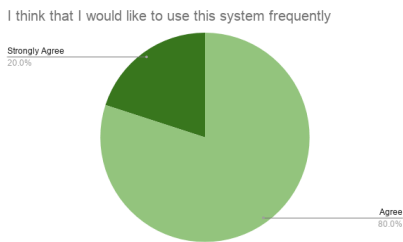


Figure 1: Pie chart for SUS question "I think that I would like to use this system frequently"

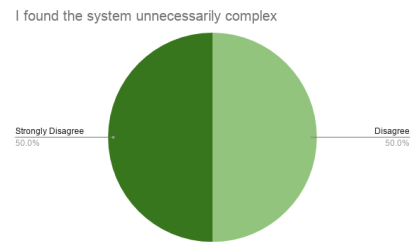


Figure 2: Pie chart for SUS question "I found the system unnecessarily complex"

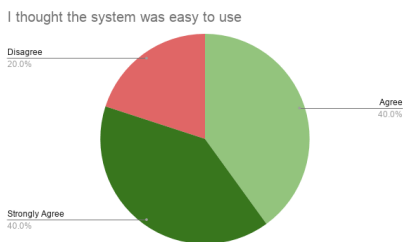


Figure 3: Pie chart for SUS question "I thought the system was easy to use"

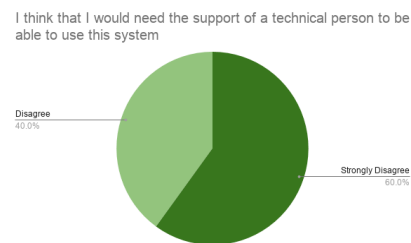


Figure 4: Pie chart for SUS question "I think that I would need the support of a technical person to be able to use this system"

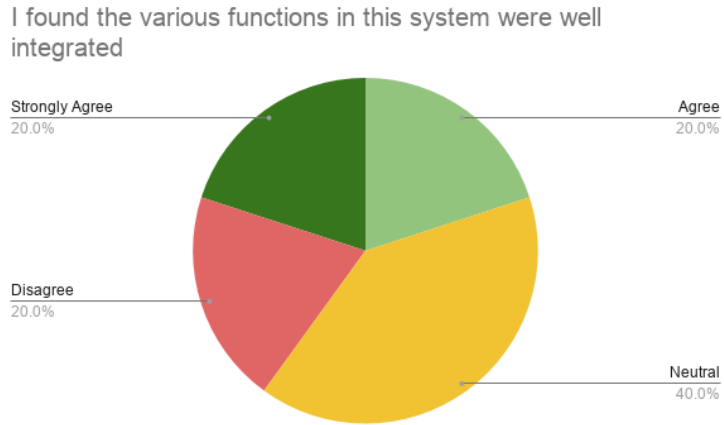


Figure 5: Pie chart for SUS question "I found the various functions in this system were well integrated"



Figure 6: Pie chart for SUS question "I thought there was too much inconsistency in this system"

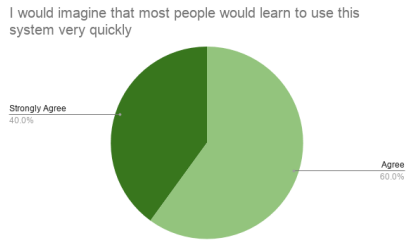


Figure 7: Pie chart for SUS question "I would imagine that most people would learn to use this system very quickly"

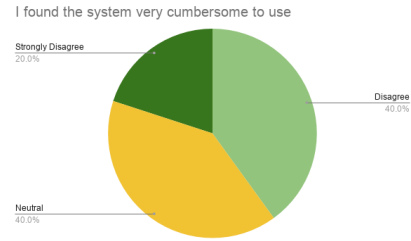


Figure 8: Pie chart for SUS question "I found the system very cumbersome to use"

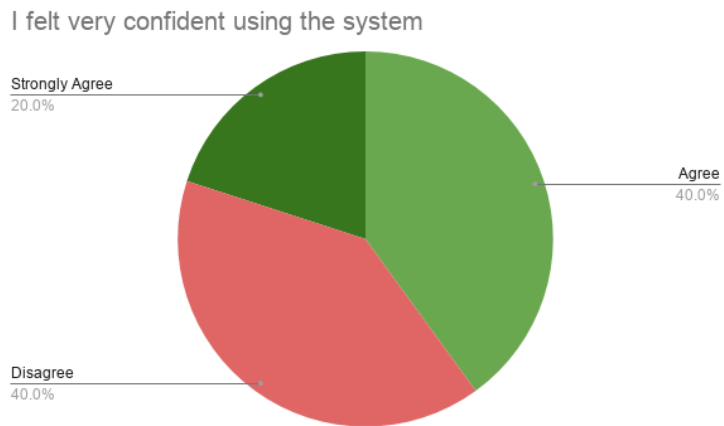


Figure 9: Pie chart for SUS question "I felt very confident using the system"

I needed to learn a lot of things before I could get going with this system

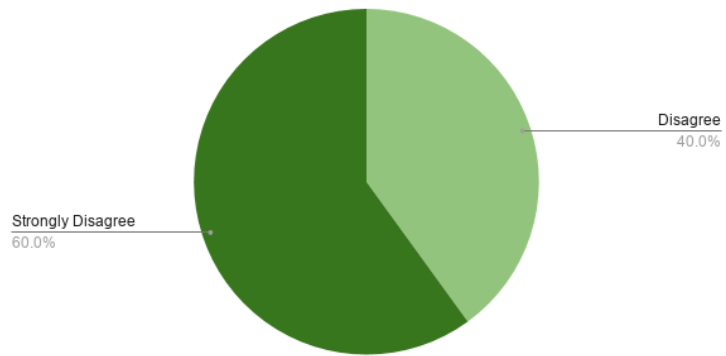


Figure 10: Pie chart for SUS question "I needed to learn a lot of things before I could get going with this system"