

Testing and Observation Report – (Qualitative)

User 1

In Task 1, “Create an account,” The user took an initial pause when the task was given, but navigated smoothly until Step 2 of the “Create an account,” process. The user verbally stated filling in additional information required to complete step 2, but did not state the “next” button needed to be selected. At the final step the user was able to proceed without pausing or errors.

In Task 2, “You want to login,” the user was able to navigate without any errors or issues.

In Task 3, “You want to change your address,” the user was able to navigate without any errors or issues.

In Task 4, “Where would you go if you had a question about the site?,” the user was able to navigate without any errors or issues.

In Task 5, “How would you contact ‘Your Voice’ Customer Service team?” the user was able to navigate without any errors or issues.

In Task 6, “You want to place a vote for John as senator for district 3,” the user was slightly indecisive about whether to select confirm (confirm they are in the voter registration database) or register (register to vote), but ultimately selects confirm, which is the correct choice.

- This prompted me to add better button descriptions in the final application and also define selections with blue buttons and white font so everything stands out.

After this brief pause the user was able to navigate without further errors or issues.

In Task 7, “You need to register to vote,” the user briefly states to select the “Vote” tab, but then changes their mind to select the “Register” button. The user is able to proceed further without errors or issues.

- This prompted me to change the “Register” button to “Register to Vote” in version 2.0 so that this is well defined.

User 2

In Task 1, “Create an account,” The user was confused about entering an email and password, but did select the sign up option, which was correct. On step 2 of the “Create an account” task the user didn’t know what DL or ID # (Drivers License or ID number) meant. Version 2 of the app design clarifies this.

In Task 2, “You want to login,” the user was able to navigate without any errors or issues.

In Task 3, “You want to change your address,” the user was able to navigate without any errors or issues, but continued beyond the task after editing the address.

- This let me know that the confirmation on editing a profile wasn’t strong enough. Version 2!

In Task 4, “Where would you go if you had a question about the site?,” the user was able to navigate without any errors or issues.

In Task 5, “How would you contact ‘Your Voice’ Customer Service team?” the user was able to navigate without any errors or issues, but I noticed that “form” in the suggestive text box didn’t register and needed to be updated to

- “Enter Message here” in version 2.

In Task 6, “You want to place a vote for John as senator for district 3,” the user was slightly indecisive about whether to select confirm (confirm they are in the voter registration database) or register (register to vote), but ultimately selects confirm, which is the correct choice. The user then selects the “View Sample Ballot” option instead of the “Cast my vote” option which should be selected. The user is able to view the sample ballot and eventually navigate back to the home screen, selects the “Vote” option, “Confirms” registration, and selects “Cast my vote.”

The user then proceeds and is able to complete the task without further issues.

In Task 7, the user was able to navigate without any errors or issues.

System Usability Analysis Report

User 1 data – (Quantitative)

User 1 completed “You want to create an Account” (Task 1) in 1 minute and 54 seconds.

User 1 completed “You want to login” (Task 2) in 5 seconds.

User 1 completed “You want to change your address” (Task 3) in 53 seconds.

User 1 completed “Where would you go if you had a question about the site?” (Task 4) in 24 seconds.

User 1 completed “How would you contact ‘Your Voice’ Customer Service team?” (Task 5) in 32 seconds.

User 1 completed “You want to place a vote for John as senator for district 3” (Task 6) in 50 seconds.

User 1 completed “You need to register to vote” (Task 7) in 20 seconds.

When combining these tasks the user took 4 minutes and 58 seconds.

User 1 Post Task Analysis Questions – (Qualitative)

*These Post Task Analysis Questions were answered in the recording video right after prototype User/Task Analysis

1. Do you think a mobile voting application would be an asset in the democratic voting process?
Yes, As long as it’s done securely
2. Do you see this as an alternative to mail-in voting or physically going to the polls?

Yes, I think it would great to use the application to replace it all. It can be supplemental, but I can see the potential for the app to replace all voting methods

3. Do you use mobile applications regularly?

Yes

4. What features do you expect to see in this application moving forward? None for now.

User 1 SurveyMonkey Q&A – (Qual and Quantitative)

*These Survey Monkey questions were answered 24 hours after User 1 had an opportunity to navigate the Your Voice application. They were able to express opinions that may not have had right after navigating through the prototype.

Q4

How would you rate the navigation of the application?

- 5/5
Extremely Effective

Q5

With the existing features does the application allow you to achieve your goals? How?

Yes, it allowed me to sign up to register and then allowed me to vote.

Q6

What areas of the "Your Voice" Application require improvement?

Just a data sync with the voter registration so voters wouldn't have to pick district.

Q7

Rate your experience using the application

- 5/5
Extremely Effective

Q8

Rate the intuitiveness of the application icon

- 5/5
Extremely Effective

Q9

Rate the loading speed of the mobile application

- 5/5
Extremely Effective

Q10

Rate the visual appeal of the application

- 5/5
Extremely Appealing

User 2 data – (Quantitative)

User 2 completed “You want to create an Account” (Task 1) in 1 minute and 10 seconds.

User 2 completed “You want to login” (Task 2) in 8 seconds.

User 2 completed “You want to change your address” (Task 3) in 50 seconds.

User 2 completed “Where would you go if you had a question about the site?” (Task 4) in 20 seconds.

User 2 completed “How would you contact ‘Your Voice’ Customer Service team?” (Task 5) in 31 seconds.

User 2 completed “You want to place a vote for John as senator for district 3” (Task 6) in 2 minutes and 15 seconds.

User 2 completed “You need to register to vote” (Task 7) in 21 seconds.

When combining these tasks the user took 5 minutes and 35 seconds.

User 2 Post Task Analysis Questions – (Qualitative)

*These Post Task Analysis Questions were answered in the recording video right after prototype User/Task Analysis

1. Do you think a mobile voting application would be an asset in the democratic voting process?
Yes, I think it would be beneficial as long as there is a secure method
2. Do you see this as an alternative to mail-in voting or physically going to the polls?
Yes, I hope that is the direction we’re headed in. I wish voting were already that easy.
3. Do you use mobile applications regularly?
Yes
4. What features do you expect to see in this application moving forward? A hover over feature that gives the details of tax increases and certain referendums.

User 2 SurveyMonkey Q&A– (Qual and Quantitative)

*These Survey Monkey questions were answered 24 hours after User 1 had an opportunity to navigate the Your Voice application. They were able to express opinions that may not have had right after navigating through the prototype.

Q4

How would you rate the navigation of the application?

- 5/5
Extremely Effective

Q5

With the existing features does the application allow you to achieve your goals? How?

Yes, I especially appreciated the sample ballot

Q6

What areas of the "Your Voice" Application require improvement?

Maybe a password reset feature

Q7

Rate your experience using the application

- 5/5
Extremely Effective

Q8

Rate the intuitiveness of the application icon

- 4/5
Very Effective

Q9

Rate the loading speed of the mobile application

- 5/5
Extremely Effective

Q10

Rate the visual appeal of the application

- 4/5
Very Appealing

Analysis Summary – (Quantitative)

Task 1 was complete an average of 1 minute and 32 seconds with a max/min deviation of 44 seconds.

Task 2 was complete an average of 6.5 seconds with a max/min deviation of 3 seconds.

Task 3 was complete an average of 51.5 seconds with a max/min deviation of 3 seconds.

Task 4 was complete an average of 22 seconds with a max/min deviation of 4 seconds.

Task 5 was complete an average of 31.5 seconds with a max/min deviation of 1 second.

Task 6 was complete an average of 1 minute and 32.5 seconds with a max/min deviation of 1 minute and 25 seconds.

Task 7 was complete an average of 20.5 seconds with a max/min deviation of 1 second.

Average time to complete any task was 43.5 seconds.

Average max/min deviation between users varied 20.14 seconds.

The quantitative data concludes that there was limited deviation between users and tasks were completed in a generally comparable time frame relative to one outlier, Task 6, which has a longer deviation. Even with this outlier the deviation time was limited.

Navigation Rating 5/5

User Experience 5/5

Application intuitiveness of icons 4.5/5

Loading speed of application 5/5

Visual Appeal of application 4.5/5

The qualitative data produced these suggested areas of improvement for Version 2

- Password Reset feature
- Hover over features to preview districts and laws/taxes being voted on in the ballot
- Data sync with voter database to make sure districts and voter options are preset
- Suggestive text for "Contact Us" should read "Enter Message Here"
- Clearly defined confirmation that Account changes have been saved after editing
- Clearly defined button descriptions. Change "Register" button to "Register to Vote"