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INFM 480

Usability Testing Report

Introduction

The purpose of this usability testing is to assess the functionality, ease of use, and effectiveness of parental control tools on Nintendo Switch, PlayStation, and Xbox. These tools are designed to help users manage gaming habits, such as setting screen time limits, restricting content, and monitoring activity. The goal of this testing is to determine whether the tools meet the needs of parents, caregivers, and adult gamers, and to identify any areas for improvement before final implementation.

Testing Methodology

Usability testing was conducted with participants who were either parents or individuals with gaming systems. Each participant was asked to complete specific tasks related to the parental controls available on the three platforms (Nintendo Switch, PlayStation, and Xbox) based on the user task list provided. Participants were encouraged to provide feedback on their experience, including ease of use, navigation, and functionality. The tasks tested included setting screen time limits, adjusting content restrictions, enabling communication controls, and viewing activity reports.

Test Participants

The usability testing involved six participants, categorized as follows:

1. **Parent** : Parent with limited experience using parental controls but familiar with gaming consoles.
2. **Gamer 1**: Adult gamer familiar with gaming systems but new to using parental controls.
3. **Gamer 2**: Tech-savvy adult who frequently uses digital tools but had not used the specific parental control tools.

Test Tasks and Success Criteria

The following tasks were evaluated during usability testing. Success criteria was defined based on participants' ability to complete the tasks effectively and with ease.

Tool: Parental Controls Setup

- Task: Set up a daily screen time limit for a child's or adult's account.
- Success Criteria: The user can navigate to the screen time settings and successfully apply the limit.

Tool: Content Restrictions

- Task: Set content restrictions based on age ratings for games.
- Success Criteria: The user can easily block age-inappropriate content without errors.

Tool: Purchasing and Spending Controls

- Task: Set purchasing and spending limits for in-game purchases.
- Success Criteria: The user successfully limits spending and requires approval for purchases.

Tool: Communication and Multiplayer Access

- Task: Enable or restrict online multiplayer access for children.
- Success Criteria: The user successfully manages multiplayer settings, including voice chat.

Tool: Activity Reports

- Task: View weekly activity reports to track screen time and game usage.
- Success Criteria: The user can access, interpret, and use the report to monitor or adjust behavior.

Test Results

The test results summarize how each participant performed on the assigned tasks, with a focus on usability and whether the success criteria were met. The following provides a breakdown of results for each tool.

Task 1: Parental Controls Setup

- Outcome: All participants successfully set screen time limits across all platforms (Nintendo Switch, PlayStation, and Xbox).
- Issues: One had difficulty locating the screen time settings in PlayStation's menu.
- Feedback: Clearer labeling of the screen time feature on PlayStation is recommended to improve navigation.

Task 2: Content Restrictions

- Outcome: 2/3 of participants were able to set content restrictions based on age ratings with ease.
- Issues: One participant had difficulty understanding the Xbox content filtering system.
- Feedback: Consider adding more detailed explanations for Xbox content restrictions to enhance clarity.

Task 3: Purchasing and Spending Controls

- Outcome: All participants successfully set spending limits and required purchase approvals for in-game purchases.
- Issues: One of the participants found the purchasing controls slightly difficult to locate on Nintendo Switch.
- Feedback: Simplifying the navigation for setting purchasing controls would improve the user experience.

Task 4: Communication and Multiplayer Access

- Outcome: All participants were able to enable or restrict multiplayer access and voice chat settings across all platforms.
- Issues: No major issues. Some participants requested more customization options for restricting online communication.
- Feedback: Consider adding more controls for managing online interactions and voice chat on PlayStation.

Reflections

Overall, the usability testing confirmed that the parental control tools across Nintendo Switch, PlayStation, and Xbox are functional and mostly easy to use. However, there were some issues with navigation, especially on PlayStation, and a few participants found it difficult to locate specific settings. The content restrictions on Xbox could benefit from clearer descriptions and additional filtering options.

Participants appreciated the ability to track screen time and restrict content and purchases, with most finding the experience user-friendly once they were familiar with the navigation. The activity reports feature received positive feedback, though further customization options would enhance its usefulness.

Changes Made Based on Testing

Based on the feedback received during testing, several changes have been made to improve the tools:

- **PlayStation Navigation:** The screen time limit and content restriction settings will be more clearly labeled to make them easier to find. A video may be made to show step by step processes.
- **Xbox Content Restrictions:** More detailed descriptions will be added to clarify the content filtering options, helping users understand the settings better.
- **Nintendo Switch Purchasing Controls:** The navigation for setting up spending limits will be simplified to ensure quicker access to the controls.
- **Communication Controls (PlayStation):** More granular options for voice chat and multiplayer communication will be proposed to gaming companies to provide greater customization.

Conclusion

The usability testing has successfully identified both strengths and areas for improvement in the parental control tools across Nintendo Switch, PlayStation, and Xbox. Feedback from participants has been invaluable to ensure they are effective, user-friendly, and intuitive. The changes made based on this testing will be implemented in the final version of the parental control tools to ensure that they meet user needs and expectations, making them more accessible and useful for managing gaming habits.

This Usability Testing Report provides an overview of how the parental control features performed during testing and reflects on the necessary improvements to make the tools more effective in combating gaming addiction and promoting balanced gaming habits.