

Iphone Usability Testing

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Usability Summary and Recommendations

It takes only five users to uncover 80 percent of high-level usability problems.

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The purpose of our test sessions was to evaluate the usability and ease of the initial screen (Areas) of the Paradox Iphone/Ipdod application for a MG/SP security system for specific target audiences, namely Iphone users and general Touch Screen.

During the week of July 5th — July 9, 2010, we tested the initial screen (Areas) with 10 members of the Innovation Team pulled from the defined audience groups. One facilitator led each session, which included one participant. Users were asked to complete 5 tasks read aloud to them by the facilitator.

Our goals were to determine what is or is not working successfully on the Iphone application initial screen (Area) from the users' perspective. We looked for information such as:

Do users complete each task successfully?

If so, how fast do they perform each task?

Is that fast enough to satisfy them?

What paths do they take in trying?

Do those paths seem efficient to them?

Where do they stumble? What problems do they have? Where do they get confused?

What words or paths are they looking for which are not on the screen?

After each session, we included an open-ended general discussion period where users could share their thoughts on any aspect of the screen or testing with us.

description of methodology

Think-Aloud Protocol

We employed a task-based think-aloud protocol, in which we asked users to communicate their thought processes verbally while they worked. We asked them to vocalize what path they took to find information, what questions they had, and what surprised or confused them as they went through the screen. We kept questions open-ended and neutral, such as "What do you mean by that?" or "What did you expect to happen?" When users identified a problem, we asked them how *they* would fix it. We observed body language and facial expressions as well.

test environments:

All users utilized an Ipod with a static screen (mock-up) of the Area screen.

demographics:

Status	Ipod / Iphone Experience	Age Group	Has a Security System	Was able to navigate (click & slide) easily on the screen
Lynne	Proficient	35-44	yes	Knew exactly what to click and when to slide to get the information describe on screen
Pierre-Luc	None	25-34	no	Knew exactly what to click and when to slide to get the information describe on screen
Louis	Samsung Touch Screen experience	25-34	yes	Knew exactly what to click and when to slide to get the information describe on screen Had some difficulty finding Status Information but knew how to navigate for the remaining information on screen
Stephane	Touch Screen experience	35-44	yes	Had strong difficulty how to navigate for information on screen
Sophie	LG Touch Screen experience	25-34	no	Had some difficulty finding Status Information but knew how to navigate for the remaining information on screen
Claude	Touch Screen experience	45-64		Knew exactly what to click and when to slide to get the information describe on screen
Marie-Claude	Proficient	35-44	yes	Had some difficulty finding Status Information but knew how to navigate for the remaining information on screen
Robert	Proficient	45-65		Had some difficulty finding Status Information but knew how to navigate for the remaining information on screen
David Ron	Proficient	25-34 45-64	yes	Will add later. Out of office

Results:

40% of the Users had no difficulty finding **Status Information Bar**

80% of the Users had no difficulty **Sliding for more Options** but did not know they could Arm or Disarm at this position

60% of the Users thought to arm and disarm, they should do it from the Status Information Bar

Strengths and weaknesses

Strengths

Overall, users felt the Area **screen was easy to use, simple and clean**. They appreciated the opportunity to **test a new Paradox product** and were enthusiastic about the **possibilities of future dynamic interpretations**. Specifically, users said:

I really like this. I would definitely like to have the application.

It's like with a remote.

For Arming and Disarming, this is perfect; it does just exactly what it needs to do.

Weaknesses

Users provided wonderful feedback for improving the Area screen. The following items are remedies to improve the Area screen.

Some users didn't know what the Force Arm arrow meant.

Some users were confused by the sliding arrows Right/Left and the large Force Arm icon. They did not know if they could press the icon or if they had to use the arrows.

Some users indicated it was not obvious what would come up when you slide the arrows.

Some users did not know to tap and slide the Force Arm icon to Arm the system. First they would tap the disarmed icon to Arm the system.

Some users did not recognize that the top bar was the Status information for Area 1 or Area 2. They wanted to arm the Area from the Status information top bar.

A few users commented that the font size was too small for the Status Information top bar.

High Priority Iphone Recommendations

(Items in this section can significantly improve the usability of the initial screen of the Paradox MG/SP Iphone application)

A few users mentioned to make a stronger visual separation between the 2 Areas.
 A few users suggested making the Status information top bar wider for easier recognition and readability.

Sliding Arrows more intuitive. Novice Iphone users did not find the sliding arrows to be obvious. Suggested solutions:

Make arrows wider.
 Make the "hit area" larger.

Status Information Bar more intuitive/ more prominent. Users in general did not understand that the "Area 1" title bar was where they could get Status Information. Suggested solutions:

Make the bar wider
 Make the text Font larger
 Make the arrow bigger
 Put more space between arrow and Disarm icon

Arrows easier to tap. A significant number of users consistently tapped on the background rather than on the arrows to slide. Users thought it was not obvious to slide the arrows. Suggested solution:

Make the arrows wider.
 Perhaps add a gradient on the side to show 'action' (to slide)

Force Arm icon and Arm icon stronger representational difference. Users did not understand the force Arm icon. They questioned why there was an arrow beside the icon. Suggested solution:

Force Arm icon; make one of the 'bars' white to express that it is not "fully armed"
 Remove arrow

Force Arm / Arm Icon description less obvious than icons. Some users thought that the description beside the icon was too prominent. Suggested solution:

Make the icons more obvious

Stronger Visual separation between the 2 Areas. Users expressed that there should be a bigger visual difference between the 2 Areas. Suggested solution:

Add a wider line below Area 1

Additional Recommendations

Users commented on the 'start up' paradox icon: in general users approved the "start up" icon. They recognized the "triangle" as being part the Paradox brand. Users liked the simplicity and clarity of the logo. Suggested solution:

Make background darker

Make image more 3-D, more dramatic...

Perhaps make rounded square 3-D and keep paradox triangle 2-D

More...

Could user change the Label of Area 1 and Area 2?

Will there be a screen where users can see which Zones are open?