

Overview:

The test took place at the office of Spild af Tid on Friday, April 5th, 2013. Five persons participated, one at a time. The persons were three youths (two girls, one boy) age around 15 (so typically interesting in a school context), and two adults (one woman, one man) in the forties, typically more interested in the personal usage context.

Method:

The test was conducted as a "speak aloud" test. Each test took around 30-45 mins to conduct and present were the test person and the test manager (Peter Thorn), taking notes and guiding through the test.

Unfortunately, it wasn't possible to setup a video recording session, so the feedback relies on the notes.

Each test session was guided through the test manuscript, but did deviate at times to keep the workflow of the testperson fluent.

The script includes the objective of uploading an image to use in a test story, but due to unknown technical issues we were only able to test the upload function to a certain level, and couldn't test on iPad, thus every of the five tests participants was tested on a 27" iMac, using Safari 6.x and Firefox 19.x

Each of the test stories has been provided with the tag "dummy" in order to make it easy to delete them again.

Summary of the main test results:

The general feedback was very positive. As seen in the more detailed feedback notes below, there were, of course, intuitive user behaviour that we hadn't foreseen, but in general points that shouldn't be too difficult to implement in a rather short timeframe.

All the users found it a quite purposefull website, and was satisfied that the main functions – viewing and creating stories – were with a not too steep learning curve and easy to start with right away.

There are some issues that the users found not optimal regarding original content (preview on thumbnail and too many clicks to original), and from a user perspective would that be very good, but it is obviously a copyright issue.

But in general, we find it was a very giving test, with a lot of valuable feedback.

- It would be nice if, in the main window (listing all the stories) it was possible to just click anywhere on the story background image in order to view it (and thus not just the play button or on the headline)
- All three of the youths were quite happy with the hexagon selection pattern, as it was something they hadn't seen used before
- General dissatisfaction with the missing preview on most objects (just showing generic icons instead)
- General dissatisfaction with the many clicks to original material (most of the time three clicks)
- When in a story, a click on the image should lead to the original item (and thus not just the "View item" link below the item)

- If a search has been conducted, and the user changes theme, the search should be reset. (Confusing right now that the search result remains in the search field, thus mostly resulting that no stories are shown in the new theme)
- It would be helpful if it is somewhat highlighted, when creating a new story, that it is preferable that the images for the story are ready before starting af story. It could be a popup text that is only shown the first time the user initiates a story.
- It would be helpful to click on a username in order to see the other stories they might have contributed with.
- It would be nice if the search could be initiated by just pressing Enter (instead of having to click on the Go button) when the search string is filled out.

More detailed test notes on the next pages

Person 1: Eja (girl)

Age: 15

- The help text provides a good start
- Creates, at own initiative, an account from the beginning.
- In the story window, comments that she would like it to say "next page" instead of just "next" at the navigation in the bottom – she gets confused and think it might be next step
- When in a story, a click on the image should lead to the original item (and thus not just the "View item" link below the item)
- The comment icon in the overview should be more visible, it is hard to see now
- A bit confusing that search for stories and search for items are two different search fields
- It would be nice if a given search string is highlighted in the story
- Have doubts if tags should be written with a # in front
- When adding a new story it would be helpful if it was mentioned that it is a good idea to have the images ready in My Library
- The Add to My Library link on an object should be present also when in a story (instead of only in the overview window)
- She is very excited when she discovers that she can just drag items from My Library to the hexagon pattern when creating a new story.
- She thinks, however, that the numbers in the hexagon pattern is confusing – thinks initially that the objects has to be placed in the order.
- When objects are placed, she finds it confusing that they can't be rearranged but has to be deleted and reinserted in order to reposition.
- Add Files should be placed within My Library and not as a seperate menu item
- The Publish text on the button (when publishing a new story) should be bigger
- Misses preview on most icons
- The black frame in the story window collides too much with the dimmed background
- The edit function for your "own" images is hard to find.
- Would like story mode to fill even more on a big screen.

Answers to questionnaire:

What is your overall impression of the Digital Storytelling Platform?

- *Easy to use. When understood, it was easy to create a new story*

How do you judge the overall usability of the Digital Storytelling Platform? (1 is bad, 5 is good)

- *(3)4 (really misses preview of items)*

How do you judge the overall visual appeal of the Digital Storytelling Platform (1 is bad, 5 is good)

- 5

How do easy was it to create a story? (1 is bad, 5 is good)

- *4 (would like help pop-up to be able to appear)*

What do you like most?

- *View other stories, comment on them, to get inspiration*

What do you like the least?

- *The missing preview on icons*

What could you imagine to use the Digital Storytelling Platform for?

- *Essays/work for the school work*

Person 2: Agnete (woman)

Age: 40

- It would be nice just to click on the background image of a story to view it
- Too many clicks to view items
- Would like to just click on an object to see the original (in story mode) instead of having to click View Item link in bottom
- In the overview, it would be good if the cursor changed to a hand when hovering over the boxes in the hexagon (to show that they are clickable)
- Have no problem interacting (sharing and commenting on stories)
- Finds it easy to search.
- Easy to create new story and add new items
- Would be good to be able to reposition items in story
- Easy to delete items from my library
- Good to be able to add items to library just by dragging them from search window
- Took a few seconds to spot that stories were in the My Library window too - should perhaps be more obvious (the link in the bottom of My Library)
- Misses search by username, order by date in the overview
- When in a story, would like to be able to click on author to see other stories by user
- Would like to be able to see where given images have been used (which other stories)
- Suggestion - "show random" button or something like that on front page

Answers to questionnaire:

What is your overall impression of the Digital Storytelling Platform?

- *Easy, but would be nice to have "hands" icons when things are clickable*

How do you judge the overall usability of the Digital Storytelling Platform? (1 is bad, 5 is good)

- *4 (misses more obvious links)*

How do you judge the overall visual appeal of the Digital Storytelling Platform (1 is bad, 5 is good)

- *5 (nice with the simplicity)*

How easy was it to create a story? (1 is bad, 5 is good)

- *4*

What do you like most?

- *The hexagon functionality to drag and drop (and that the icons appear like a puzzle)*

What do you like the least?

- *That you can't click on background image of story, only on icons. That it requires too many clicks to get to originals, and also is not obvious who is behind the europeana page you get redirected to*

What could you imagine to use the Digital Storytelling Platform for?

- *Use for personal use (for example, it could be fun to look at Berlin stories before going there) and also old family stories*

She think it would be nice with a similar items function

Person 3: Elias (boy)

Age: 13

- He clicks on the background image in order to get to the story
- When in a story, he clicks on the film icon in order to see it, not the View item link below
- Thinks it takes too many clicks to get to the original material
- When in story mode, he starts by clicking on the items in the hexagon in order to see the items (which then is shown in the mid/right side of the window)
- He didn't discover (or need) the prev/next in the bottom of the story window
- He sees the sharing/commenting right away
- Misses that many links on images etc doesn't have a hand icon to indicate that they are clickable.
- When searching, gets a bit frustrated that you have to click the Go button and not just press the Enter button
- Finds the registration easy
- When creating a new story, he creates it without pictures first and then adds the pictures later
- When he places pictures in a new story, he places them in non-sequential positions right away.
- Finds it easy to delete items, after use, in My Library
- Finds it easy to edit a story
- Discoveres right away that My Library contains both objects and stories

Answers to questionnaire:

What is your overall impression of the Digital Storytelling Platform?

- *You have to be a bit creative to use the site. It is different but good. Many elements of the UX is familiar and it is easy to use right away.*

How do you judge the overall usability of the Digital Storytelling Platform? (1 is bad, 5 is good)

- *3,5 (finds the learning curve a bit steep)*

How do you judge the overall visual appeal of the Digital Storytelling Platform (1 is bad, 5 is good)

- *5 (he really likes the design)*

How do easy was it to create a story? (1 is bad, 5 is good)

- *4*

What do you like most?

- *He likes the hexagon and the ability to drag items to it*

What do you like the least?

- *(no comments)*

What could you imagine to use the Digital Storytelling Platform for?

- *He finds primarily the use to be suitable for school, because of the history content.*

Person 4: Mads (man)

Age: 45

- He does also click on the background image in order to get to a story
- When in the story, he clicks on the image in order to get to the original, not on the View Item link below.
- Uses the Prev/Next icons/links to navigate between images in a story (and thus not the hexagon)
- He doesn't discover that he also can click on the cubes in the hexagon to go to objects within a story
- Finds it annoying that so many clicks are needed to get to the original object (wether image or movie)
- Finds it very easy to share and comment on a story
- But doesn't think the comment icons in the overview are visible enough
- Have no problems searching – both in stories and in objects
- Finds it easy to create a user account
- Finds it easy to drag the cubes from the search window to My Library and after that to create a new story
- Was rather slow to discover that the cubes in the overview window represented the objects of the story
- He likes the icons with a preview, but think they might be a bit too small

- Get confused when having searched and changes Theme, that no stories appear (because the search haven't been reset by itself)

Answers to questionnaire:

What is your overall impression of the Digital Storytelling Platform?

- *He really likes the idea of the site – finds it very interesting. Don't think it would be hard to find out all the functionality*

How do you judge the overall usability of the Digital Storytelling Platform? (1 is bad, 5 is good)

- 4

How do you judge the overall visual appeal of the Digital Storytelling Platform (1 is bad, 5 is good)

- 3 – *Would like a more organic design, finds it visually too strict*

How do easy was it to create a story? (1 is bad, 5 is good)

- 4

What do you like most?

- *He likes the images in the overview window(nice with visual content, when a lot is otherwise created in words)*

What do you like the least?

- *He doesn't like the hexagons*

What could you imagine to use the Digital Storytelling Platform for?

- *Cultural sharing without being academic. Appropriate for schools and other learning*

He would like the Story window to be wider when on a big screen.

Person 5: Aslaug (girl)

Age: 13

- Doubts about where to click for a story (clicks on the story background image)
- In the story window she clicks on the image to see more, not on the View Item link below
- Concerning sharing, her first thought was to just copy URL, but soon after discovered the Sharing and commenting options by herself
- She tries to use the back and forward arrows on the keyboard to navigate between objects

- Takes a short while to discover the system with the hexagons and she likes it.
- She likes being able to click directly on objects in the main window, so she doesn't necessarily have to open the story
- She would like to be able to just press Enter when having entered a search string – not having to click on the Go button
- She finds it very easy to register as a user
- It took a little while for her to discover that her stories were also in My Library, and that it was an easy way to go and edit them

Answers to questionnaire:

What is your overall impression of the Digital Storytelling Platform?

- *She finds it easy and simple to navigate*

How do you judge the overall usability of the Digital Storytelling Platform? (1 is bad, 5 is good)

- *4 She likes the step by step solution- first time a bit overwhelming but afterwards easy*

How do you judge the overall visual appeal of the Digital Storytelling Platform (1 is bad, 5 is good)

- *4*

How easy was it to create a story? (1 is bad, 5 is good)

- *5*

What do you like most?

She likes the hexagons – they are special and she hasn't seen that before

What do you like the least?

- *Finds it confusing with the two search fields*

What could you imagine to use the Digital Storytelling Platform for?

- *She would probably use it in a school environment*

Finally she wonders why there are arrows in the button of the help text.