

Project 4: Reflection on User-Testing

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User testing went better than expected actually. Each user arrived at the perfect time, so there wasn't a lot of waiting around or users piling up at the door. All the equipment was ready to use and we didn't run out of battery power or having any major catastrophes.

We really got a lot of good feedback, as well. The videos showed a ton of information we missed by merely observing and taking notes. The users were really good about saying what they were thinking and generally commenting and asking questions that provided good feedback. If we had infinite time, there could be many new features or bug fixes based on the many excellent comments and questions the users provided.

That being said, there were many unexpected things that I personally didn't think the users would have difficulty with that they found quite difficult. Simple things like how to place towers and navigate the menu system seemed like they weren't very intuitive to the user.

Overall, I think the most useful feedback was from the questionnaires and the video recording. Seeing from the user's perspective really made it feel like we were sitting in the user's chair, seeing the game for the first time.

Some examples of interesting questions and comments from the users:

1. I don't understand the tower on the bottom, maybe it's the cost?
2. We've built the giant castle of survivors!
3. Do I have to kill the zombies?
4. *User tries for a few minutes to swipe a screen that should be pressed.*
5. There's really no point to this game once you fill the screen with towers.