

<https://github.com/ushahidi/dispatcher-mobile/issues/136>



Erioldoesdesign commented on 18 Dec 2018 • edited ▾

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Date: 18/12/2018

Location: Bristol, UK

Participant/s: S, I, E (3 participants)

Notes in the comments



Erioldoesdesign self-assigned this on 18 Dec 2018



Erioldoesdesign added the **Design** label on 18 Dec 2018

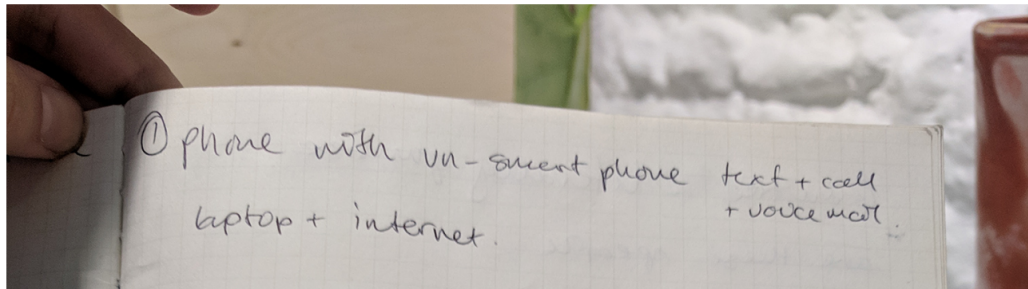


Erioldoesdesign commented on 18 Dec 2018

Author

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Raw notes via photos:



① phone with vn-sistent phone text + call
laptop + internet. + voice mail.

② Reading + writing trouble + voice screen reader

~~garden~~ project teaching skills cooking
Allotment + selling produce.
+ trainee

Dispatcher = deliver stuff.
parcels.

photo upside down.

Map of somewhere - where I live.

tries to swipe around map + pinch zoom.

Icons blue. - too small

I don't know my way around.

Android.

volunteering in "Kingsdown"
Search = "people need help!"

Wear clothes + food. Not drink

5x more photos

Erioldoesdesign commented on 18 Dec 2018 •

edited

Pertinent information on participants: Two participants were trainees of a local community scheme that offers training to people with disabilities including learning disabilities.

The community scheme is geared towards 'good in the community' particularly around food resources.

Participant 1 was a paid member of the community scheme but also deeply involved in volunteering and community good. Did not self-describe as disabled.

Did not describe the kind of device she owned. Did not seem tech adverse.

Participant 2 was a trainee and community member. Part paid, part volunteer. Self described as having a learning disability where it is useful to know they they described 'Not being able to read or write very well at all'

Described and showed a Samsung smart phone. Described not using many of the functions or 'being very good with technology'. Not willing or happy to interact with the test device. Text, buttons and screen content was read out loud to them.

Participant 3 was a trainee and community member. Part paid, part volunteer. Self described as having a 'mild' learning disability and that new skills, information etc. take them "longer than a 'normal' person to do"

Described owning a simple phone for texting, calls and voicemail. Old Nokia with a small screen. Used to own a smart phone but lost it. Reluctant to get a smart phone but stated "I suppose I'll have to get one at some point"

Very happy to interact with test device but pressed hard on the touch screen and it therefor didn't register a tap well. Persisted with trying to use device but got frustrated. Instinctively did swipe and pinch zoom actions.

Pinch zoom and swipe was used on the map screen of the accepting request flow. Swipe was also used when 'in' a persons profile of the list of requests. Presumably to locate another request in the list.



Author

Erioldoesdesign **commented on 18 Dec 2018**

The community project that these people are involved in is especially interesting as they grow food on community/volunteer maintained allotments, make food/meals with the produce and sell/distribute the produce to the local community.



Author

Erioldoesdesign **commented on 18 Dec 2018**

Dispatcher as a name = delivering stuff or parcels.

The hands image was neutrally received. One participant thought it was 'upside down' it didn't entice a positive comment.

Participants were fully unsure on what to do with the first suggestion to 'add clothes' or 'add food' the participant with the device clicked 'add food' but didn't read the information. They were distracted by the list behind and wanted too 'see' it. Confused that they were then taken to a map page (error in prototype link up?)

"What If I don't have food or clothes to give?"

Map = "is this where I live?" participants not sure. Used a landmark on the map to guess and guessed in Wales (UK) because there is a landmark in Yellowknife with 'Wales' in it.

Icons too small. Hard to see, hard to tap. can't see the outline of the shapes.

Could not figure out how to get back. Tap area of arrow too small to work or the participant was tapping in a forceful way (it's worth noting that the way technically included people tap vs. non-technically included people is vastly different)

Participant tries to swipe around the map and pinch zoom into the icons to see them closer.

"I don't know my way around here" - when testing on technically-excluded folks, it's important to cater the prototypes to their area. Familiarity could make the difference in testing.

Did not see the dot that indicated themselves.

Participant began to tap everywhere on the screen. Later described this as the behaviour they use to 'learn' tech. "I don't read instructions, I try it out, fiddle, get tired and maybe come back to it and figure it out over time. I might read instructions once I've figured out the important parts"

Participants found the list of people needing help. Struggled to understand the relevance. Described the way that they would look for ways to offer help to people is through a 'search' and the terms they would use are "Volunteering in [local area]" or "I can help in [local area]"

Described too much text in list. Can't easily see what people need help with. Actual information text too small. Confused and distracted by the bottom half of the page (Your items/map/food & clothes cta's) did not swipe/scroll vertically.

"Are these the people that need help?"

Looked at Laurence in detail. Tried to tap the text 'Pick up details'. Participants generally wanted to find out more information on the task that Laurence needed help with (what needs moving, where, how long, how much etc.)

Described wanting to know:

- Is he in a flat or house?
- Does he have a dog?

Tapped on Laurence to view profile and was very confused. "There's now more people instead of just Laurence!" (referencing the reviews of Laurence) they tap a review "Now I'm on someone else! It's saying what he did but I need to know what he wants!"

Participants very frustrated at this point. Try a little more to find out more info. Do not see/suggest/mention a chat function. They "Wanted the info right away".

Participants said this is the point where they would 'Pass' on the app. Lots of statements like "I'm not good with phones/technology"

They describe having "lots of icons on their phones they never use" they showed me both their phones and described not using several basic apps because it "takes too long to figure out"

They mentioned at this point they would seek help in person, or via a class in the library or from a friend/co-worker. They mentioned relying on younger people to help them.

These kinds of users mentioned that they: Don't want to be rushed, that it needs to be more user friendly and they take a little longer and are slower than average people.

They described the app (and tech in general) as scary, mind boggling, and that they 'can't learn overnight'

1 participant said they may delete the app right away. The others said they would keep it and try every now and then to learn because they get why it's useful.

One suggested notifications popping up so they don't always have to go into the app.

Another suggested they'd just like to let the app know (via a search/add bar) what they can help with "I'm good with motorbikes and I can advise about vehicles" and they just want to be messaged/notified when some wants that kind of help. Talking about the system in this way made the participants smile and they were happy.

We then looked at requested food (rice). Comments were around "How much rice is this?" (the weight was not seen) they described ways of numerating like "Feeds 8 people" "A large bag" and wanted a size comparison or a weight icon like:



Or icons of individual people it would feed (so an icon with 8 people figures)

They commented that the brand of rice is unusual for UK and 'looked foreign'. they were also confused and thought they might need to pay something for it. Needs a 'free' or 'give' label.

There was also mention of the 'bag of rice' and the person (Zackary) not being 'connected' and feeling separate on the screen so they were unsure that Zackary was giving this rice to us.

(page 46 on prototype) There was not 'clear' text saying 'Zackary is giving you this rice'.

Participant said they wanted to click on Zackary, but wouldn't because they are unsure that it would confirm something but they 'think' that is what they would do if they wanted the rice.

The quote from Obama was well received (though the sentence ends abruptly and they asked if it was broken/an error)

They commented that the quote was: Motivating, Empowering and not politically leaning in any way (even though Obama is a Democrat) They mentioned it would be difficult and tricky if there were quotes that took a certain 'stance'.

There was then a bit of chat about what if the person giving you this rice was someone you knew and didn't like? or if someone was requesting rice that you knew who was not good? there was then a bit of moral dilemma between the participants.

Right at the end they mentioned about "A person coming over with a bag of rice, what if they're dodgy? (unsafe) and they give us bad food?" "What if they think we're sponges? (Taking good will lazily)"



jrtricafort commented on 21 Dec 2018

This is great. Here's the pieces I highlighted to revisit during synthesis:

- quotes
 - Participants found the list of people needing help. Struggled to understand the relevance. Described the way that they would look for ways to offer help to people is through a 'search' and the terms they would use are "Volunteering in [local area]" or "I can help in [local area]"
 - "Are these the people that need help?"
 - Described wanting to know:
 - Is he in a flat or house?
 - Does he have a dog?
 - Looked at Laurence in detail. Tried to tap the text 'Pick up details'. Participants generally wanted to find out more information on the task that Laurence needed help with (what needs moving, where, how long, how much etc.)
 - They mentioned at this point they would seek help in person, or via a class in the library or from a friend/co-worker. They mentioned relying on younger people to help them.
 - These kinds of users mentioned that they: Don't want to be rushed, that it needs to be more user friendly and they take a little longer and are slower than average people.
 - Another suggested they'd just like to let the app know (via a search/add bar) what they can help with "I'm good with motorbikes and I can advise about vehicles" and they just want to be messaged/notified when some wants that kind of help. Talking about the system in this way made the participants smile and they were happy.
 - There was not 'clear' text saying 'Zackary is giving you this rice'.
 - There was then a bit of chat about what if the person giving you this rice was someone you knew and didn't like? or if someone was requesting rice that you knew who was not good? there was then a bit of moral dilemma between the participants.
 - Right at the end they mentioned about "A person coming over with a bag of rice, what if they're dodgy? (unsafe) and they give us bad food?" "What if they think we're sponges? (Taking good will lazily)"



Erioldoesdesign **referenced this issue on 21 Dec 2018**

Closed

Evaluative research report #2 #144



justinscherer **commented on 27 Dec 2018**

Right at the end they mentioned about "A person coming over with a bag of rice, what if they're dodgy? (unsafe) and they give us bad food?" "What if they think we're sponges? (Taking good will lazily)"

Sparked a feature idea of: Profile videos (like a cross between dating VHS tapes in the 80s/90s and voice answering machine messages) Where a user has to take a selfie video for 10 seconds to talk about themselves. We can auto-caption these (no need for sound) and upload them in low-res. More accessible because no need to read them. Basically captures the profile photo and description at once. Can have cool, moving GIF'd Harry-Potter-esque moving avatar photos.



Erioldoesdesign **changed the title** User Test 1 User Test 2-1 **on 21 Jan**



Erioldoesdesign **closed this on 23 Jan**