

# Usability Testing / Design Validation

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New Interaction Types (ROW)

**Report Prepared By: Vignesh Gnanasekaran**

Report Date: 30 July 2018

## Research Topic: Design Validation - New Interaction Types (Row)

Metadata	Metadata Input
<b>Research Tagline</b>	New Interaction Types Design Validation (Row)
<b>Research Activity Purpose</b>	<p>The purpose of this study is to collect students' feedback on new interactions types about understanding the requirement, behaving the inter-activity, getting their desired feedback etc.</p> <ul style="list-style-type: none"> <li>• General conception about imbedding ASR into IAP and two new interaction types - Repeat &amp; practice, Read &amp; record</li> <li>• Insights into new interactions about affordance, behaving requirements and desired feedback</li> <li>• Other comments and suggestions about Pronounce and Practice parts in IAP exercise</li> </ul>
<b>Audience</b>	We have conducted the study with 9 students
<b>Research References</b>	As a designer, I want to help students better perform on these new interaction types
<b>Expected Timeframe</b>	July 24 to July 27, 2018
<b>Platforms</b>	Interactive prototypes with InVision On Windows machine
<b>Key Performance Metrics</b>	<p>Validate the user is able to understand the key information conveyed and the purpose of utilizing ASR</p> <p>Validate the user can build the connection between current Pronounce and Practice with new interaction types</p> <p>Validate the user can understand what are the requirements and how to complete tasks based on requirements</p> <p>Validate the user is able to identify the main flow of answering questions</p> <p>The study will also provide us with:</p> <p><b>Metrics:</b> Objective and behavioral performance data that provides a usability baseline to measure future improvements</p> <p><b>Audience insights:</b> Actionable insights on how to optimize the user experience for our students</p>

	<b>Actionable improvements:</b> Concrete recommendations for improvements based on research findings.
<b>Research Geography</b>	Vietnam & Argentina
<b>Research Requested by</b>	Vignesh Gnanasekaran
<b>Team Members &amp; Collaborators</b>	<b>Researcher / Facilitator:</b> Yao Jia, Remeshan <b>Designer:</b> Vignesh Gnanasekaran, Mohamed Asif <b>Observer:</b> Remeshan, Yao Jia, Kumaravel, Vignesh, Jona Frank, Gayathri, Mohamed Asif
<b>Design Tools / UX Methods Proposed</b>	InVision Prototypes, task testings
<b>Major Tasks &amp; Responsibilities</b>	<b>Yao &amp; Remeshan</b> will facilitate the interview <b>Kumaravel, Vignesh, Jona Frank, Gayathri, Mohamed Asif</b> will take notes.
<b>Digital Recording</b>	Yes
<b>Research Execution</b>	Randomly pick students from speaking center in Vietnam and Argentina. SA help to schedule student interviews
<b>Report Compiled by</b>	Vignesh
<b>Research Compilation Date</b>	30 July 2018

Participants			
Name	Gender	Current level	Location
Ana Coutinho	F	14	Vietnam
Alejandra Marin	F	13	Argentina
Quang Minh	M	19	Vietnam
Hoang Phuc	M	18	Vietnam
Federico Mazal	M	18	Argentina
Diana Fernandes	F	12	Argentina
Susana Lovechio	F	18	Argentina

Claudia Reis	F	12	Argentina
Dai Nguyen	M	14	Vietnam

<b>Success Criteria for Scoring Scenarios</b>	
<p>The chart below outlines success criteria that will be used for scoring the success of task completion as our test participants try to complete the scenarios. Scoring each scenario will enable us to calculate a rate of successful task completion for each scenario at the end of the test.</p>	
<b>Success</b>	<b>Completes the task with minimal effort (must include all of the following)</b>
	<ul style="list-style-type: none"> <li>Reaches destination within 2 attempts</li> </ul>
	<ul style="list-style-type: none"> <li>Does not receive hints from the facilitator</li> </ul>
	<ul style="list-style-type: none"> <li>Does not ask for help</li> </ul>
	<ul style="list-style-type: none"> <li>Does not encounter error messages</li> </ul>
	<ul style="list-style-type: none"> <li>Does not mention frustration</li> </ul>
<b>Partial Success</b>	<b>Completes the task with moderate effort (can include any of the following)</b>
	<ul style="list-style-type: none"> <li>Reaches destination within 3 attempts</li> </ul>
	<ul style="list-style-type: none"> <li>Receives 1 hint from the facilitator</li> </ul>
	<ul style="list-style-type: none"> <li>Encounters 1 or 2 error messages</li> </ul>
	<ul style="list-style-type: none"> <li>Has to back up or reenter information</li> </ul>
<ul style="list-style-type: none"> <li>Mentions minor frustration or expresses minor confusion</li> </ul>	
<b>Failure</b>	<b>Can include any of the following:</b>
	<ul style="list-style-type: none"> <li>Does not complete the task or completes the task with considerable effort</li> </ul>

	<ul style="list-style-type: none"><li>● Reaches destination in 4 or more attempts</li></ul>
	<ul style="list-style-type: none"><li>● Receives 2 or more hints from the facilitator</li></ul>
	<ul style="list-style-type: none"><li>● Encounters more than 2 error messages or same error message more than once</li></ul>
	<ul style="list-style-type: none"><li>● Has to back up or re-enter information several times</li></ul>
	<ul style="list-style-type: none"><li>● Mentions serious frustration or confusion</li></ul>
	<ul style="list-style-type: none"><li>● Mentions they would have to call or speak with someone to complete the task</li></ul>
	<ul style="list-style-type: none"><li>● Concludes the task is completed successfully, when it is not.</li></ul>
<b>Skip</b>	Task was skipped due to time constraints or because the task was not meant for a particular user type

## Repeat & Practice - Version 1

[Page Link](#)



🕒 10 Min

### Description

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

### Activity Focus

Hello, Hi,  
What's your name?  
Who's that?  
This is, That's

### Activity Example

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

Start Activity

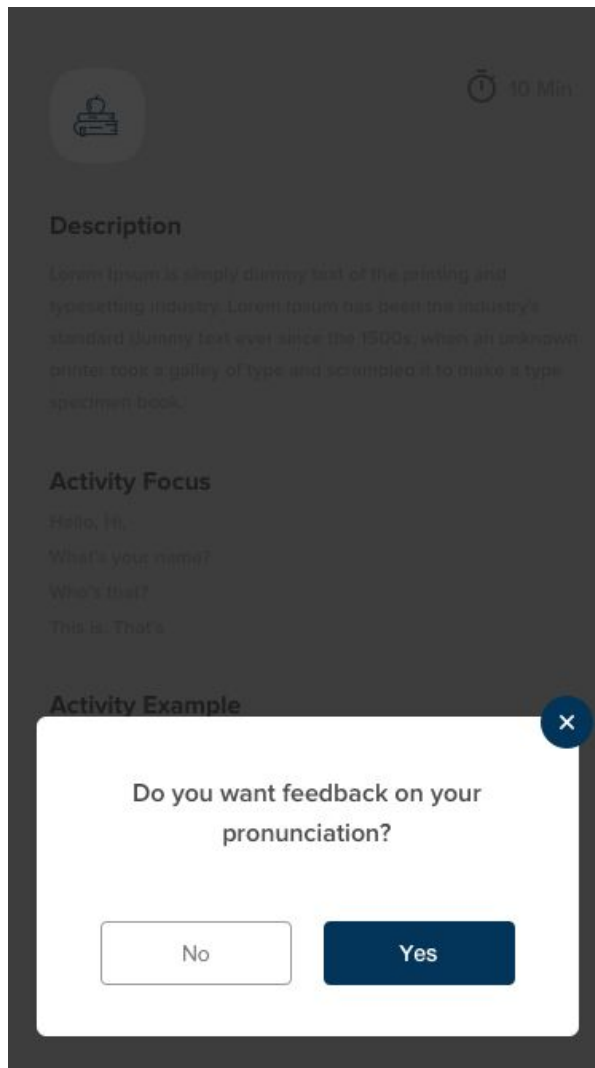
### Pros

1. Overall look and feel is good.
2. Most of the students understood the purpose of this page

### Cons

1. Few students didn't understand the purpose of this page.
2. Timer is not noticable.

## Repeat & Practice - Version 1

**Pros:**

1. Most of the students understood the purpose of this popup

**Cons:**

1. Few tried to skip this popup without reading the message and unable to find the close button.
2. Few couldn't understand the purpose of this popup

## Repeat & Practice - Version 1


Unit 5


Lesson 1

1 2 3 4 5 6

**Repeat & Practice**

1. Listen, 2. Repeat, 3. Practice.



 These papers are for new \_ \_ \_ \_ \_ ?

### Pros:

1. Overall comments - Clean design
2. Pagination - understandable

### Cons:

1. Difficulty in identifying the activity type and description.
2. Couldn't understand the speaker icon.
3. Thought this is **fill in the blanks** type activity.





## Repeat & Practice - Version 1


Unit 5  
Lesson 1

1 2 3 4 5 6

**Repeat & Practice**  
1. Listen, 2. Repeat, 3. Practice.




 These papers are for new \_ \_ \_ \_ \_ ?


  
Press & Hold to record


Unit 5  
Lesson 1

1 2 3 4 5 6

**Repeat & Practice**  
1. Listen, 2. Repeat, 3. Practice.



 These papers are for new \_ \_ \_ \_ \_ ?

  
Recording...

**Pros:**

1. Easy to understand the record functionality.

**Cons:**

No

## Repeat & Practice - Version 1

Unit 5  
Lesson 1

1 2 3 4 5 6

**Repeat & Practice**  
1. Listen, 2. Repeat, 3. Practice.

These papers are for new \_ \_ \_ \_ \_ ?

These Papers are for new Employees

Retry Next

**Pros:**

1. Retry button is understandable

**Cons:**

1. Couldn't understand the purpose of the text colors
2. Colors used for the speaker icons - **are confusing.**

## Repeat & Practice - Version 1

Unit 5  
Lesson 1

1 2 3 4 5 6

**Repeat & Practice**  
1. Listen, 2. Repeat, 3. Practice.

These papers are for new \_ \_ \_ \_ \_ ?

These Papers are for new Employees

Click to listen

Retry Next

**Pros:**

No

**Cons:**

1. Tooltip is not easy to understand
2. It's not clear that the user **can hear the wrongly pronounced word by tapping it.**

## Repeat & Practice - Version 1

The image displays two side-by-side screenshots of a language learning application interface for 'Unit 5 Lesson 1'. Both screens feature a navigation bar at the top with numbers 1 through 6, where '1' is highlighted. Below the navigation bar, the text 'Repeat & Practice' is followed by the instructions '1. Listen, 2. Repeat, 3. Practice.' A photograph of three students (two women and one man) looking at papers is shown. Below the photo, there is a 'Hide' button on the left screenshot and a 'Show' button on the right screenshot. At the bottom of each screen is a microphone icon with the text 'Press & Hold to record'. The right screenshot also includes a speaker icon above the microphone icon.

**Pros:**

Most of the students understood the hide/show button and it's functionality

**Cons:**

One Student thought this button is to hide the picture

Read & Record - Version 1 web


Unit 5

Lesson 1


1 2 3 4 5 6


**Repeat & Practice**


1. Listen, 2. Repeat, 3. Practice.




Hide

 These papers are for new \_ \_ \_ \_ \_ ?

 **These Papers are for new Employees**

 **Retry**

 **Next**

**Pros:**


1. Understood the purpose of the green color for next button.

**Cons:**

1. no

## Repeat & Practice - Version 1 web

[Page Link](#)

 10 Min

**Description**

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

**Activity Focus**

Hello, Hi,  
What's your name?  
Who's that?  
This is, That's

**Activity Example**

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

[Start Activity](#)

**Pros:**

1. Overall look and feel is good.
2. Most of the students understood the purpose of this page

**Cons**

1. Few students didn't understand the purpose of this page.
2. Timer is not noticable.

## Repeat & Practice - Version 1 web

The screenshot displays a web interface for a practice activity. At the top left, there is a book icon. At the top right, a timer icon indicates '10 Min'. Below this is a 'Description' section with placeholder text: 'Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.' A dark blue 'Start Activity' button is centered at the bottom of the main content area. A white modal dialog box is overlaid on the page, featuring a speaker icon and the question 'Do you want feedback on your pronunciation?'. It contains two buttons: a white 'No' button and a dark blue 'Yes' button. A close button (an 'x' in a circle) is located in the top right corner of the modal.

**Pros:**

1. Yes user understand the purpose of this popup.

**Cons:**

No


## Repeat & Practice - Version 1

EXERCISE Unit 5 Lesson 1 LISTEN Adult Core English

← 1 2 3 4 5 6 →

### Repeat & Practice

1. Listen, 2. Repeat, 3. Practice.



Could you stay \_ \_ \_ ?

**Pros:**

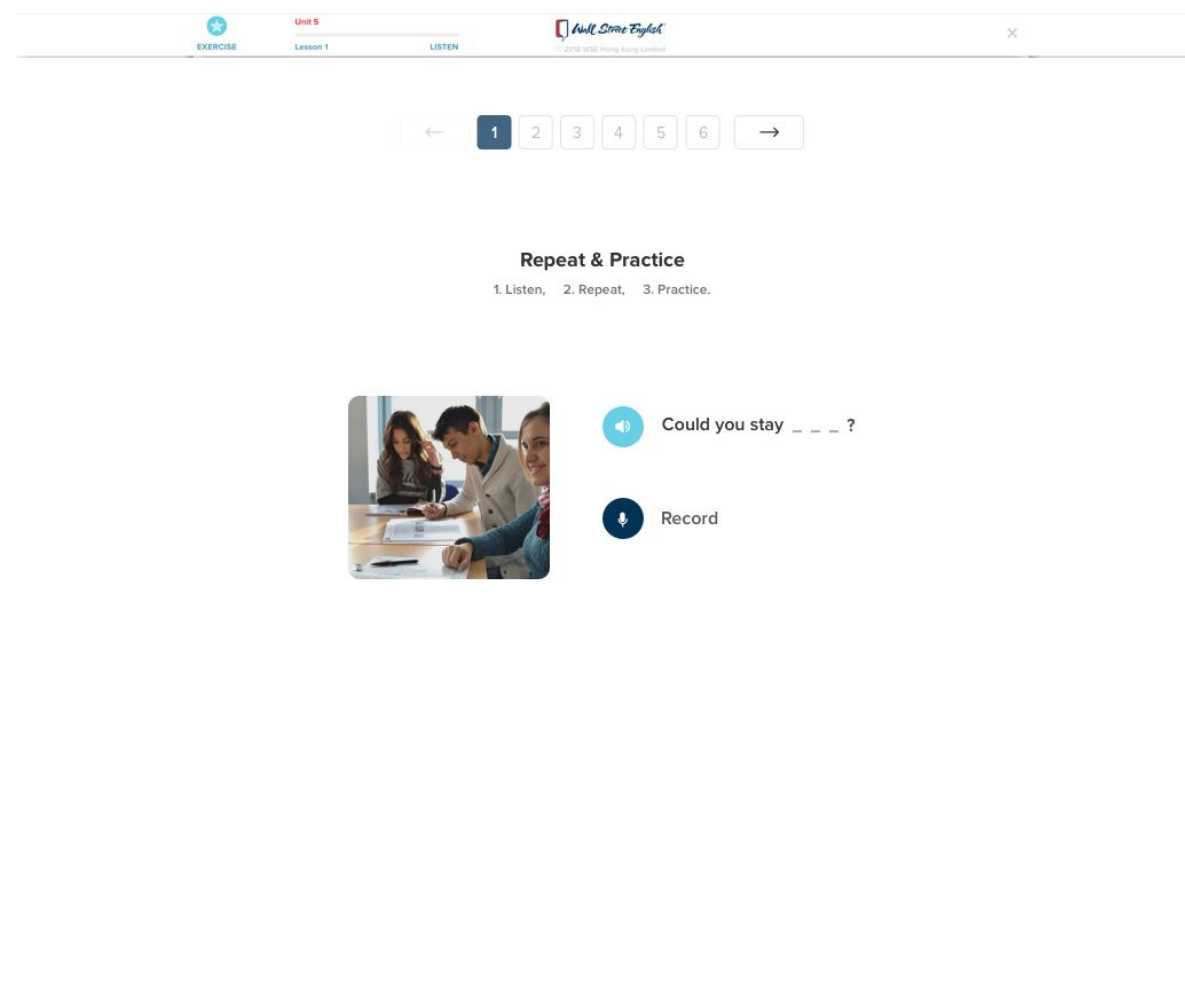
1. Clean Ui

**Cons:**

1. Users think this is the fill in the blanks activity  
2. Can find the activity title in their second try



## Repeat & Practice - Version 1

	
<b>Pros:</b>	1. Users easily understand what to do next on this page
<b>Cons:</b>	No


## Repeat & Practice - Version 1

EXERCISE Unit 5 Lesson 1 LISTEN *Adult Start English* © 2019 WISE Hong Kong Limited

← 1 2 3 4 5 6 →

### Repeat & Practice

1. Listen, 2. Repeat, 3. Practice.



🔊 Could you stay \_ \_ \_ ?

🎤 Recording.....

**Pros:**

1. Users easily understand what is happening in this page.

**Cons:**

No


## Read & Record - Version 2

EXERCISE Unit 5 Lesson 1 LISTEN *Adult Core English* © 2019 WISE Hong Kong Limited

← 1 2 3 4 5 6 →

### Repeat & Practice

1. Listen, 2. Repeat, 3. Practice.



Could you stay \_ \_ \_ ?

Could you stay here Click to listen

Retry Next

### Pros:

1. Most of the students understood the **retry** and **next** button.
2. Can able to identify the tooltip.

### Cons:

1. Few students were **confused with the text colors**.
2. Unable to understand where to click.


## Repeat & Practice - Version 1

EXERCISE Unit 5 Lesson 1 LISTEN *Adult Course English* © 2018 WISE Hong Kong Limited

← 1 2 3 4 5 6 →

### Repeat & Practice

1. Listen, 2. Repeat, 3. Practice.



🔊 Could you stay \_ \_ \_ ?  Hide

🎤 Record

**Pros:**

1. Most of the students were understood the purpose of hide/show button.

**Cons:**

No


## Repeat & Practice - Version 1

EXERCISE Unit 5 Lesson 1 LISTEN Null Seven English © 2019 Null Seven English Limited

← 1 2 3 4 5 6 →

### Repeat & Practice

1. Listen, 2. Repeat, 3. Practice.



Show

Record

**Pros:**

No

**Cons:**

1. Above 40+ age user not able to understand the show/hide button without guidance.


## Repeat & Practice - Version 1

EXERCISE Unit 5 Lesson 1 LISTEN *Adult Course English* © 2018 WISE Hong Kong Limited

← 1 2 3 4 5 6 →

### Repeat & Practice

1. Listen, 2. Repeat, 3. Practice.



🔊 Could you stay \_ \_ \_ ?  Hide

🔊 Recording.....

<b>Pros:</b>	1. Everyone understand what to do next on this page.
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## Repeat & Practice - Version 1

EXERCISE Unit 5 Lesson 1 LISTEN *Full Circle English* © 2019 WISE Hong Kong Limited

← 1 2 3 4 5 6 →

### Repeat & Practice

1. Listen, 2. Repeat, 3. Practice.



Could you stay \_ \_ \_ ?  Hide

Could you stay here

Retry Next

**Pros:**

1. Most of the students were understood the purpose of the green color on the button

**Cons:**


No

## Read & Record - Version 1


Unit 5  
Lesson 1

✓ ✓ 3 4 5 6

**Read & Record**  
1. Read, 2. Repeat, 3. Practice.



These papers are for new employees

  
Press & Hold to record

**Pros:**

1. Pagination - is understandable.
2. Most of the students easily identified the activity type

**Cons:**

1. Few student were struggled to identify the activity type.




## Read & Record - Version 1

Unit 5  
Lesson 1

✓ ✓ 3 4 5 6

**Read & Record**  
1. Read, 2. Repeat, 3. Practice.



These papers are for new employees

Recording...

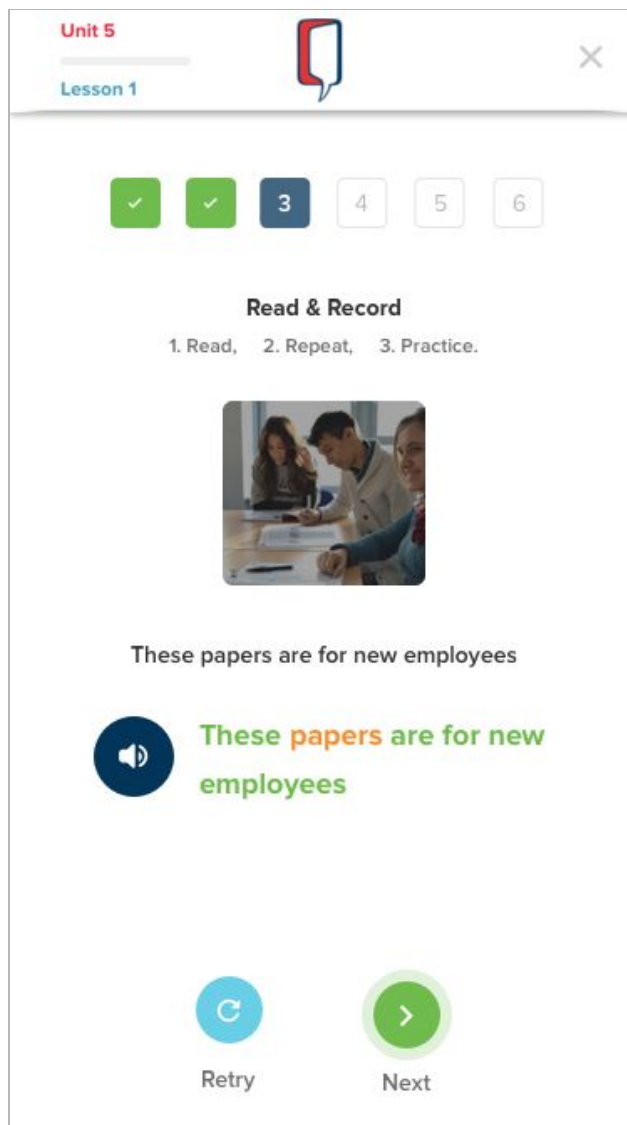
**Pros:**

1. Everyone understood the recording feature

**Cons:**

1. No

## Read & Record - Version 1




Unit 5

Lesson 1


✓ ✓ 3 4 5 6

**Read & Record**

1. Read, 2. Repeat, 3. Practice.



These papers are for new employees

 These papers are for new employees

Retry Next

**Pros:**

1. Understand the purpose of the green color in recorded answer.
2. Identified how to go to the next activity.

**Cons:**

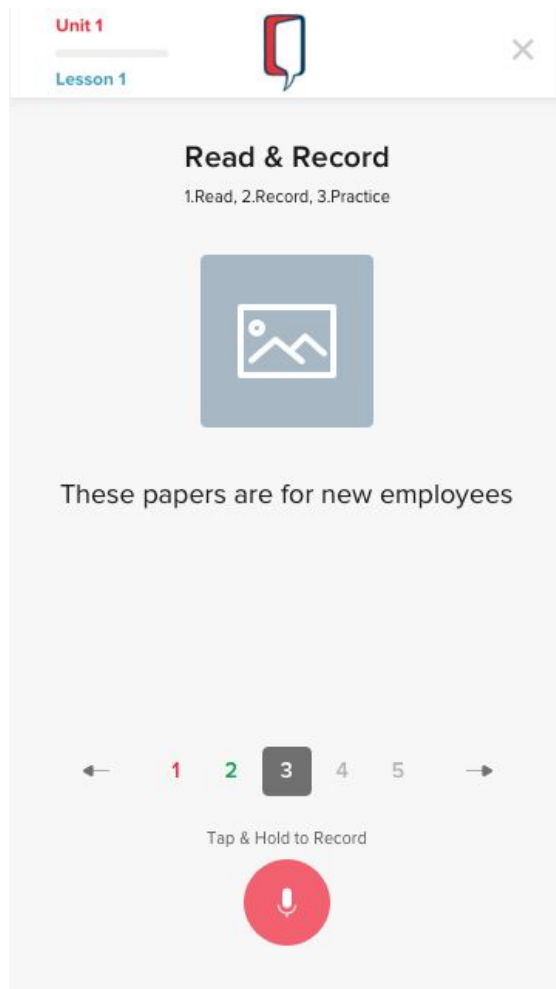
1. Few student's couldn't understand the purpose of the orange color in recorded answer.

<b>Executive Summary</b>
Keep two play buttons, one for the original and one for what the student pronounced, so students can do comparisons
Make color changing consistent
Listen - talk - relisten - retalk...make the retry also a complete process of exercise
Provide clear bubble texts, with font size big and distinguishing enough
Provide color explanation, especially for colors in ASR results
Provide the option of displaying the missing text or not
For those new words' wrong pronunciations, provide detail explanation and tips

<b>Other Notes</b>
All students being interviewed are quite excited with imbedding ASR with IAP
For the missing content (target language) in sentence, some students will just skip and not pronounce those parts if they don't know
"Hide" option is more for high level students
On APPs, new prototypes are with higher satisfaction than current interaction types

## Read & Record - Version 3

[Page link - Mobile](#)



### Pros:

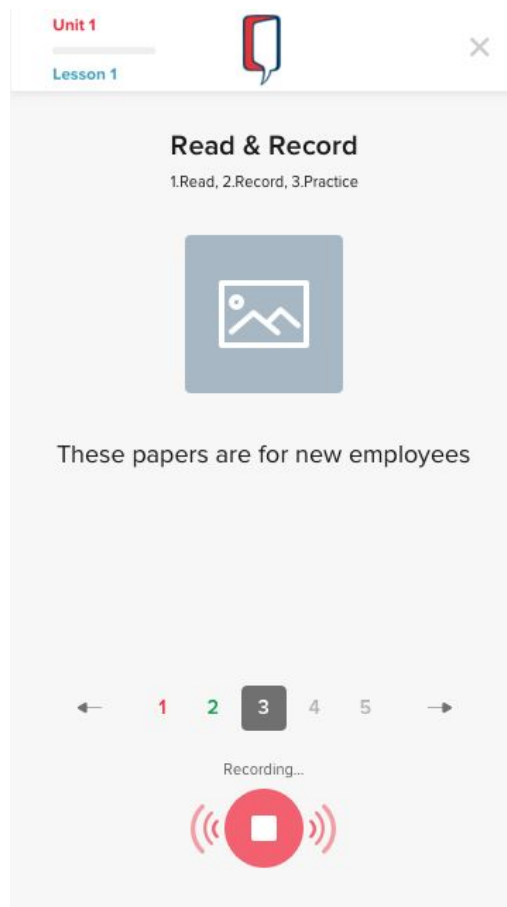
1. Everyone understood the record button.
2. Can identify the activity type

### Cons:

1. Students got confused on the image placeholder.
2. Hard to understand the colors and arrows in the pagination

## Read & Record - Version 3

[Page link - Mobile](#)



**Pros:**

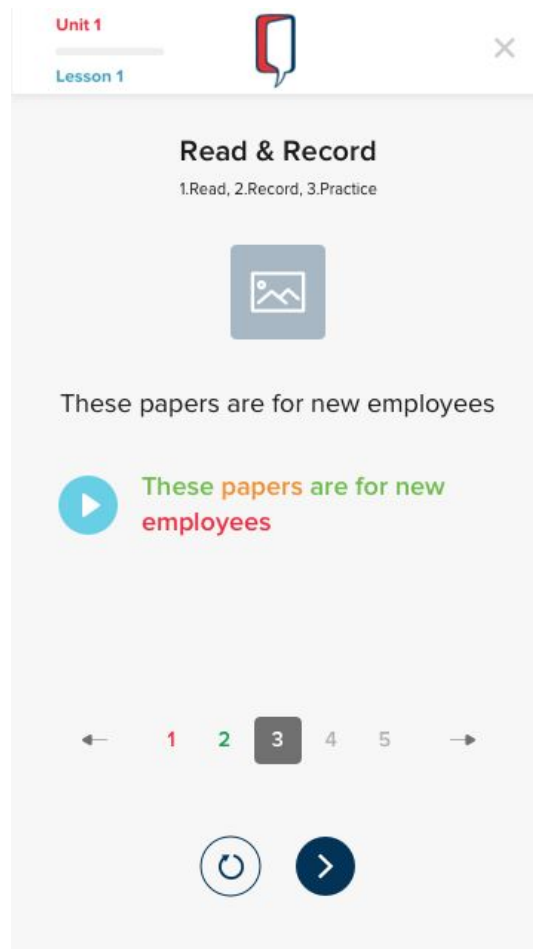
1. No

**Cons:**

1. Yes users found the stop button

## Read & Record - Version 3

[Page link - Mobile](#)



### Pros:

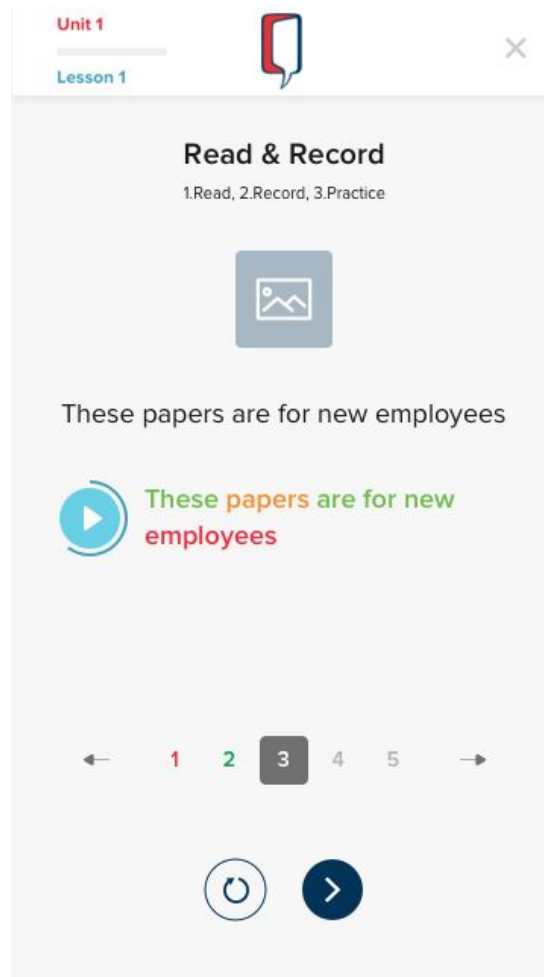
1. Most of the students identified the play button

### Cons:

1. Couldn't identify the colors used in the recorded answer.
2. Suggestion: Intonation should be similar to their native voice.

## Read & Record - Version 3

[Page link - Mobile](#)



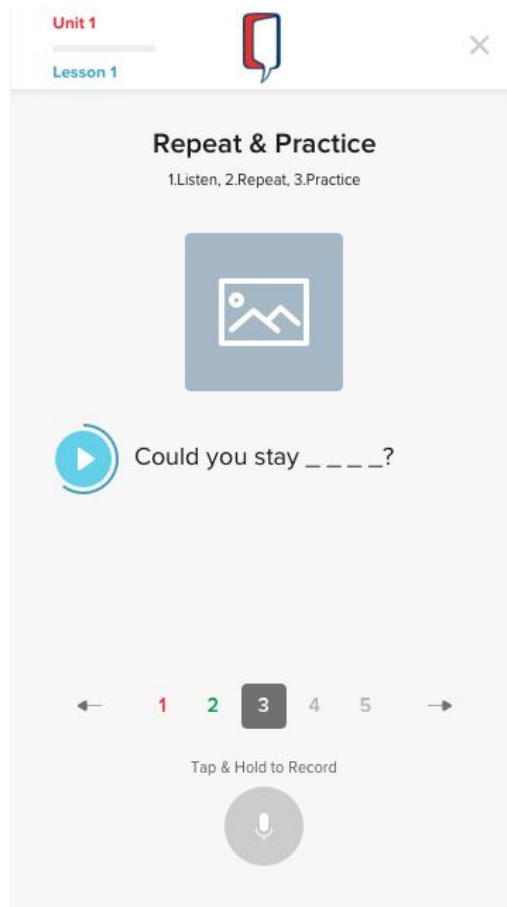
**Pros:**

1. Yes few users understood that it's playing something.
2. Retry, Next - Yes understandable

**Cons:**

## Repeat & Practice - Version 3

[Page link - Mobile](#)



**Pros:**

1. Play button understandable

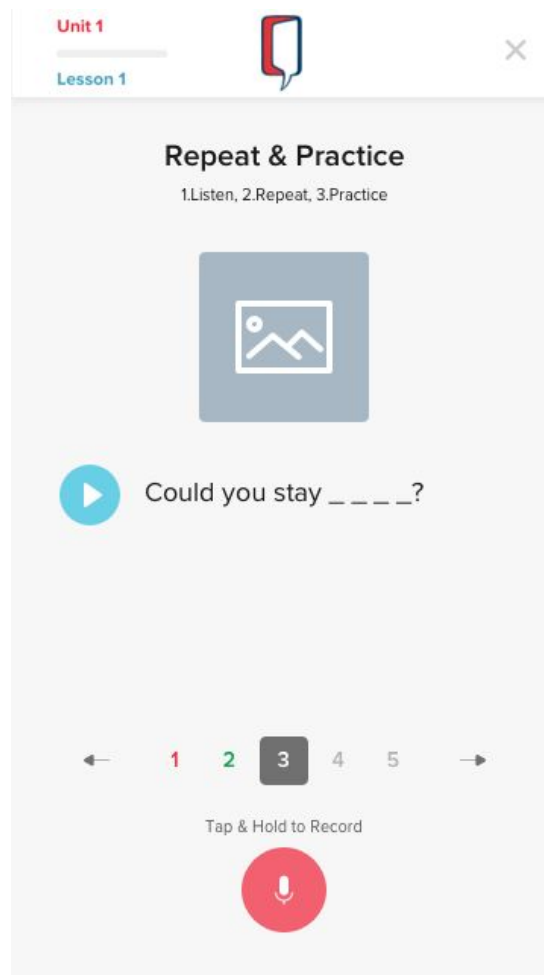
**Cons:**

1. Pagination - not understandable  
2. Image not understandable



## Repeat & Practice- Version 3

[Page link - Mobile](#)



**Pros:**

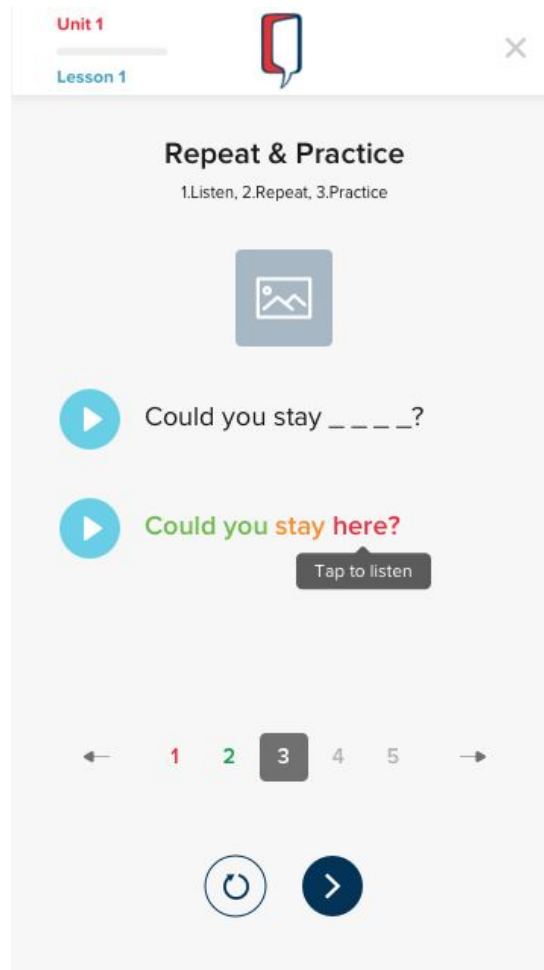
1. Record button understandable

**Cons:**

1. Identify the activity type wrongly as **fill in the blanks**

## Repeat & Practice- Version 3

[Page link - Mobile](#)



**Pros:**

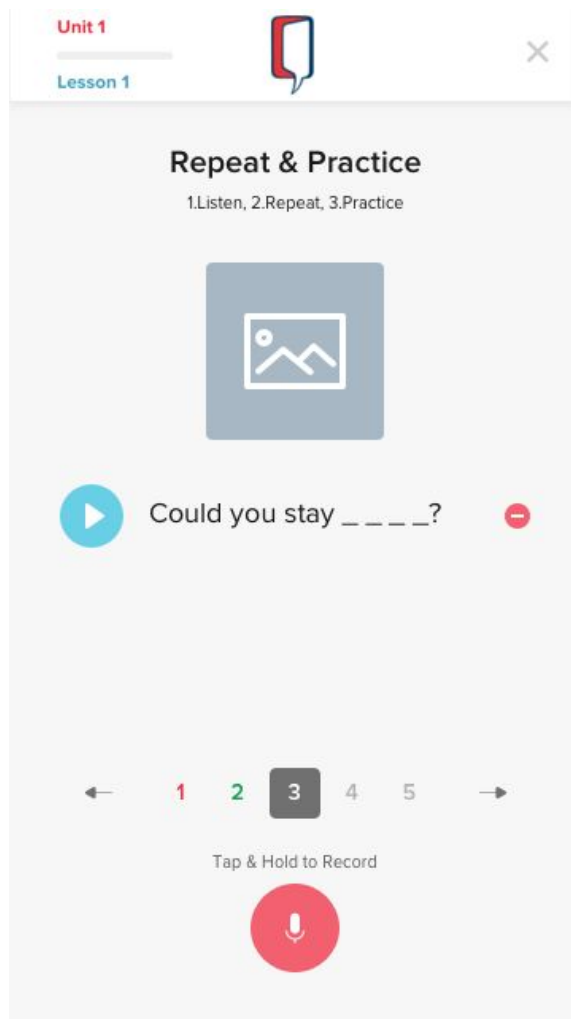
1. No

**Cons:**

1. Confusion on the Play icon as it's repeating twice
2. Tooltip is too small and not noticeable
3. Few users suggest the retry/next button should have the labels.
4. Unable to identify the paging colors in the pagination bar

## Repeat & Practice- Version 3

[Page link - Mobile](#)



**Pros:**

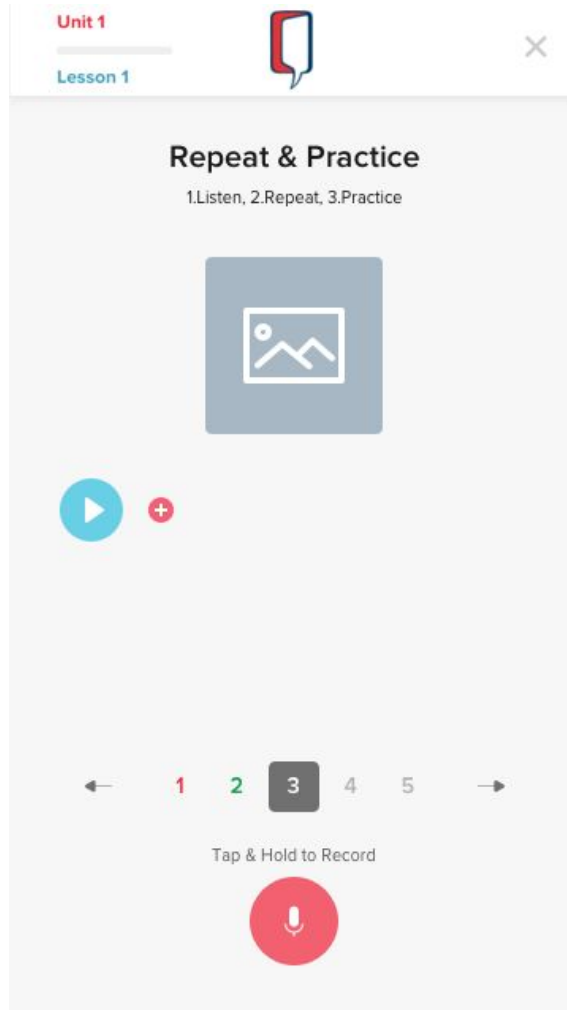
1. No

**Cons:**

1. Show/Hide not understandable
2. Unable to tap on the red button (hide/show) button

## Repeat & Practice- Version 3

[Page link - Mobile](#)



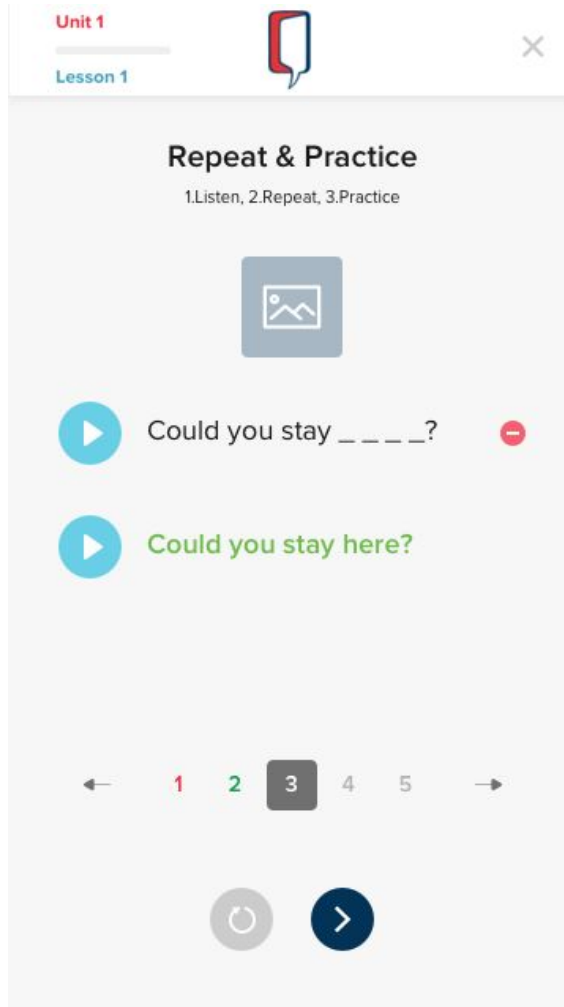
**Pros:**

1. No

**Cons:**

1. Couldn't identify the "Plus" button and its functionality

## Repeat & Practice- Version 3



**Pros:**

1. Everything in green is understandable

**Cons:**

1. Arrows for navigation next/previous is too small and not able to understand.

## Repeat & Practice - Version 3

EXERCISE Unit 1 Lesson 1 LISTEN

Unit 1  
Lesson 1

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### Repeat & Practice

1.Listen, 2.Repeat, 3.Practice

Could you stay \_ \_ \_ \_?

1 2 3 4 5

Click to Record

**Pros:**

1. Everyone understood the record button
2. Most of the student's were identified the activity type

**Cons:**

1. User got confused on the image placeholder.
2. Pagination - not understandable

## Repeat & Practice - Version 3


Unit 1  
Lesson 1

EXERCISE LISTEN

Wall Street English  
© 2018 WSE Hong Kong Limited

### Repeat & Practice


1.Listen, 2.Repeat, 3.Practice



▶ Could you stay \_ \_ \_ \_ \_ ?

← 1 2 3 4 5 →

Click to Record



**Pros:**

1. Students can understand that it's playing

**Cons:**

1. No

## Repeat & Practice - Version 3

The screenshot displays the 'Repeat & Practice' section of the 'All Street English' app. At the top, there is a navigation bar with 'EXERCISE', 'Unit 1 Lesson 1', and 'LISTEN'. The main content area features a play button, the text 'Could you stay \_ \_ \_ \_?', and a progress indicator with five steps (step 3 is active). Below the progress indicator is a red recording button with a microphone icon and the text 'Recording...'.

**Pros:**

1 . Students understood the recording functionality

**Cons:**

1.No



## Repeat & Practice - Version 3

The screenshot displays a user interface for a language learning exercise. At the top, there's a navigation bar with 'EXERCISE', 'Unit 1 Lesson 1', and 'LISTEN'. The main content area is titled 'Repeat & Practice' and includes instructions '1.Listen, 2.Repeat, 3.Practice'. A play button icon is shown, followed by the question 'Could you stay \_ \_ \_ \_?'. Below this, another play button is shown with the text 'Could you stay here?' and a 'Click to listen' tooltip. At the bottom, there's a pagination bar with numbers 1, 2, 3, 4, 5 and a 'Next' button.

**Pros:**

1. No

**Cons:**

1. Confusion on the Play icon as it's repeating twice
2. Tooltip is too small and not noticeable
3. Few users suggest the retry/next button should have the labels.
4. Unable to identify the paging colors in the pagination bar

## Repeat & Practice - Version 3

Unit 1  
Lesson 1 LISTEN

Wall Street English  
© 2018 WSE Hong Kong Limited

Repeat & Practice  
1.Listen, 2.Repeat, 3.Practice

Could you stay \_ \_ \_ \_ \_?

Could you stay here?

← 1 2 3 4 5 →

⏪ ⏩

**Pros:**

1. Yes few users understood that its play something.
2. Retry, Next buttons - are understandable

**Cons:**

1. No

## Repeat & Practice - Version 3

The screenshot displays the 'Repeat & Practice' section of the Wall Street English app. At the top, there is a navigation bar with 'EXERCISE' (with a star icon), 'Unit 1', 'Lesson 1', and 'LISTEN'. The Wall Street English logo and '© 2018 WSE Hong Kong Limited' are also visible. The main content area features a large play button on the left and the text 'Could you stay \_ \_ \_ \_?' in the center. Below this, there is a progress indicator with five numbered steps (1-5), where step 3 is highlighted. A red microphone icon is positioned below the progress indicator, with the text 'Click to Record' above it. A small red minus sign is located to the right of the text 'Could you stay \_ \_ \_ \_?'.

**Pros:**

1. No

**Cons:**

1. Difficult to find the show/hide button

## Repeat & Practice - Version 3

Unit 1  
Lesson 1 LISTEN

Wall Street English  
© 2018 WSE Hong Kong Limited

Repeat & Practice  
1.Listen, 2.Repeat, 3.Practice

Could you stay \_ \_ \_ \_?

Could you stay here?

← 1 2 3 4 5 →

⏮ ⏪

**Pros:**

1. Everything in green is understandable

**Cons:**

1. Arrows for navigation next/previous is too small and not understandable.