

Short Usability Test Report for ToDo List Prototype

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Summary

After batch of UX group meetings we came up to several ToDo Area concepts. Basing on these concepts two PDF mock-ups were implemented and shared with TargetProcess users within the UX Google group for review.

Most of the people, who shared their opinion and vision, preferred the first concept: rather simple list which includes the possibility to move tasks to Today / Tomorrow / Later sections and working backlog of not-assigned entities and tasks. And it was decided to proceed with the first concept only.

First informal usability test of ToDo prototype was performed by 5 representative users and two observers from TargetProcess team.

Our tests, conducted in office, involved observing test participants while they completed the tasks from three scenarios developed within prototype. The test results and post-test interviews revealed several strengths and weaknesses of current prototype implementation.

Test Results Analysis

It should be noted that all respondents were inspired with the new ToDo look and feel, customization abilities. The most exciting new feature is grouping related entities under parent one in the working backlog. But it's exiting only for those participants who easily found and applied it 😊

Dynamic prototype was designed to implement 3 general scenarios: task adding, view customization and operations with backlog. (Appendix 1)



	S1	S2	S3
Andrew G	0/2	1/1	0/0
Anton	0/1	1/1	0/1
Sergey	0/1	1/1	1/0
Petr	0/1	1/2	0/0
Andrew V	0/1	2/2	0/0

1/1 - where the first number means a difficulty or even problem in completing the scenario. The second is the number of and confusing moments during scenario completing.

The most difficult and problematic was scenario #2 related to batch of actions with task details: add comment, submit time spent/remain and change task view from card to detailed view.

Problems

The following table briefly reviews the most significant usability problems and our recommendations for addressing them.

Functionality / Screen	Problems	Recommendations	Severity
Grid View /Detailed View	Current controls for changing ToDo view are not obvious upon the first time.  	Grid/Detailed View icons could be replaced by one text hyperlink 'Expanded' ('Collapsed') which will change the label depending on state. This will simplify initial comprehension of the functionality.	High
Add Time	Time could be added from detailed task view, but not from card view. Users have to switch the ToDo list view from Grid to Detailed view mode and it took them too much time to find this workaround. (see <i>Appendix2, scr. 1</i>)	Duplicate all actions available from card view in 'Task Details' pop-up (!) as well.	High
Reassign Task	There are no 'Assignments' control on card view. Taking into account that Tomorrow section displays only Grid of cards. User cannot reassign his tomorrow's task right from ToDo because assignments are missed from Details pop-up. (see <i>Appendix2, scr. 2</i>)	<ul style="list-style-type: none"> • Duplicate Assignments control available from card view in 'Task Details' pop-up (!) as well. • Also Tomorrow's view can be transformed form Grid to Detailed view as well as Today. 	Medium
Entity details pop-up (accessed from Comments link)	Most of the respondents mistook 'Cancel' the comment being added with close link. (see <i>Appendix2, scr. 3</i>)	<ul style="list-style-type: none"> • [Add Comment] button should be disabled by default until user starts typing the text. • Hide all entity details except comments from this screen. 	Medium
Entity details pop-up (accessed from 'Details' (!) icon, below will be specified as general)	Most of the respondents mistook 'Cancel' related to comments section with close control of the whole pop-up.	'Task Details' pop-up: implement a kind of view and edit modes here and collapse the controls for adding new comments under the link 'Add new comment'	Low
Entity Details (general): fields available	By mistake this pop-up contains different set of fields from one scenario to another. Impediments are missed from S1 and S2	Entity Details pop-up should display all fields available.	Low
Group By	Group By functionality was considered as general grouping of entities in ToDo list though it's about sorting the entities separately within each of three sections, Today, Tomorrow and Later.	Suggested to rename the control form Group By to Sort By and add an indication of applied option in each of mentioned sections.	Low

Feedback

This pilot testing of prototype by 5 people was extremely useful and enough in order to expose rather evident gaps and problem of implemented concept. After these issues are corrected we can bravely start testing it by our customers.

However, from my point of view, this particular prototype has some disadvantages.

1. It's very high level. From time to time during the testing we were saying: 'This is only prototype, disregard', 'Oops, this doesn't work, it's prototype', 'And that too. And in reality this will be hyperlinked, and this, but here it's not'.

I guess that we would have different test results if we had more complicated and a little bit more real proto. Our respondents would be able to use different workarounds. But in this version of prototype they could perform only those actions, which we defined and covered by scripts related to scenarios. Anyway, they couldn't look for workaround and miss the new functionality because they have no choice. The main measure in our test was time: did they find particular way quickly or not. If not, than what is the reason?

With this approach 5 people are enough for test because the results and resume are pretty similar and simple.

Perhaps it would be better to make small sample real site with new ToDo pages. There we could have all hyperlinks, showing next and available screens, which will help users to form up complete picture and place of new Todo within the site.

2. Several of our respondents complained that actions are not marked out enough and are not easy to find from a glance.

Appendix 1. Test Scripts and Scenario Details



Test Scripts.jpg

S1 -- Add Task

1. Add new task named 'Provide Mac OS staging server' with due date 'December 23, 2009'
2. Link this task to iteration 'Iteration #3.1'
3. and assign this task to 1 developer - John Veber - from Project 'Mac Apps' team
(Description will be: 'New Mac server is required for next release development starting on Wednesday , 12/23/2009')
4. Change new task state to 'In Progress'
5. Add comment: 'Server is going to be available by December 20'
6. Submit time spent / remain: 4/ 2.

S2 -- Working plan

1. Find particular User story in the backlog:
It's scheduled for Iteration 3.1 and is named 'Quick Add tests cases functionality on user story view'.
View the tasks and bugs related to this user story.
2. Assign Task #1 'Dev + PO + QA meeting' and Task #2 'Implementation' to you for today
Assign Bug #1 to you for today and Bug#2 for tomorrow.
/ drag and drop cards from backlog to ToDo list */*
Actions with Task #1:
View screenshots attached to Task1 'Dev + PO + QA meeting'
Add time spent (0.5h) and change task state to Done. */* switch the ToDo from Grid to Details */*

Actions with Task #2 from Today:
Add an impediment to task #2
Reassign task to another developer 'Bill Night'

Actions with Bug #6 from Tomorrow:

View bug details, change state to 'Coded' and add comment: 'Fixed in branch Bug#ID'

S3 -- Dashboard customization

Customize Dashboard:

1. Group (sort) entities in Today/Tomorrow/Later by project
2. Today you need to work with open state entities only.

Customize cards view

For Instance, you don't need entity ID and Assignments on cards, hide this info.

Appendix 2. Screenshots

Screen 1

The screenshot displays a 'TODO Dashboard' with a 'New' section on the left containing filter options (Id or Keywords, State, Iteration, That has not assigned) and checkboxes for User Stories, Tasks, Bugs, and Requests. The main area is divided into 'Today', 'Tomorrow', and 'Later' sections. A task card for '#23 Provide Mac OS staging server' is highlighted in the 'Today' section. A red arrow points to this task with the text 'Add Time is missed and not available in Grid View'. A modal window is open for this task, showing details: Project: Mac Apps, description, State: Open, and options for Attachments, Personal tags, and Comments.

TODO Dashboard Add Task v Group by Date Filter and Customize

New

Filter

Id or Keywords

State All

Iteration All

That has not assigned Select

User Stories Tasks

Bugs Requests

#34 Import tags whis entity

#11 Rework default email notification

#48 Filter should be preserved after update

#51 Attach files while adding a request

#23 Create login popup

#23 Custom Fields: Multi Select listbox

#17 Dashboard: add "last comment" column

#12 Incorrect message in attempt to "Add file"

#29 Automatic login for the fresh installation

#35 Make beautiful notification letter

#18 Iteration plan grid does not contain any

#56 Custom fields in timesheet popup

Today

#23 Provide Mac OS staging server Add Time is missed and not available in Grid View

#23 Provide Mac OS staging server x

Project: Mac Apps

New Mac server is required for next release development starting on Wednesday , 12/23/2009

State: Open

Attachments Attach a file

Personal Add tag

Comments

Add comment Cancel

Tomorrow

Later

Screen 1

TODO Dashboard

[Add Task v](#) Group by **Date** [Filter and Customize](#)

New

Filter

Id or Keywords

State **All**

Iteration **Iteration 3.1**

That has not assigned **Select**

User Stories Tasks
 Bugs Requests

#1 Quick Add tests cases functionality on user story view

#23 Custom Fields: Multi Select listbox

#23 Create login popup

#12 Incorrect message in attempt to "Add file"

#17 Dashboard: add "last comment" column

#35 Make beautiful notification letter

#29 Automatic login for the fresh installation

#56 Custom fields in timesheet popup

#18 Iteration plan grid does not contain any

Today

Task #2 Dev + PO + QA meeting
Project: Mac Apps
New Mac server is required for next release development starting on Wednesday , 12/23/2009
State: **Open** Dev: **Me** No comments Add Time

Task #3 Implementation
Project: Clouds
Change state to "Done"s when adding time for user story or task.
State: **Open** Dev: **Me** No comments Add Time

Tomorrow

#6 Hide 'Quickly Add Test Case' link if user has no assignments **Assignments is missed**

Hide 'Quickly Add Test Case' link if user has no add/edit appright
Project: Mac Apps
Developers, QA and PM meeting
State: **Open**

Attachments Attach a file
Meeting Add tag
Add Impediment

Comments

Add comment Cancel

Later

Screen 3

TODO Dashboard

Add Task v Group by **Date** [Filter and Customize](#)

New

Filter

Id or Keywords

State **All** ▾

Iteration **All** ▾

That has not assigned **Select** ▾

User Stories Tasks
 Bugs Requests

#34 Import tags whis entity

#11 Rework default email notification

#48 Filter should be preserved after update

#51 Attach files while adding a request

#23 Create login popup

#23 Custom Fields: Multi Select listbox

#17 Dashboard: add "last comment" column

#12 Incorrect message in attempt to "Add file"

#29 Automatic login for the fresh installation

#35 Make beautiful notification letter

#18 Iteration plan grid does not contain any

#56 Custom fields in timesheet popup

#23 Provide Mac OS staging server

Project: Mac Apps

New Mac server is required for next release development starting on Wednesday , 12/23/2009

State: **Open**

Attachments [Attach a file](#)

Personal [Add tag](#)

Comments

[Add comment](#) [Cancel](#)

Details [+](#)

ing on Wednesday , 12/23/2009

[Add Time](#) [+](#)

Later