



# Metro Nexus Usability Report

Hannah Murphy

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# Project Background

# Objectives

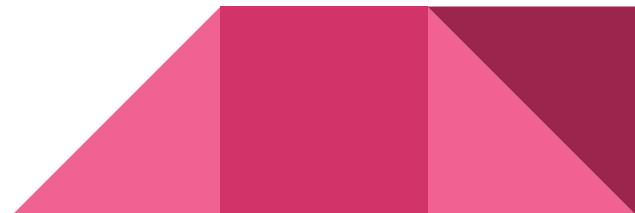
Develop an ideal match time range based on user feedback and observation.

Which areas of result screen are priority to participants.

Of the two game modes, determine which of the two that users would think is the main mode. Which do they naturally gravitate to (cooperative or competitive)?

When users are forced to play cooperatively, do they find it to be a chore or do they enjoy playing both cooperatively and competitively (or vice versa)?

See if users understand the goal of the game.



# Methodology & Participants

**2 moderated usability** test sessions at Glitch.

Users were asked to perform 4 tasks and fill out a short questionnaire. Each session lasted about 1 hour.

N = 8 users with 1 standby user.

Groups were split into **2 groups** of **4 users**.

Qualitative study

Video and audio recording were used.

Tasks were semi-structured.

Participant Profile:

4 female

4 male (+1 standby male)

**Age:** 21: **2**, 19: **4**, 22: **1** , 20: **1**

Genre preferences in Appendix





# Research Findings: Executive Summary

# Executive Summary

## Strengths

Everyone could identify the goal of the game.

Everyone could pick up the game and start playing fairly easily despite skill level.

Users rated the game to be entertaining.

## Weaknesses

Users were divided as to how useful the tutorial was.

Users rated the game to be confusing.

It took users a while to figure out what the percentage box meant on the results screen.

About half of the users were able to understand the item purposes.





# Research Findings: Overview by Tasks & Questionnaire



**Task 1:** *First I will show you the introduction screen with a short tutorial. I'd like you to watch/read it as you naturally would. If you want to skip parts, that's okay. (After tutorial) What are your thoughts about the tutorial?*

Typically people read the tutorial but one person in each group would skip the others ahead.

Users said it felt wordy.

Users didn't seem to understand that they all had control over the car.

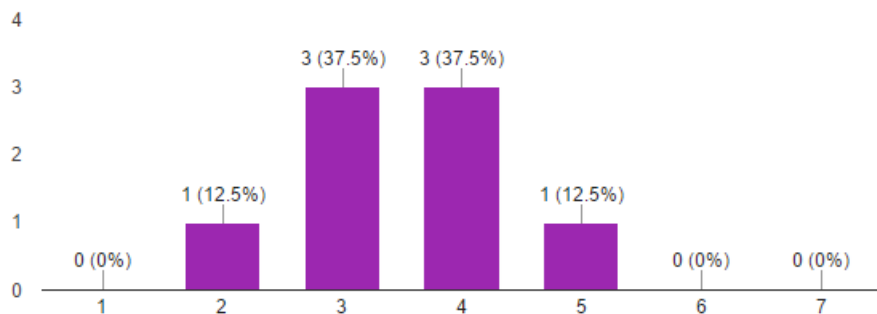
It was suggested that they each have their own separate controls.



# Questionnaire: Tutorial

On a 7-point scale, with 1 being extremely useless and 7 being very useful, how useful was watching/playing the tutorial prior to playing the rest of the game?

8 responses



Most users were divided into either thinking the tutorial was at least slightly useless, the other half felt neutral, with one user thinking the tutorial was slightly useful.

Why do they feel this way? Possible the wordiness that was mentioned. Or the fact that the items aren't introduced in the tutorial.

## Task 2: *Now I would like all of you to play. How would you do that? I'd like you to play 3 4-player games.*

One group of users experienced this task second (after tutorial), and the other group experiences this task last (4th task).

When players split into 2v2, they found it difficult to tell who was who.

2v2 was a favorite among one of the groups rather than the free-for-all 4-player match.

Users were divided between groups for which their favorite player mode was.

Half of users preferred the 4-player experience over the 2 or 3-player.



# Questionnaire: Most and least favored player modes.

*"I liked 4 player because it was fun to 2 v 2 as well as free for all."*

*"I liked 4 player because it was fun to 2 v 2 as well as free for all."*

*"4 player more interaction and more competitive."*

*"I enjoyed the 4-player mode the most. I enjoyed the chaos of having four unwieldy cars running around shooting each other at the same time; with less players it just doesn't feel like there's as much going on."*

*"[I disliked] 4 player, too many clashes and it was hard to keep track of who is who."*

*"I least enjoyed the four-player mode because the collisions were nearly unavoidable with minimal practice in the game, discouraging me."*

*"[I disliked] 4 player because it was too chaotic and hard to control your player."*

*"[I disliked] 4 player, too chaotic and long rounds."*



**Task 3:** *“I’d like you to play 3 3-player games. Now I want one of you to sit out (take winner out). We will switch players out for each game (let them do it on their own. Do they get how to change players?)”*

This was the least talked-about game mode among users, and the second most disliked player-modes (after 4-player).

*“Three player not enough to do teams.”*

*“If i had to pick it [least favorite] would be 3 player because you kind of had to free for all, but it’s nice that you can play with an odd number.”*

This was the third task for both groups of users.

Since users from both groups now understood the game mechanics, I focused more on the results screen.



## Task 4: *“Now I would like two of you to sit out. We will switch between players for this. I’d like you to play 3 2-player games.”*

Girls always chose to play co-op when given the choice and the guys always chose to play competitively. This is regardless of their genre preference and their self-proclaimed competitive preference (for girls).

This suggests that, no matter what females initial game preference (co-op versus competitive), it’s possible that they tend to play co-op with other females. Testing would need to be done on a larger scale to confirm this.

There is still some confusion on coloring mechanics.

*“I can steal yours but not mine.(?)”*

When guys chose separate teams, they would compete through painting rather than killing.



# Other Findings

Those who enjoy playing more cooperatively tend to crash into others rather than use items if they're forced to play competitively.

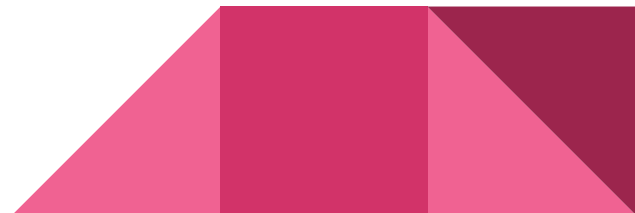
Different users use different areas of the map to see who won. Some look exclusively at the pie chart to see who won while others use the graph and the points above. This is good since it probably means users are getting full use out of the results screen.

Sometimes when there are more than one cars that are the same color, it is difficult to tell who is who.

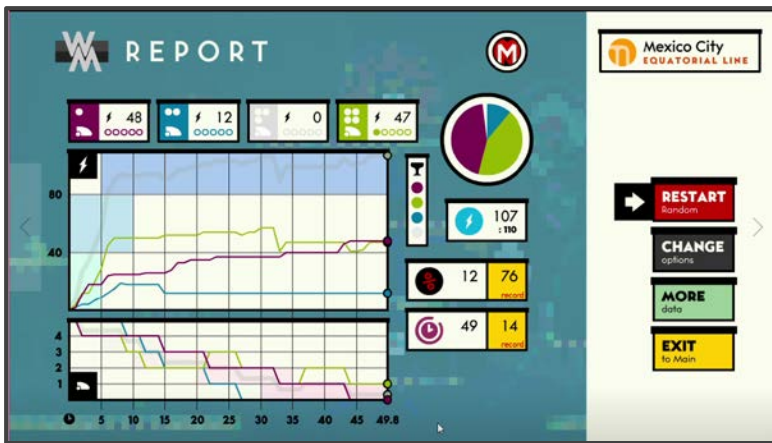
Washington DC map is difficult to tell which areas are colored with the fading effect.

Do users understand what the percentage box means?

They decided it's the ratio of time spent painting versus not.



# Confusion over who won



Me: Who won?

A: "I won from the grave."

Me: Did you see who has a life at the end? Does that matter?

A: "No. Not if your goal is coloring, I think."

B: "Yeah, it depends on if you define as being the last one to survive or the one with the most points, and I immediately went to the points."

A: "The tutorial explicitly said it's not a game of last man standing."



# Other Findings Cont.

## The most common Attributes:

Fast-paced - 5

Confusing - 5

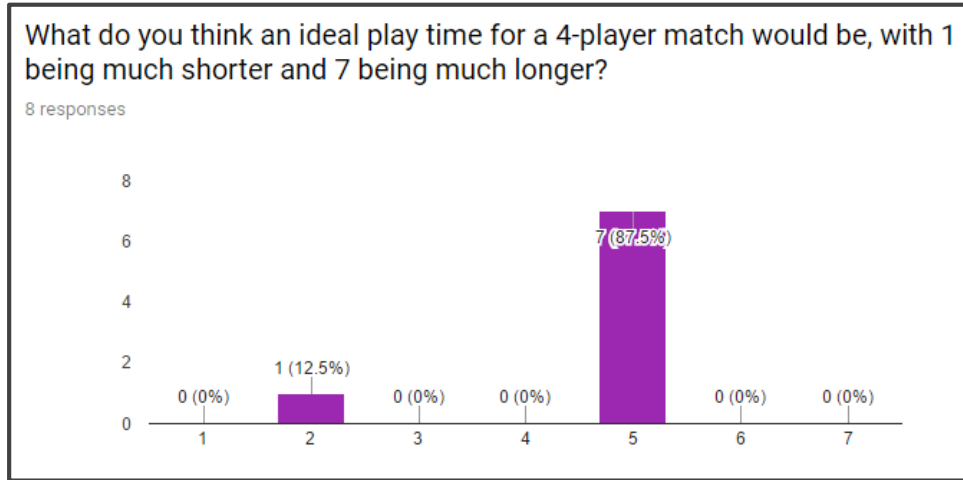
Competitive - 5

Entertaining - 3



# Recommendations

# Recommendations - Time



You can see here that most players would like a little more time. Try lengthening the matches. You could try creating the maps to be more complex, or try giving players more lives.

# Recommendations - Game Mode

Of the two game modes, determine which of the two users would think is the main mode. Which do they naturally gravitate to (cooperative/competitive)?

Users didn't really think of one mode to be dominant over the other. If you would like there to be a more dominant mode, I suggest emphasizing parts of gameplay that is in line with either co-op or competitive mode.

Users seemed to prefer one mode over the other, but I didn't see a pattern between players style (competitive versus co-op) and their preferred game genre.

When users are forced to play cooperatively, do they find it to be a chore or do they enjoy playing both cooperatively and competitively (of vice versa)?

If users tend to have an inclination towards playing competitively, then they turn playing cooperatively into a competition too. They like to challenge their previous times to color a map.



# Recommendations - Results Screen

Which areas of result screen are priority to users?

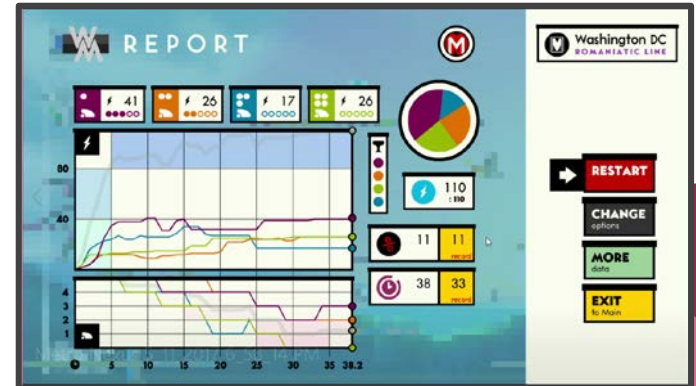
Users tend to look at the pie chart on the results screen along with the graph and scores above the graph.

I saw a trend in comments that focused on the graph, including labelling the data shown and explaining the blue boxes on the graph.

Get rid of the blue boxes in the graph. This distracted users from what they should be looking at.

Consider having an information box next to the percentage box, the timer box, and the lighting box.

Also consider showing a short explanation of what things mean on the results screen during the tutorial.

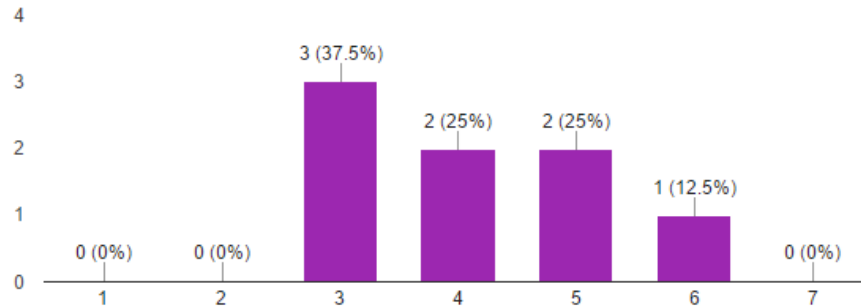


# Appendix

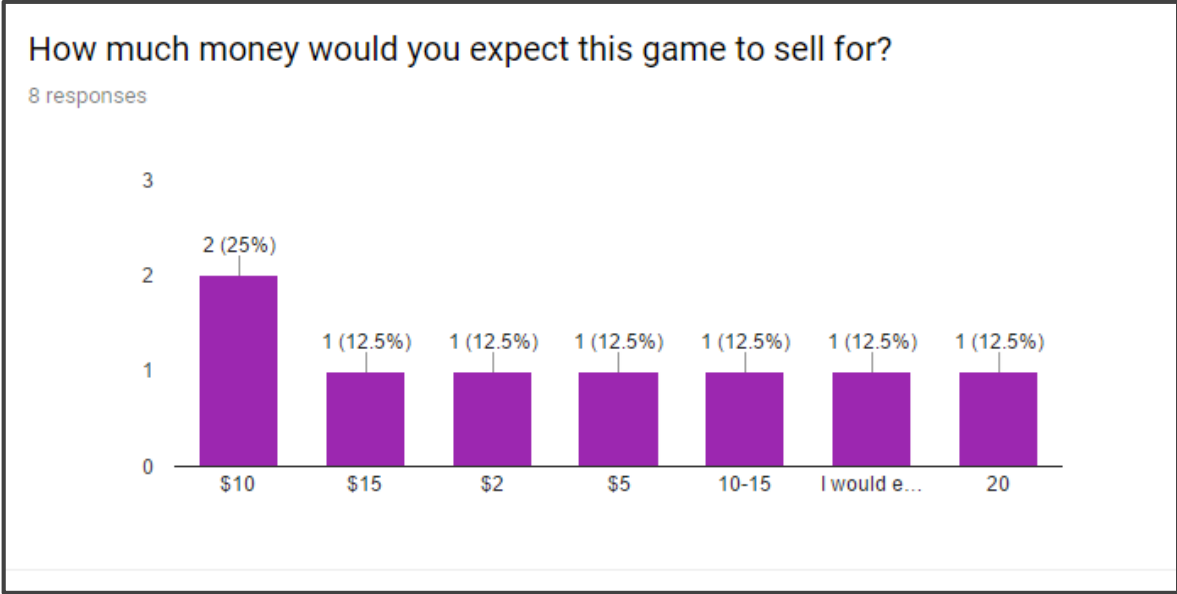
# Ease of use

On a 7-point scale, with 1 being extremely difficult and 7 being extremely easy, how would you rate the game overall?

8 responses



# Price Range





# Attributes

