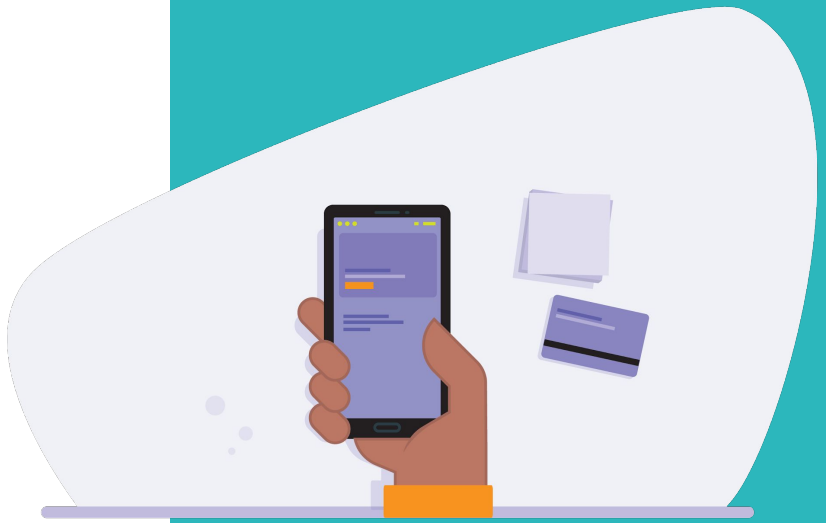
YUX

V.2 Desktop & mobile

Features we focused on:

- Adding multiple organizers
- Adding organiser as participant
- Participant PII
- Private registration



Methodology

Number of tests : 6

- 4 wikimedians with experience in organizing events *including 2 who had been introduced to the MVP* (3 FR)
- 2 non-wikimedians organizers (1 ENG, 1 FR)
- 1 female, 4 male testers
- Countries: Senegal, Rwanda, Nigeria, Togo,

Duration

1h30mn

Team

Wikimedia: Gregory

YUX: Camille, Kalama, Angel, Daniel

Goals of the usability tests

1 : Test the usability of new registration features from organizers' point of view

2 : Check for FR and ENG version

3: Test participants' reactions to the new registration features

Main Learnings

- Adding other organizers was easy
- Organizers appreciated the new PII questions
- Private registration is well understood and easy to use

- The filter feature is complicated and non-intuitive
- Organizer as participant full flow has redundancies
- Wording issues (“adding questions”, “report”.. Where not very clear for users, both in FR and ENG.

Main Questions

- **Can organizers indicate which participants showed up or didn't show up? This can impact the final analytics.**
- From testers who had tried V0, they wanted to simplify sending messages.
- Is it possible to identify repeat participants?
- Can we add multiple Social media chat group links?
- Can event hashtags (#) be added somewhere?
- Still questions on how to contact organizers (event page creation point of attention)

Prioritisation

Usability problems uncovered during the usability testing are rated on this scale

1 = No usability challenges even if all usability heuristics might not be respected

2 = Look and feel issue: not a priority to resolve

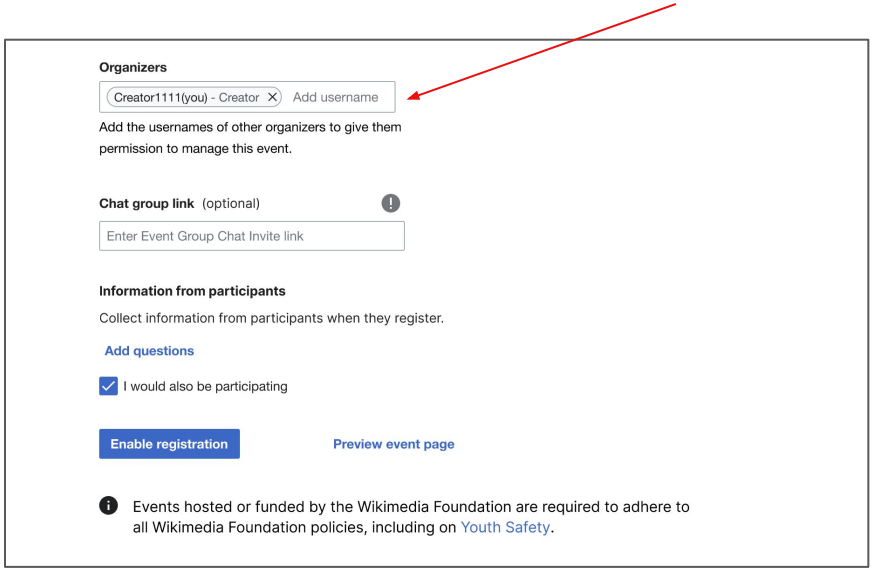
3 = Minor usability issue: solving this is a quick win

4 = Major usability issue: important to solve, should be considered a priority

5 =Urgent usability problem: necessary to solve before launching the product

Organizer Flows

Adding other organisers



Observations :

- Mostly clear what “adding an organiser” entails.
- Wikipedians very comfortable with the username approach, though some non-wikipedians were not.
- 1 wikipedian tester wanted to add multiple chat group links (telegram & whatsapp)
- 1 non wikipedian wanted to be able to assign tasks to her co-organizers

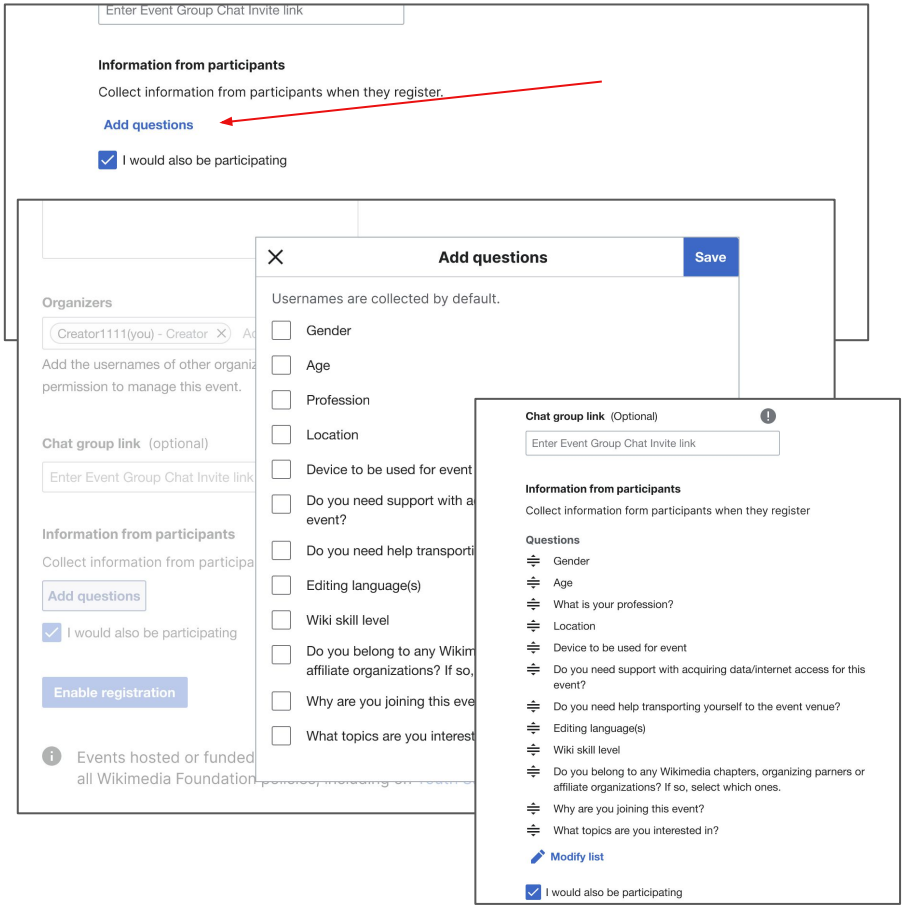
Synthesis : The feature is well understood

Recommendations :

- *Maybe say “Add the **Wikipedia** username of other organizers…”*
- *List what they will or won’t be able to do*

Priority : 1

Adding PII questions



Observations :

- Most users did not see the “Add questions” option.
- Multiple testers thought they had to answer as participants here.
- The Fr version was not clear. (“Ajouter” (“add” implied for users that there were already some questions)
- **The questions about support for transport or data were heavily discussed.. To some organizers it felt that of course all participants would say yes.**
- No one tried to reorganize the order of questions
- Unclear if the questions will be mandatory or not
- Organizers don’t know what options the participants will have.

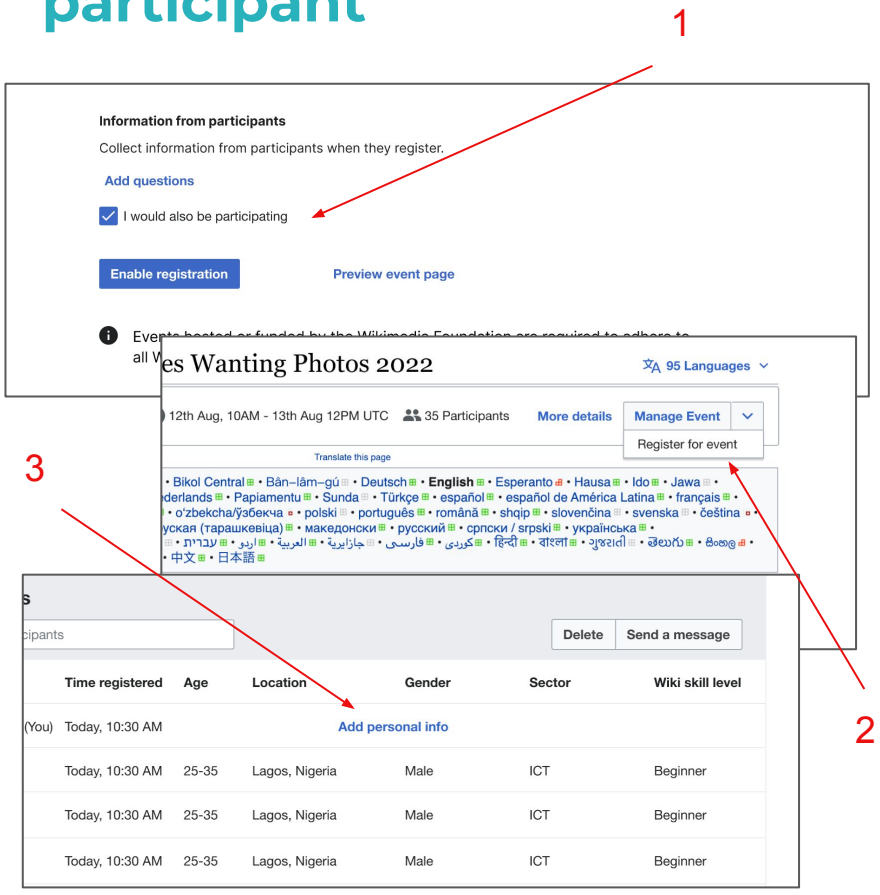
Synthesis : Strong value proposition, UX needs some tweaking

Recommendations :

- Change title to “Add questions for participants” and make it more visible
- Fr : “Questions pour les participants”
- Should we show a preview page?
- “Select questions”rather than “add questions”
- **Rephrase/rethink questions on data and transport support,**
  - listing options that organizers have?
  - Should we keep them?
- Specify that no question will be mandatory?

Priority : 3

Adding organiser as participant



Observations :

- 1: This option was often not seen/not noticed, especially since it came after the PII questions which take a lot of concentration
  - Users unclear what “participation” meant. (“Of course I’m participating, organizing is a form of participation.”)
  - Once explained, most users felt it was definitely ok to have it selected by default.
- 2: Redundant with feature 1. Feature 1 is not necessary for feature 2 to be visible
  - The drop down menu confused users, who didn’t know to click on “manage event” anymore, and wound up in a dead end.
- 3: Not intuitive at first glance, but those who clicked on it by curiosity understood.

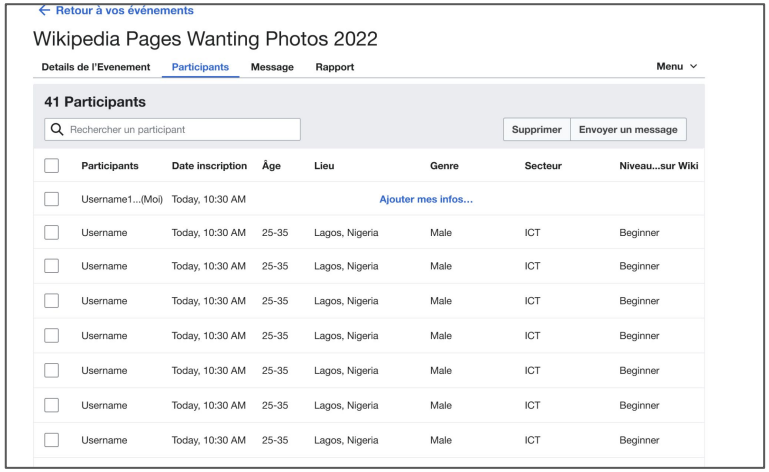
Synthesis : Needs improvement

Recommendations :

- No need for feature 1, if feature 2 stays and is improved
- Change “add personal info” to “Add my info”

Priority : 3

Find participant info / filter participants



Observations :

- Not obvious that you can scroll right to see more info
- Most users preferred the option 1
- Still a confusion about the “menu” drop down feature
- Users did not have the reflex to click on a participant to see the details
- Search bar was used to filter participants
- Asking testers to “send messages to all the women participants” was unsuccessful by al testers. The complexity of user journey of using the filter then the messaging was a too great.
- Before finding the “manage event” space, some testers tried to click on the usernames visible in the “more detail” space of the event page.

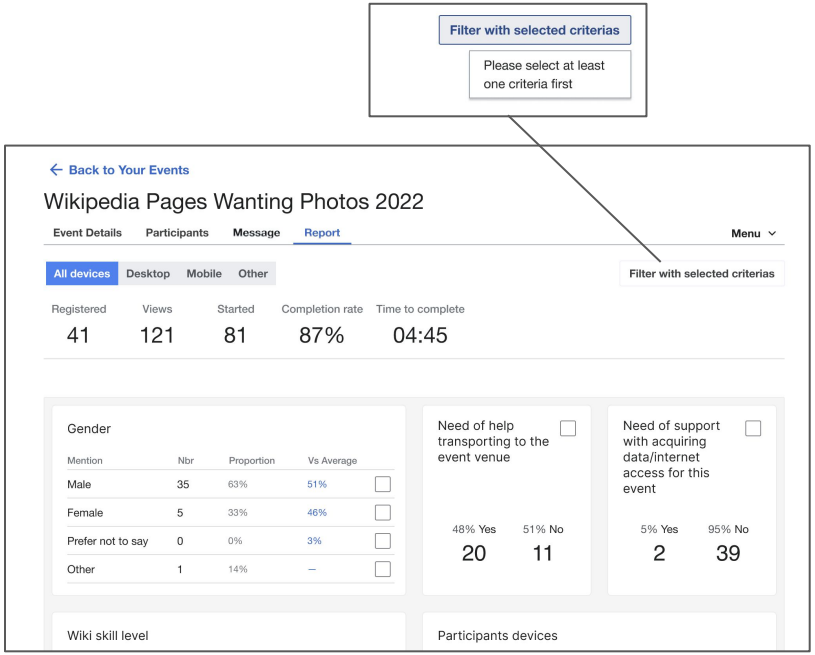
Synthesis : Good content repository but filter and messaging options are unintuitive

Recommendations :

- Titles should be locked in place
- Have a horizontal scroll bar visible so users know to scroll right
- Choose option 1
- Simplify filter mecanisme so user can stay on this tab
- Find a title for the “menu” drop down feature… Maybe “Registration options”?

Priority : 4

Report page



Observations :

- The name confused the testers, as they consider the “report” to be generated at the end of an event.
- The selection mechanism to filter was not understood by the participants)\(only one thought to use the selection tabs, but then didn’t find the “filter” action.
-

Synthesis : Amazing value proposition, but filter mechanism needs redesign

Recommendations :

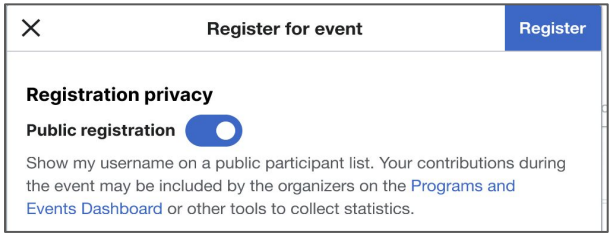
- Rename as “statistics” or “dashboard”
- Keep the filter feature on the participant list tab
- Allow to identify participants that did not show
- Probably more data will be required to generate a comprehensive report of the event.
- The “devices” criteria would benefit from also being a filter

Priority : 3

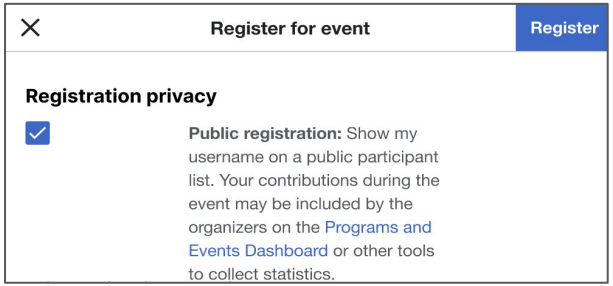
Participant Flows

Private registration

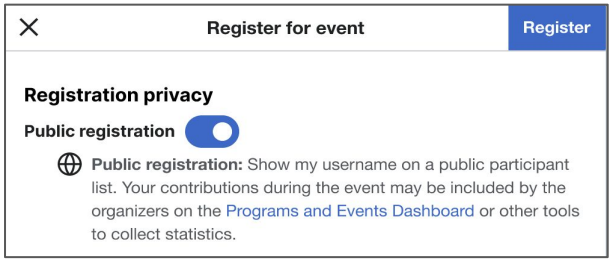
A1



A2



A3



Observations :

- All options were understood by participants
- When tested with the participant registration questions below, most users did not pause to read this section
- All agreed the default mode as “public registration” was ok.
- Preferences were for option 1 or 3
- ⚠️ 1 user thought it meant ALL her data would be public

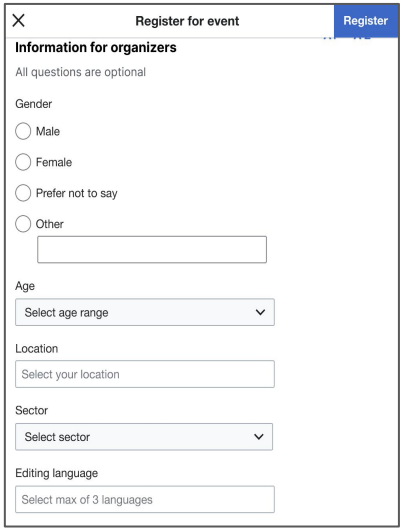
Synthesis : Successful feature

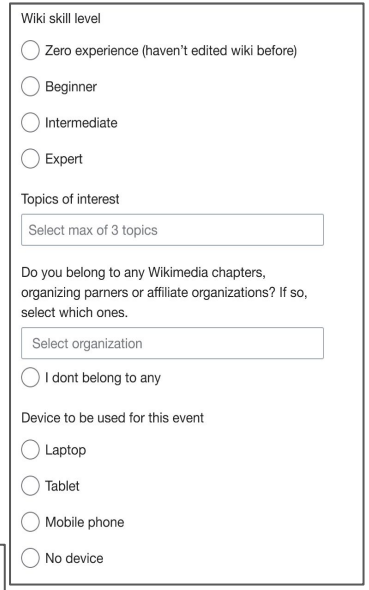
Recommendations :

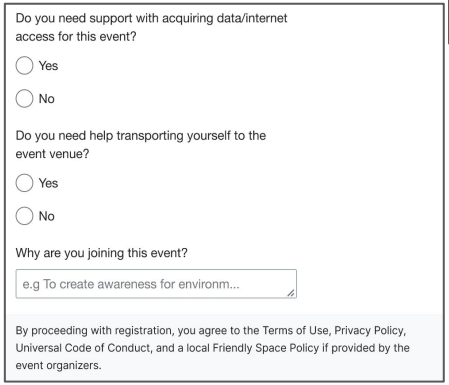
- Keep as is, or change to A3

Priority : 1

PII (participant view)







Observations :

- Simple form, no usability issues
- **Sector**: many questions on “will my sector be listed”? Anxiety a drop down list will not be inclusive enough
- **Editing language**: unclear for beginner participants
- **Wiki chapters**: “will they all be listed?
- **Support questions**: Many many questions on what the implications of these questions were.
- In FR “selectionnez les sujets” implies selecting from a list, while here you need to input yourself
- In FR: “partenaires”.. Of the event or of Wikipedia?

Synthesis : Successful form, some questions need clarification

Recommendations :

- **Devices**: should be multiple choice not radio buttons
- Change FR “selectionnez” to “vos sujets préférés"
- Specify what types of partners in the FR version
- Specify what an “editing language” is for participants.
- Specify somewhere that all this data is private.

Priority : 3

Thank you !

LET’S CHAT ?

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