

## SMASH Usability Test - January 17th

Below are the compiled observations, suggestions, and bugs found in our latest usability test. Please comment if you need any clarification on anything.

### Still to do:

- Upload final user video
- Share raw notes.

### User videos:

[https://www.youtube.com/watch?v=\\_j6AsWuXiz4](https://www.youtube.com/watch?v=_j6AsWuXiz4)  
[https://www.youtube.com/watch?v=oevMf\\_AHyPE](https://www.youtube.com/watch?v=oevMf_AHyPE)  
<https://www.youtube.com/watch?v=lwgYTTG58I>

(One missing, will upload soon)

### Participants:

- Tanner Sawkins
- Nancy Sun
- Brody Vereschagin
- Ian Aspden

### Questionnaire responses:

[https://docs.google.com/a/athinkingape.com/spreadsheet/ccc?key=0Au2FzKfNKQEbdGpHW TdIVjFiNINfaFUxTG9DQUVyV2c&usp=drive\\_web#gid=0](https://docs.google.com/a/athinkingape.com/spreadsheet/ccc?key=0Au2FzKfNKQEbdGpHW TdIVjFiNINfaFUxTG9DQUVyV2c&usp=drive_web#gid=0)

### Overall:

This session didn't have too many issues that were common among most or all of our users, which I feel is a good thing at this point. On the other hand, since it was spread out, you may want to consider another session to see if any of the points brought up by our users here become a new trend.

And since there were no common trends, it was hard to isolate the problems with specific parts of the game, so I just broke it down by sequence and present to you anything that was worth noting. I point out how many users had the same experience, so it's up to you to go through each section and decide if there is anything you want fixed.

### Compiled observations:

- **Intro:**
  - The issue with not finding the helix seems to be resolved
  - One user typed in a 2 character username and got an error.
  - 2 users tried tapping on a monster that wasn't the first in line and got the tutorial pop-up error. But this wasn't a big deal for them.
  - Seems that the tutorial text issue is better this time around. A few users didn't seem to retain some of the text, which suggests there is either too much at

once, or too many pop-ups with text, but it was still better.

- **First Attack:**
  - User wasn't sure if he beat the city or not
  - Users are grasping the idea here, but still have a lot to learn
  - All users tried to tap the vaults, but figure it out after the round is over.
  - 2 users wanted to get that last little bit of city that was still standing.
    - This could be the confusion on if they beat the city or not. Maybe if you take over a city, at the very end, the rest of the buildings just collapse?
- **Boosting a monster:**
  - 3 users would just boost a monster with one helix at a time. They wouldn't fuse any.
    - One user later discovered the fusing, but not at this point.
  - 2 users tried to boost all of their monsters.
  - 2 users didn't get any level 2 monsters, but stopped after one boost because he thought it would actually make a difference.
    - Maybe you need to make it so the monster levels up to level 2 after the one boost and they can see the stat changes?
- **Second attack:**
  - 3 fail
  - 3 used special attacks well
  - 2 remembered about colours
  - 2 users attacked the boss first
    - 1 user tapped on blue city first, then boss and fought the boss
  - 1 collected failed vaults.
  - Overall, most of them failed but felt like they could do better and I'm confident they would try again if they weren't forced to.
  - 2 users went to level their monster right after
- **Promotion:**
  - 3 bought the promotion, but 2 of them didn't really understand what it is that they bought.
    - One user thought it was an upgraded yellow guy
    - Another just knew it was another monster, but didn't pay attention to what colour it was, he didn't feel like it was important.
  - **1 user declined the promotion because she did not have enough funds (because she opened the vaults earlier)**
- **Third attack:**
  - One user decided to attack the boss of the new area first
    - it was the same user that fought the first boss right away and won. He felt like that was all he had to attack, just bosses.
  - 3 fails
  - Users are understanding what percentage it takes to conquer a city
  - The 2 users that were having difficulties with the colour correlation still did not learn it here.

- Though one of them won.
- **After third attack:**
  - 1 user explored monster creating
- **Fourth attack:**
  - 1 user prioritized destroying a building completely over doing more damage to another building.
  - 2 users were still not correlating colours
    - I explained the colour correlation to 1 of them here
    - 1 user won with 100%, but still is not correlating colour
  - 1 user keeps forgetting to use special attack, even at this point.
  - 2 fails
- **Fifth attack:**
  - The user that was only fighting the bosses finally explored around and found a normal city to attack.
  - 4 wins
    - 1 was explained the colour correlation after the fourth attack.
    - 1 user, Brody, still doesn't know about the colour correlation, but keeps winning.
  - **BUG:** After the user won, it froze for about 20 seconds (Ian's video)
- **Sixth attack:**
  - Overall, this seems to be where they think they have a clear idea of what they are supposed to do in this game (even if they don't actually know everything it)
  - They start exploring a little more:
    - they look at monster energy, or want to level up their monsters.
    - they notice the building count before entering the city
    - they explore the store
    - etc...
- **One user, Tanner, was instructed to check out the chat here:**
  - he checked out the newsfeed as well, but didn't know who the feed was for or from.
  - He assumed the chat was with real people at first but was confused and second guessed himself.
  - The user ended here and questions began
- **Seventh attack: (3 users)**
  - 3 wins
  - 1 user finally got more premium currency and bought the promotion she wanted all along.
    - User then boosted it immediately with multiple green ones at once, but still did not fuse.
  - After being told the colour correlation trick, the user used it well to win.
- **BUG:** User could not access Fort Jingo for another attack, it froze.
- **8th, 9th, 10th attack: (1 user)**
  - I wanted to see the user play the game now that he knows the colour

correlation trick. He did well and won each time.

- **Question responses:**

- Overall, our users understood the goal of the game well.
- The bonus round was a little confusing:
  - two users understood it well
  - one understood that if you take little damage you get it, but also thought that maximizing damage got you the bonus round as well.
  - One user thought if you destroyed a building, or attacked the colour that matched your monster, that would get you the bonus round.
- They knew you had to destroy a certain percentage to conquer a city. Most knew 75%, but one thought 60% at the end of it all.
- 2 users didn't use the colour correlation in their strategy until they were told about it by myself, at which point their strategy changed. Their default strategy was to hit as many buildings as possible.
- the Store was not functional so the users were still confused as to what each element was (science, gold, premium currency)
- Users understood the vaults well.

- **Final Suggestions and notes from our users:**

- leaderboards and boss dialogue before a boss battle.
- breed monsters to make different coloured ones
- give the users a special DNA to get them back in day 2.
- bonuses for getting 100% in a city
- indicators telling you the special ability before you use it
- cities that grow in size