Life in Your Hands - Palm Reading Demystified Project Evaluation Report

Stella Wong
Flash Authoring 7364

Report Contents:

- **Peer Evaluation Summary**
- **Peer Evaluation Project Changes**
- **Usability Testing User Observation Summary**
- **Usability Testing Project Changes**
- **Project Recommendations and Reflections**
- **Appendix**
    - **Peer Evaluations**

PEER EVALUATION SUMMARY

After the initial build of the site, Peer Evaluations were conducted to see how well it adhered to project guidelines and usability principals. The summary checklist is listed below along with the evaluation criteria, average score received, primary issues identified and whether or not the issue was addressed in the redesign. A total of 4 peer feedback forms were received. For the purpose of the summary, positive feedback was not included however, the full evaluations can be found in Appendices.

Checklist Summary for Peer Evaluations			
Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable			
Evaluation Area	Avg. Pts	Primary Issues Identified	Agree/Disagree/ Priority Level – Changes Made?
Navigation/Interface Design Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	3.75	• Easy to navigate, but unable to go from one area to another if I'm already in something. • Nav bar worked well if you tag them without going into the page	**Agree/ Priority: High –** When an embedded MC is playing, the navigation buttons are disabled b/c the ActionScript doesn't pass through. Issue addressed and fixed. Priority: High
User Location/ Orientation User is kept informed about their location in movie	4.75	• Highlighted pages are buggy (sometimes I get a yellow square over the page I'm on, sometimes not) The headlines reveal what page I'm on but I would prefer the nav bar be highlighted as well.	**Disagree/Priority Level: Low** – I tried to replicate this issue on Firefox, IE and Chrome but could not see this error. I did not address this because I was unable to locate the source of the problem. I also chose not to highlight the navigation bar to correspond to the User location. I felt the headers along with the fact that the current location on the Nav bar being disabled for the current location was enough for the User to know where they were.
User Control User can control when information or animation is viewed; Can control order of interactions, and escape from places they unexpectedly find themselves in.	3.25	• Generally good with the buttons, but drag and drop within animations is inconsistent. • At first I just clicked the guide balls in each page, that worked well, when I started moving them and hitting the back button things got messy, then I couldn't use the nav bar.	**Agree/Priority Level: High** – The Drag and Drop issues were addressed by using more advanced ActionScript to force the User to drop the target in the specified target of the palm. Also, as mentioned above, navigation button issue fixed when MC is playing allowing user to navigate where they would like regardless of where they are in the movie.
Consistency and Standards User can perform similar actions throughout project; Project follows standards such as menu location, button and audio controls, etc.	4.75	• Only thing about audio controls is there is only on/off, no volume control	**Agree/Priority Level: Medium –** Volume controls have been added along with the mute button

Content Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	4.5	• There were a few grammar and spelling mistakes. • There were a few typos, but the language was easy to understand.	**Agree/Priority Level: Medium** – The site was proofed for spelling errors and typos and known errors were fixed.
Visual Design Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	4.75	• Maybe too much in the curtain area. Would consider not using that in between each page.	**Agree/Priority Level: Low** – The curtain MCs were speeded up so the page transitions didn't take as long, however, they were kept as a consistent page transition from frame to frame.
Animation Quality Animation works smoothly and appropriately	3.75	• All looked good except for the drag and drop issues	**Agree/Priority Level: High** – Issue addressed
Error Prevention and Feedback Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	2	• I can enter the project without entering my name. This should probably be a required field and generate a feedback message if no name is entered. • Once in the project, there is no way back to the name entering field, it jumps from the main nav section to the page with "tell me more" button. That page is past the name entering field and therefore all the messages will be concatenated with the user who first started the project.	**Agree/Priority Level: Medium** – This has been fixed and User is not able to enter the main site without first entering their name. **Disagree/Priority Level: Low**- This was done on purpose with the idea that the User viewing the animation would be consistent throughout and therefore, the Name variable would not change throughout the movie. New Users with a different name would be starting the movie from the beginning and thus, be asked to enter their name at the beginning.
Technical Performance All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	4.5	• The only thing I noticed is that you don't have to drag the crystal balls onto the palm for them to work. • Didn't see volume level controls	**Agree/Priority Level: High** – See previous comments, both issues have been addressed.

Overall Critique	4.75	• Only other comment would be to possibly speed up the curtain lowering/raising animation. After a while it becomes a little tedious but maybe that is just because I spent so much time clicking around in your project.	**Agree/Priority Level: Low** – See previous comments, issue addressed.
Overall impression of the project, based on project requirements and creativity		• I like your site, your interaction is good, seemed to cover the areas needed for the final – would liked to have seen an illustrated character – maybe a gypsy type of lady at a table. Would have been fun to have her do the personal reading.	**Disagree/Priority Level: Low** – Did not feel this would significantly add to the User experience and I chose not to incorporate this due to time issues.
		• The "My Readings" page is a great idea, an excellent way to personalize the project. However, when I get to that page I can't remember what I determined on the different animations let alone enter them into the "My Readings" page to get the personalized reading. My suggestion, although I don't know how you would achieve this, is to have the user input what they thought their hand said on each of the three lines while they are on that page.	**Agree/Priority Level: High** – To address this, I added more visuals to the reading page so that when a User selects their choice, a graphic of the line would show up to help them determine if that matches their own palm lines. I felt that adding a question of the palm line page itself would have cluttered up the page and therefore choose this route.
Total Points (50)	55.5		

PEER EVALUATION PROJECT CHANGES

Summary of Changes Made: As a result of the Peer Feedback, the following changes were made prior to conducting Usability testing:
- Added ActionScript to check for blank User Name input
- Created a target on the palm for the User to drag and drop the spheres to learn about line variations. Feedback added if User did not drop the sphere in the specified target
- Fixed the navigation bar issues to allow User to navigate to any other part of the movie from where they are at
- Added visuals in the My Reading section to help the reader select the palm line that most closely matches with their own
- Fixed all known grammatical errors and typos

USABILITY TESTING USER OBSERVATION SUMMARY

After the changes were made, a usability test was conducted to gather feedback on the performance and content of the project. 3 Users were selected who fit the profile of the target audience - users with little knowledge of Palm Reading. The Users were given specific tasks to complete and talk through their thought process as they completed the tasks. At the end of the observation period, they were asked to complete a survey of their overall experience. The participant's User profiles are listed below along with a summary of their observations and feedback.

User Profiles:

	Participant 1	Participant 2	Participant 3
Age/Gender	46/F	27/M	34/M
Internet Experience	High	High	Medium
Profession	Project Manager	Operations Director	Chef
Usability Test Method	Observation & Survey	Observation & Survey	Observation & Survey
Date of Test	12/9/2010	12/9/2010	12/11/2010
Platform/Browser	IE 6	IE 6	Firefox 3.0

Summary of Observations

	Review Head, Heart and Life Pages	Review My Reading Page	Quit Activities
Task Description	• Navigate to and Review the Head Line, Heart Line and Life Line pages. • Visit the pages in whichever order you choose, as long as you review all three • On each page, find out more about what line variations mean	• Navigate to this page from where you are at • Obtain your personal reading	• While reviewing the site, try and quit the program at least 3 times but do not exit the program, navigate back to where you were. When you are done reviewing the site, exit the program completely
Avg. Time Spent to Complete Task	6.2 min	3.6 min	1.5 min
Difficulty in Completing Task *(1- low, 2- okay, 3- high)*	1.3	1	1
Errors or Problems Encountered	• Dragging the balls worked for the most part but I found that if I dragged it off the screen, it caused errors - couldn't let go, won't go back to where it was supposed to be. • Minor issue but I noticed the colors of the lines were different, some were vibrant red while others were more of a magenta. Consistency here would be less distracting • Text inconsistent, some screens had darker text than others and the font seemed different • I lowered the music when it first started and then I muted it. When I unmuted it, it started up again very loud. Would be nice to resume at the sound level it was when I hit mute	• In my reading, there was a lot of white space between the life line response and the head line response. It looked awkward. Maybe delete some of the space? • When I tried to take the quiz again, I was able to go back but then I hit submit without answering any questions , the reading was the same. Maybe a prompt for me to answer questions? • I tried to go back to "About" but it wouldn't, just came back to the reading page but when I clicked on About again it went no problem	
Overall User Comments	• Very easy to read and understand • I had no major problems with the site, it was easy and fun to use. The only thing I'd say is to fix some of the inconsistencies in text. • I like the consistency between all the pages	• Cool activity! • It was nice to have something personal to read after learning about the palm lines	• Having more resources was nice • I like how the links opened up in a separate window • Very straight forward

Usability Survey Summary

Participants were asked to complete a survey after the usability test. The score average for each of the questions are listed below using a 1-5 scale

	Average Score *(1 - Strongly Disagree, 3-Neutral, 5-Strongly Agree)*
1. I think the Flash website was easy to use and navigate	4.6
2. I was not overwhelmed by the numerous options and complexity of the Flash website	4
3. The Flash website performed the way I expected	4
4. I found it easy to determine my location in the Flash website, I knew where I was at all times	5
5. All interaction elements worked as expected	4
6. I thought the visual design was pleasing	4.6
7. The content was easy to understand and was aligned with the purpose of the Flash website	5
8. I found the technical functioning very good regarding audio, animation speed and content display	4
9. All elements (visual design and media - animation, audio and text) were cohesive and flowed	4.6
10. My overall experience with the Flash website was positive	4.6

Summary of Problems/Errors Encountered

Problem/Error Identified	Agree/Disagree /Priority Level– Changes Made?
Drag and drop does not work if User tries to drag it off the screen. They are unable to let go and ball does not reset properly	**Agree/Priority Level: High** – I tried a variety of things to rectify this. The first was creating boundaries of where the User can drag and drop. However, if the user tried to drag outside the boundary, the same issue would occur. I also tried to locate ActionScript to code in where the spheres original spot was instead of using the variable of their original spot. However I was unsuccessful in finding out how to do this. In light of this, I was unable to make this change
Inconsistency in text – color and font and also in some graphics – line colors	**Agree/Priority Level: Medium** – I went through and made sure all of the line colors were the same. As for the text, I made sure that all of the same type of text was consistent. However, what I found was that even though I set the properties to be the same, some of the text still appeared different and I am unsure why this is.
Unmute button does not start music up at the level it was last	**Agree/Priority Level: Low** – I did not fix this simply due to the fact that the scripting to accomplish this is beyond my skill level.
My Reading summary page contains too much white space in between readings.	**Disagree/Priority Level: Low** – The dynamic text field boxes on the My Readings page is a fixed size therefore, if the reading selected is shorter, there will be some white space. However, most of the readings fill up the majority of the box and I did not feel like a bit of extra space was a big distraction.
After initial reading has been obtained, User able to go back to the question selections but if no new choices were made and Submit was clicked, the text fields still showed the old reading	**Agree/Priority Level: High** – To fix this, I made the readings text field default to "You have not selected a reading" so that if the user clicks submit without answering any questions, they would be given this message. But if they did choose a new selection, the text field would reflect the answer selected.
Unable to navigate to the About page from the My Readings page	**Agree/Priority Level: High** - This was overlooked during the first round of changes and has been fixed. The error was caused due to a typo in the code.

USABILITY TESTING PROJECT CHANGES

<u>Summary of Changes Made:</u> As a result of Usability testing, the following changes were made prior to final submission:

- Inconsistencies in font and colors were fixed
- Added additional Actionscript to the Submit button in the My Readings section that would make the text fields default to "You did not make a selection" if they hit submit without making any changes to their original selections.
- Added additional Motion Tween animation to the Home page (rotation of hand and color change prior to mask animation)
- Fixed navigation issues with the About button from the My Readings scene

PROJECT RECOMMENDATIONS AND REFLECTIONS

I learned a lot through this project. It was a good way to bring together all of the skills we had learned. Overall, I feel I was able to make most of the major, necessary changes to enhance a User's experience. Given more time and a better knowledge of Flash and ActionScript, I would certainly make more changes to the project. The biggest item I would figure out how to do would be the drag and drop resetting in the wrong place if dragged outside of the stage area. I would also have liked to add a button in the Exit menu allowing the User to close the browser but I was unable to find out how to do that before the due date.

In reflecting on how the project was built on the back end, I can certainly see I've got a lot to learn about how to create less cluttered projects. From a User's perspective I believe everything looks and works well. But from a design perspective, I have a long way to go. I had a lot of movie clips and buttons and perhaps not all of them were necessary. I'm not certain, but there is probably an easier way to re-use objects or create my vision of the project without having to have all of the items.

The most challenging part of the project for me was the ActionScripting. I tried my best to follow best practices by having all of the AS in the main movie timeline but ran into a lot of problems because of my embedded clips. I spent many hours trying to figure out why scripting would stop working after certain embedded MCs would play. In the end I ended up just putting the script in the embedded MCs. Again, with a better grasp of AS I'm sure there could have been some way of avoiding having to code the same thing so many times.

APPENDIX – Peer Evaluations

Checklist for Peer Evaluations		
Peer Name:		
Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable		
Description	**Points (1 to 5)**	**Comments**
Navigation/Interface Design Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	3	Easy to navigate, but unable to go from one area to another if I'm already in something. IE: if I wanted to go to Head Line but I was already in Life Line I have to hit the back button and then go. Maybe think about changing it so you can move from one to another at any point in the movie. Exit button also doesn't work until you are at the main screen.
User Location/ Orientation User is kept informed about their location in movie	5	Yes.
User Control User can control when information or animation is viewed; Can control order of interactions, and escape from places they unexpectedly find themselves in.	5	The whole time the user is in control.
Consistency and Standards User can perform similar actions throughout project; Project follows standards such as menu location, button and audio controls, etc.	5	Yes.
Content Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	4	There were a few grammar and spelling mistakes.
Visual Design Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	5	Very nice.
Animation Quality Animation works smoothly and appropriately	5	Animations work and make sense.
Error Prevention and Feedback Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	0?	Didn't receive an error when I tried to continue without entering anything.
Technical Performance All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	4	The only thing I noticed is that you don't have to drag the crystal balls onto the palm for them to work. You only have to click on them and they work. Might want to change that.
Overall Critique Overall impression of the project, based on project requirements and creativity	5	Very well done.
Total Points (50)	42	
Other Comments: Great idea. I really like how everything is put together. Just a few minor changes and you're good!		

Checklist for Peer Evaluations		
Peer Name:		
Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable		
Description	**Points (1 to 5)**	**Comments**
<u>Navigation/Interface Design</u> Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	3	minor bug: "About Palmistry" button doesn't consistently work from the "My Reading" page. I like the various ways to get to different parts of the movie (either through the nav bar at top or from the line buttons on the "About Palmistry" page. See User Control section for problem with nav buttons.
<u>User Location/ Orientation</u> User is kept informed about their location in movie	4	Highlighted pages are buggy (sometimes I get a yellow square over the page I'm on, sometimes not) The headlines reveal what page I'm on but I would prefer the nav bar be highlighted as well.
<u>User Control</u> User can control when information or animation is vie control order of interactions, and escape from places th unexpectedly find themselves in.	1	Generally good with the buttons, but drag and drop within animations is inconsistent. There were instances where I could not let go of the crystal balls on the palm, they just stuck to my mouse and finally released when I was back where I picked them up (Could be extremely frustrating for users). I think they should also reset to their default locations when the "back" button is pressed rather than going back to where I could finally let them go. Also, when crystal ball malfunction happened it knocked out the main nav button functionality.
<u>Consistency and Standards</u> User can perform similar actions throughout project; P follows standards such as menu location, button and au controls, etc.	4	Consistent throughout. Only thing about audio controls is there is only on/off, no volume control - I think that was a required element, either through a slider or button functions to adjust the sound.
<u>Content</u> Language is familiar and comfortable for intended aud Follows basic rules of spelling and grammar.	5	Absolutely, no copyediting or content interpretation errors that I saw.
<u>Visual Design</u> Colors, backgrounds, buttons, and text work together t clear and easy viewing experience. Buttons and text ar read.	5	Nice, no problem with aesthetic color scheme or readability. I appreciate the color scheme matching the mood of the music - relaxing.
<u>Animation Quality</u> Animation works smoothly and appropriately	3	Other than the drag-and-drop issues everything else seemed fine.
<u>Error Prevention and Feedback</u> Verifies empty fields or incorrect input (ex. Input lette of numbers). The user receives meaningful feedback co the nature interactions (e.g. input, drag/drop interactior incomplete actions, etc.)	3	Great that user can't enter numbers - good thinking. But I can enter the project without entering my name. This should probably be a required field and generate a feedback message if no name is entered. Also, once in the project, there is no way back to the name entering field, it jumps from the main nav section to the page with "tell me more" button. That page is past the name entering field and therefore all the messages will be concatenated with who first started the project. This also doesn't reset t values back to zero (blank) which I think is a require

		element.
Technical Performance All multimedia elements (e.g., sound, animation, imag within the movie worked appropriately	5	Yes.
Overall Critique Overall impression of the project, based on project req and creativity	4	Very complex project with lots of things to keep track of - lots of AS coding to keep track of all these variables. Some issues but overall very well done first draft.
Total Points (50)	37	
Other Comments: Only other comment would be to possibly speed up the curtain lowering/raisng animation while it becomes a little tedious but maybe that is just because I spent so much time clicking around in your What you have is pretty amazing and I'm guessing very difficult to keep track of things while building. The some issues to work out but this could be FANTASTIC once finished. Keep at it.		

Checklist for Peer Evaluations
Peer Name:

Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable

Description	Points (1 to 5)	Comments
Navigation/Interface Design Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	5	Very easy to follow, very intuitive. I knew exactly where I was in the animation at all times.
User Location/ Orientation User is kept informed about their location in movie	5	Again, very easy to follow.
User Control User can control when information or animation is viewed; Can control order of interactions, and escape from places they unexpectedly find themselves in.	5	Information was viewed very easily.
Consistency and Standards User can perform similar actions throughout project; Project follows standards such as menu location, button and audio controls, etc.	5	Consistency throughout the entire project.
Content Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	4	There were a few typos, but the language was easy to understand.
Visual Design Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	5	Looks great.
Animation Quality Animation works smoothly and appropriately	4	I had some troubles with a little bit of the drag and drop animation, but nothing major.
Error Prevention and Feedback Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	0?	I haven't seen this in any projects yet.
Technical Performance All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	4	Again, a few problems controlling the drag and drop animation, but nothing major.
Overall Critique Overall impression of the project, based on project requirements and creativity	5	I'm very impressed.
Total Points (50)	42	

Other Comments:
Great job! A very creative idea that is presented in a clear, entertaining manner.

Checklist for Peer Evaluations

Peer Name: Stella Wong

Scale: 5 = Excellent, 4 = Very Good, 3 = Good, 2 = Acceptable, 1= Minimal, 0 =Unacceptable

Description	Points (1 to 5)	Comments
Navigation/Interface Design Interface is intuitive, interactions meaningful, and user is able to navigate easily to different parts of the movie	4	Nice work, nav bar worked well if you tag them without going into the page, the navigation was intuitive and easy
User Location/ Orientation User is kept informed about their location in movie	5	Knew exactly where I was at all times, tha label at the top corresponded with the nave bar.
User Control User can control when information or animation is viewed; Can control order of interactions, and escape from places they unexpectedly find themselves in.	2	At first I just clicked the guide balls in each page, that worked well, when I started moving them and hitting the back button things got messy, then I couldn't use the nav bar.
Consistency and Standards User can perform similar actions throughout project; Project follows standards such as menu location, button and audio controls, etc.	5	Nothing to say hear, very nice layout. Usually I turn off the music as soon as possible, but I really like your selection, supports the page purpose.
Content Language is familiar and comfortable for intended audience. Follows basic rules of spelling and grammar.	5	All descriptions and text perfect.
Visual Design Colors, backgrounds, buttons, and text work together to create a clear and easy viewing experience. Buttons and text are easy to read.	4	Loved the masking on the hand, and the curtain. Maybe to much in the curtain area. Would consider not using that mask in between each page. Good for intro though
Animation Quality Animation works smoothly and appropriately	3	All looked good, except drag and drop issues
Error Prevention and Feedback Verifies empty fields or incorrect input (ex. Input letters instead of numbers). The user receives meaningful feedback concerning the nature interactions (e.g. input, drag/drop interactions, incomplete actions, etc.)	5	Couldn,t put in number in the name, nice. And couldn't place the line balls anywhere else than where they belonged. Sometimes the line balls reset on top if each other. I am having the same issues, how to get drag and drop to reset to original placements.
Technical Performance All multimedia elements (e.g., sound, animation, images, etc.) within the movie worked appropriately	4	Didn't see volume level controls, again drag and drop issues
Overall Critique Overall impression of the project, based on project requirements and creativity	5	Love the site
Total Points (50)	43	

Other Comments: I like your site, your interaction is good, seemed to cover the areas needed for the final – would liked to have seen an illustrated character – maybe a gypsy type of lady at a table. Would have been fun to have her do the personal reading. Other than masking and drag and drop, was there any animation? Tough scripting on the drag and drop, please let me know if/when you get the drag and drop reset issue solved. I will let you know how I get it done, thanks.