



Comparative testing

BETMATES

Jahanvi Dharmani



Usability testing task 1



Imagine finding a people with the same interests on sport please show what would you do to get there

- Initially, users commonly navigated to the dropdown menu and selected their preferred sport, but encountered no results.
- A user resorted to searching for a specific player (user) name, finding no results due to the absence of users on the platform at that time.
- Another user explored the post section, aiming to identify active individuals interested in hockey through their comments and posts related to the sport.
- Overall, users recognized the platform's uniqueness, highlighting the ability to easily connect with fellow community members as a standout feature.



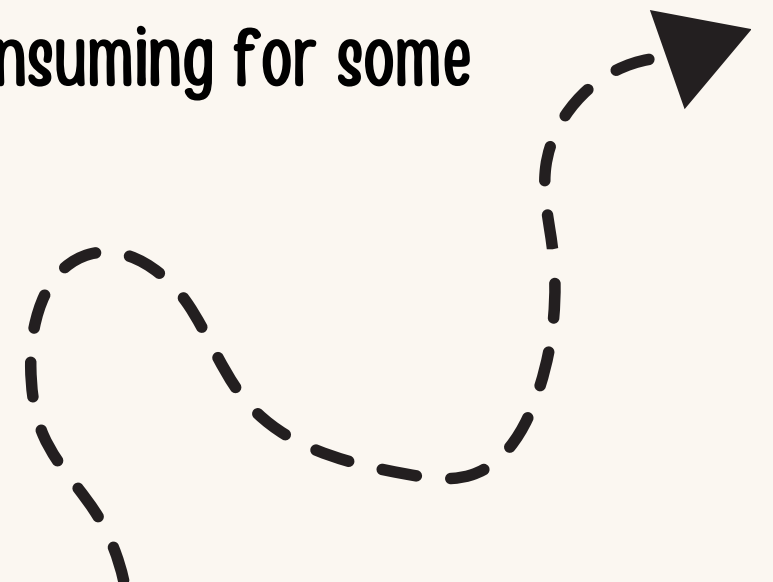
Usability testing task 2



Imagine you want to support one user or not please show how would do that ? Here it is rep..

Giving a rep and taking rep

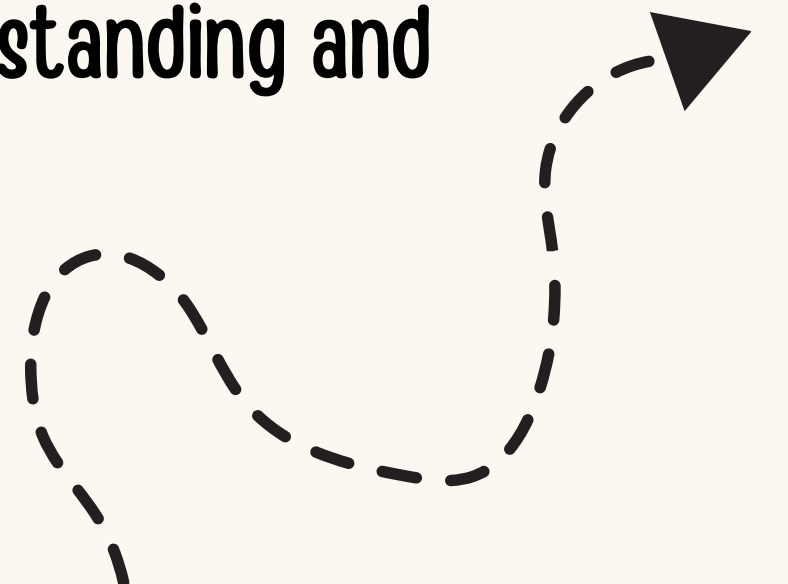
- The introduction of the reputation (rep) feature led to widespread confusion among users.
- Some users gave up, while others took the initiative to explore the site and eventually grasped the concept of rep.
- A user actively sought information, asking about the purpose of the new feature.
- The learning process for users to understand that rep is linked to their profile proved time-consuming for some individuals.



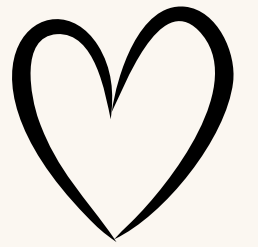
Analysis of Usability



The undesirable outcome of user confusion and frustration with the "rep" feature on the platform is primarily attributed to the absence of clear information on its purpose and functionality. Users faced difficulties in understanding the meaning of "rep," with one giving up, another expecting comprehensive search results, and a majority requesting a tour for clarification. This global issue is more cosmetic than critical, as the unique feature intrigued users once understood. To address this, providing an explicit explanation on the home page, implementing guided tours, and utilizing dialogue boxes can enhance user understanding and alleviate confusion, ultimately improving the user experience.

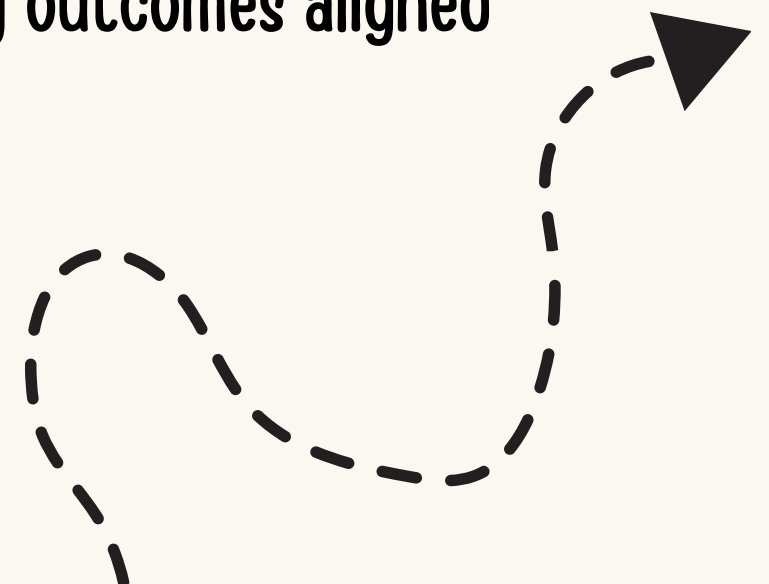


Comparative testing-1

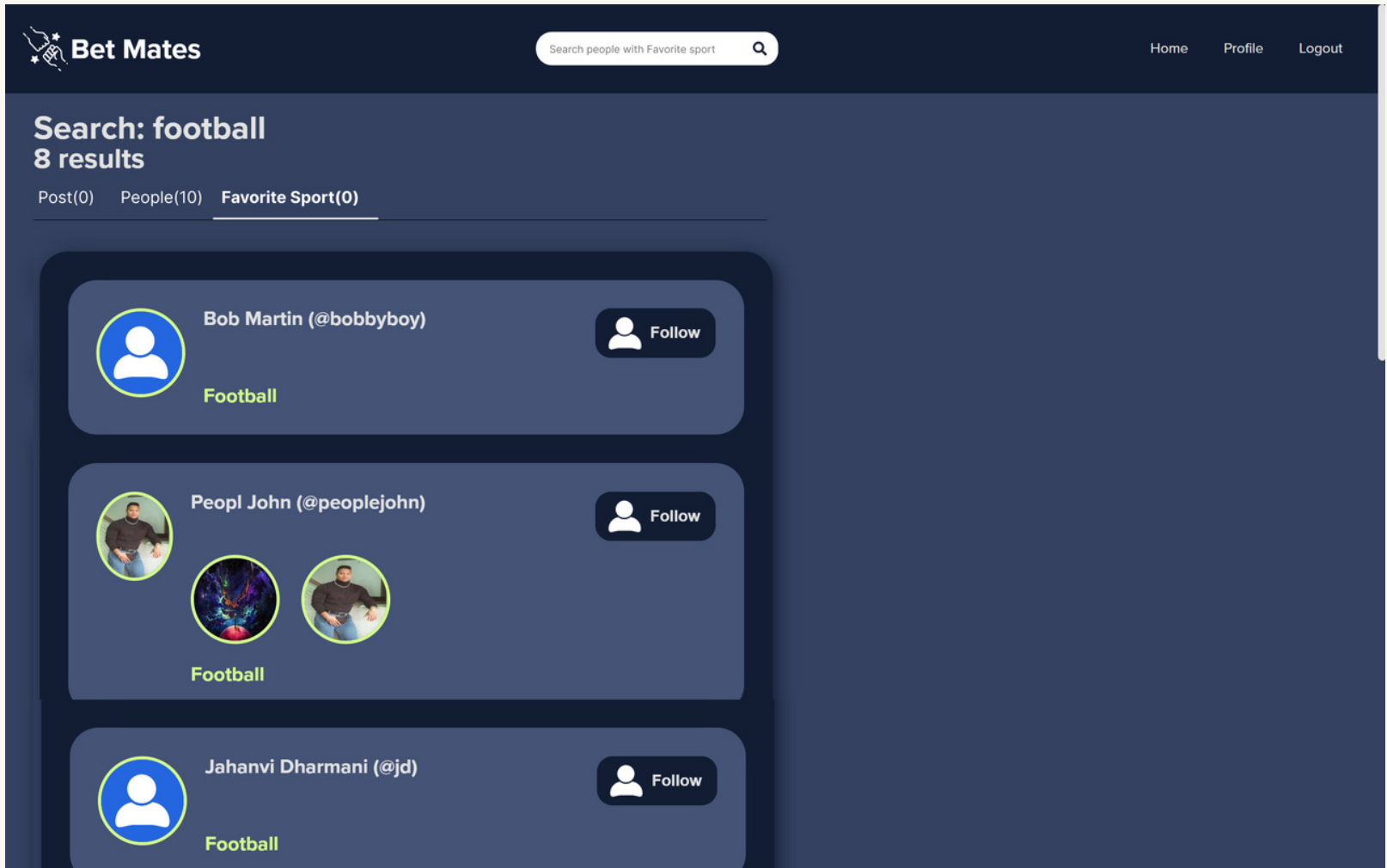
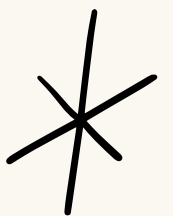


To ensure search bar results

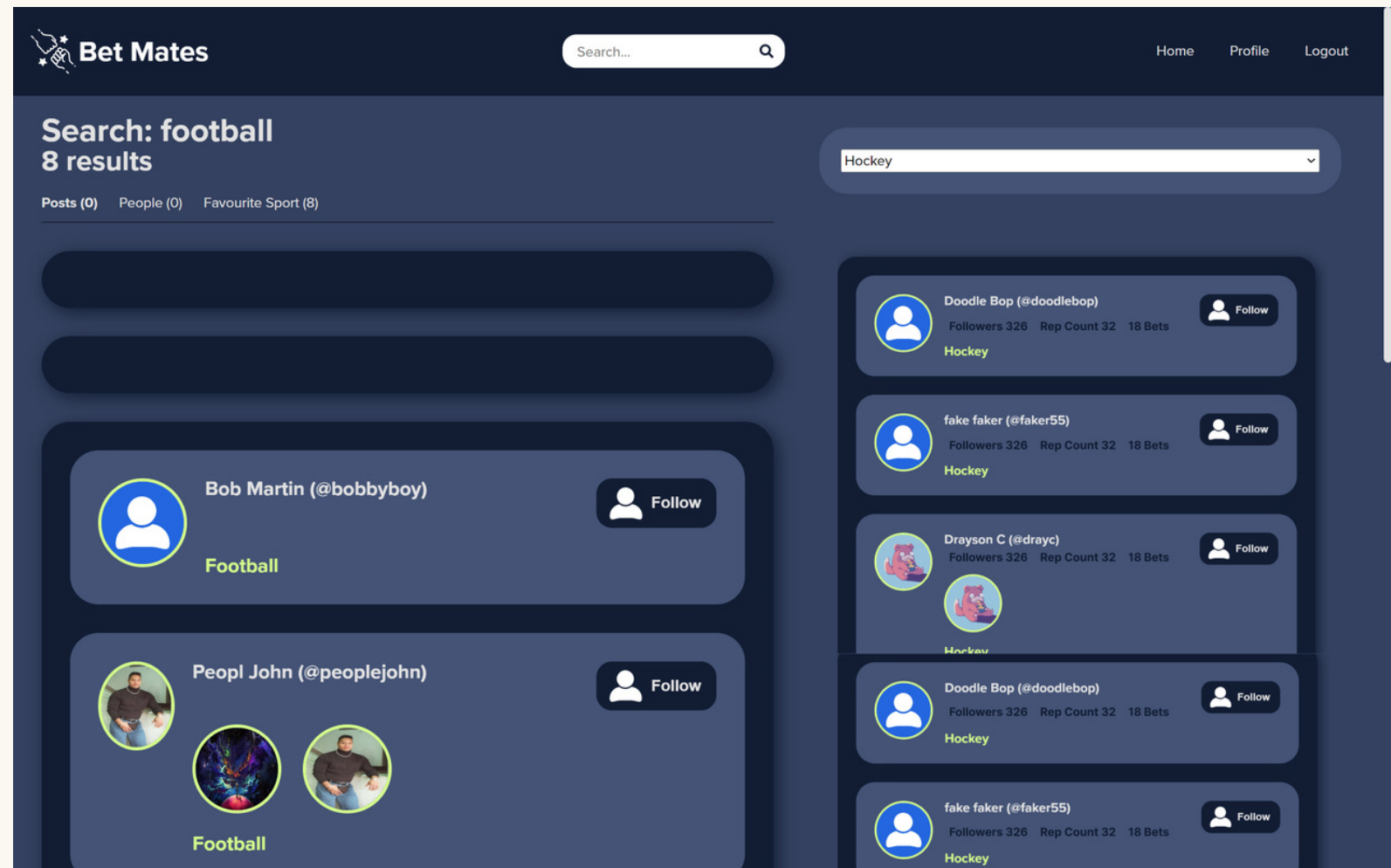
- **Version-1** Altered the search bar message to provide users with results based on their favorite sport, eliminating the sidebar with the dropdown menu.
- **Version-2** Revised the dropdown menu results to demonstrate its functionality, now delivering outcomes aligned with the user's selection.



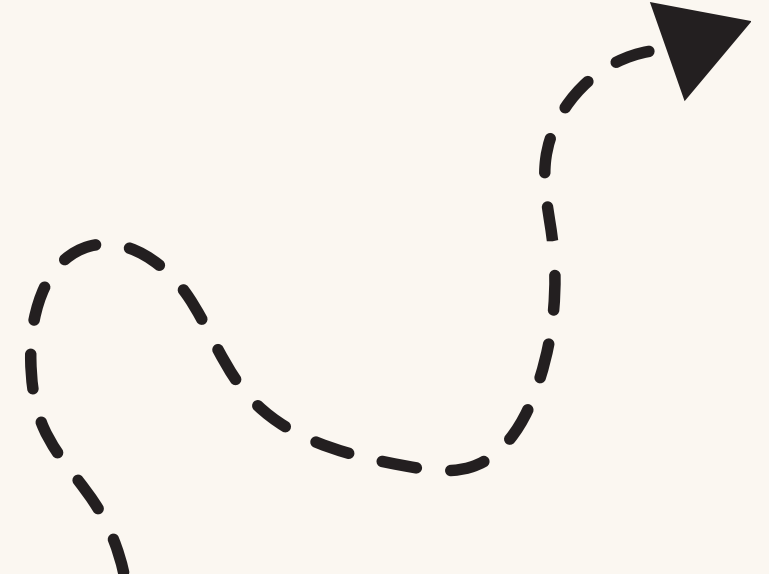
Solutions Search bar



Version-1



Version-2

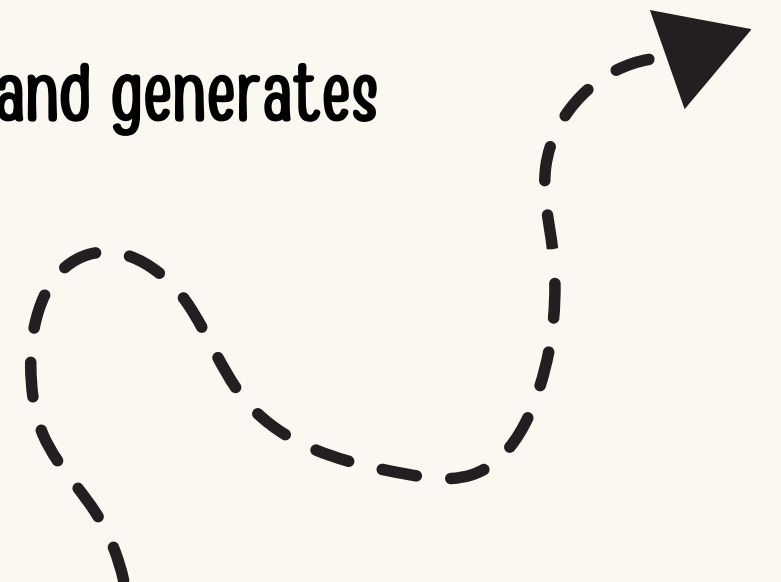


Comparative testing-2

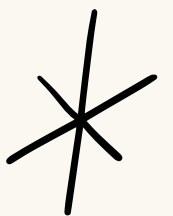


To ensure Rep Finding

- **Version-1** Implemented the inclusion of reputation (rep) right beneath the profile picture on the homepage. This aims to offer other users a brief overview of what reputation signifies within the context of this site.
- **Version-2** In the search results, each profile displays specific information such as the number of followers, bets, and reputation. This provides users with insights to help them decide which profile to explore and generates interest in doing so.



Solutions Rep



A screenshot of a user profile feed in a dark-themed application. It shows three posts from different users:

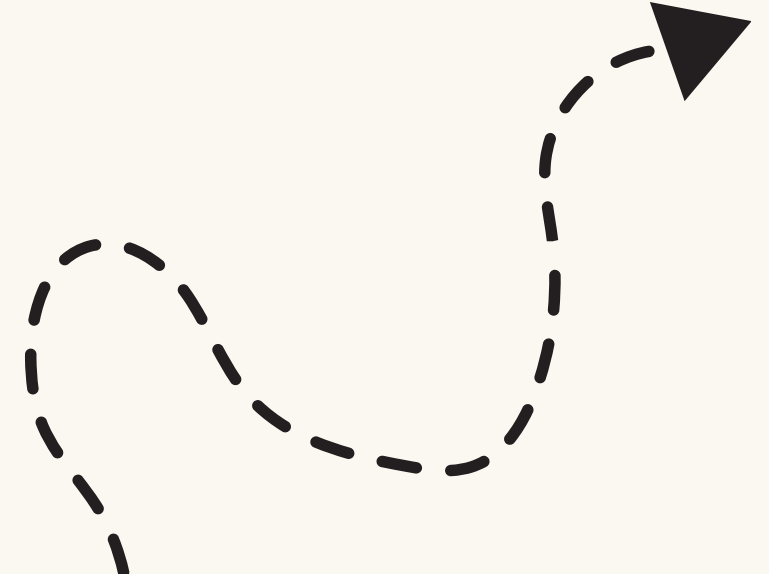
- Noor parpia (@jbdj b)**: Profile picture of a person with a blue background. Post content: "vkhgck". Metadata: "Rep Count 32" and "2024-01-17 16:00:07". Interaction icons: bookmark and heart.
- helly patel (@@helly07)**: Profile picture of a person with a blue background. Post content: "Hello,". Metadata: "Rep Count 13" and "2024-01-17 12:58:35". Interaction icons: bookmark and heart.
- Tehsin P (@tehsin11)**: Profile picture of a person with a blue background. Post content: "Heyy everyone! Just placed a bet on my fav team!". Metadata: "Rep Count 40" and "2024-01-17 00:05:51". Interaction icons: bookmark and heart.

Version-1

A screenshot of a search results page in a dark-themed application. The page is titled "Bet Mates" and shows search results for "football".

- Search: football**: 8 results. Filter: Hockey.
- Bob Martin (@bobbyboy)**: Profile picture of a person with a blue background. Metadata: "Followers 326", "Rep Count 32", "18 Bets". Interest: "Football". Interaction: "Follow".
- Peopl John (@peoplejohn)**: Profile picture of a person with a blue background. Metadata: "Followers 300", "Rep Count 34", "18 Bets". Interest: "Football". Interaction: "Follow".
- Right sidebar results:**
 - Doodle Bop (@doodlebop)**: Profile picture of a person with a blue background. Metadata: "Followers 326", "Rep Count 32", "18 Bets". Interest: "Hockey". Interaction: "Follow".
 - fake faker (@faker55)**: Profile picture of a person with a blue background. Metadata: "Followers 326", "Rep Count 32", "18 Bets". Interest: "Hockey". Interaction: "Follow".
 - Drayson C (@drayc)**: Profile picture of a person with a blue background. Metadata: "Followers 326", "Rep Count 32", "18 Bets". Interest: "Hockey". Interaction: "Follow".
 - Doodle Bop (@doodlebop)**: Profile picture of a person with a blue background. Metadata: "Followers 326", "Rep Count 32", "18 Bets". Interest: "Hockey". Interaction: "Follow".
 - fake faker (@faker55)**: Profile picture of a person with a blue background. Metadata: "Followers 326", "Rep Count 32", "18 Bets". Interest: "Hockey". Interaction: "Follow".

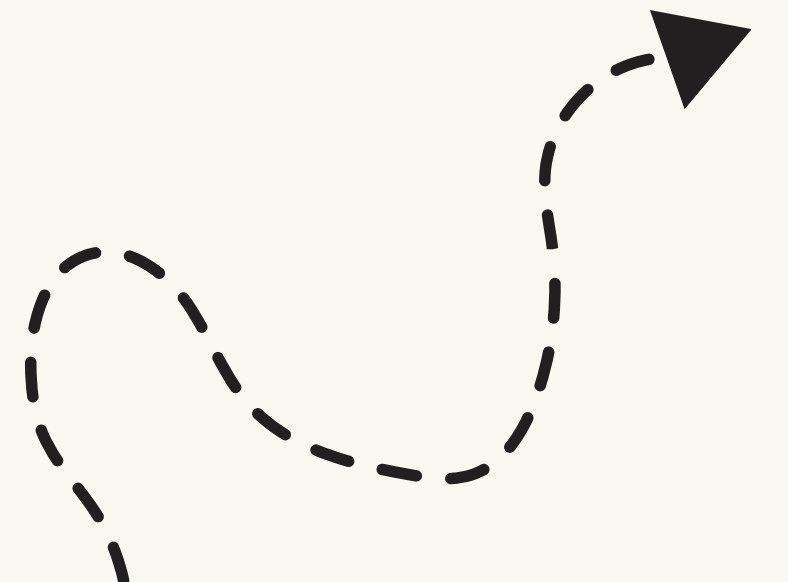
Version-2



Summary of testing



The comparative user testing results clearly indicated a distinct preference for the second version, which was deemed more practical and functional by the users. Remarkably, there was a notable lack of user preference for the first option, with a significant majority opting for the enhanced features and usability offered by the second version. This unequivocally underscores the outcome of the testing, emphasizing the tangible advantages and user satisfaction associated with the second version over its predecessor.



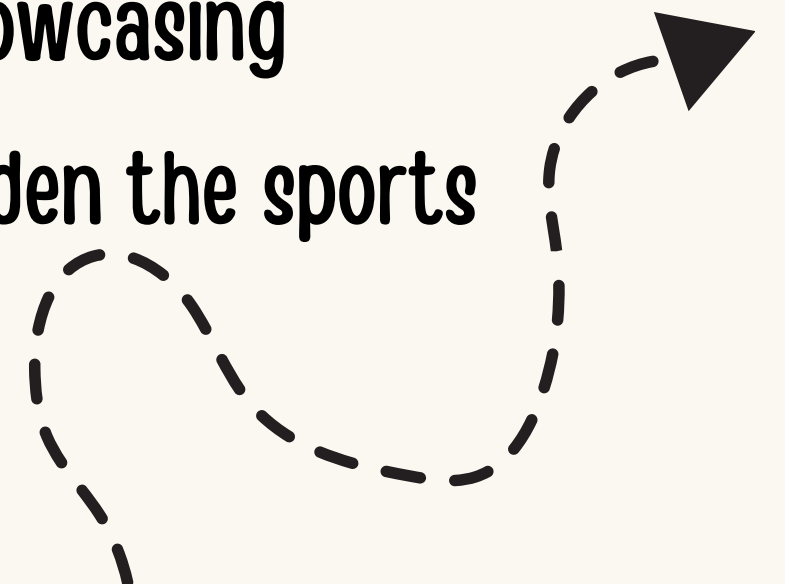
Recommendation



I suggest providing users with information about reputation (rep) in the "People You May Know" section, offering details about users and their rep before they visit a profile. This aims to familiarize users with the concept of rep early on.

For the sidebar dropdown menu, consider displaying results related to selected sports. If a user hasn't chosen a favorite sport, there should be a message indicating no users found in that category.

As an alternative sidebar option, consider removing the dropdown menu and showcasing random users who recently placed bets on the site. This approach aims to broaden the sports community and engage users in a different way.



Rational



Many users experienced confusion regarding the concept of "rep," often inquiring about its meaning. Simply instructing them to give a rep to another user wasn't providing sufficient clarity. Introducing a visible representation of the reputation feature on the homepage and in the search bar was implemented to help users understand that "rep" is a distinctive feature of the website.

Additionally, it was observed that a common user behavior involved initially navigating to the sidebar to select a sport. However, when no results appeared, users attempted the same process again. Faced with continued absence of results, they eventually resorted to using the search bar.

