Unfriendly Interface of **Bracketor for Challonge** Mobile App

Rich Stretanski

System Analysis: Bracketor for Challonge

- Features
  - 4 different tournament formats
  - Bookmark tournaments
  - Customizable Quick Access
  - Challonge hosted sign up page
  - Public URL
- Task Categories
  - Browse existing tournaments
  - Create a tournament
  - Manage the tournament
- Target Users
  - Android device users
  - Tournament organizers
  - Users familiar with technology
  - Users familiar with Challonge.com
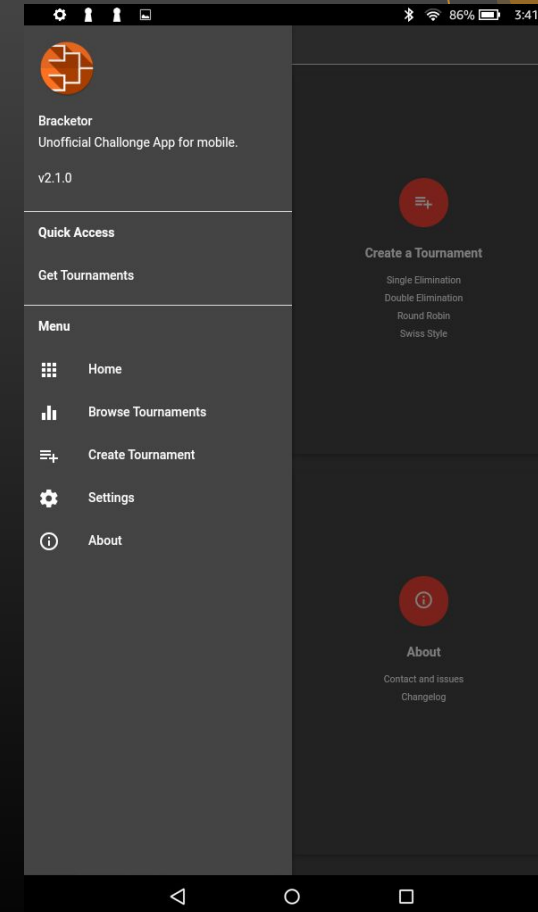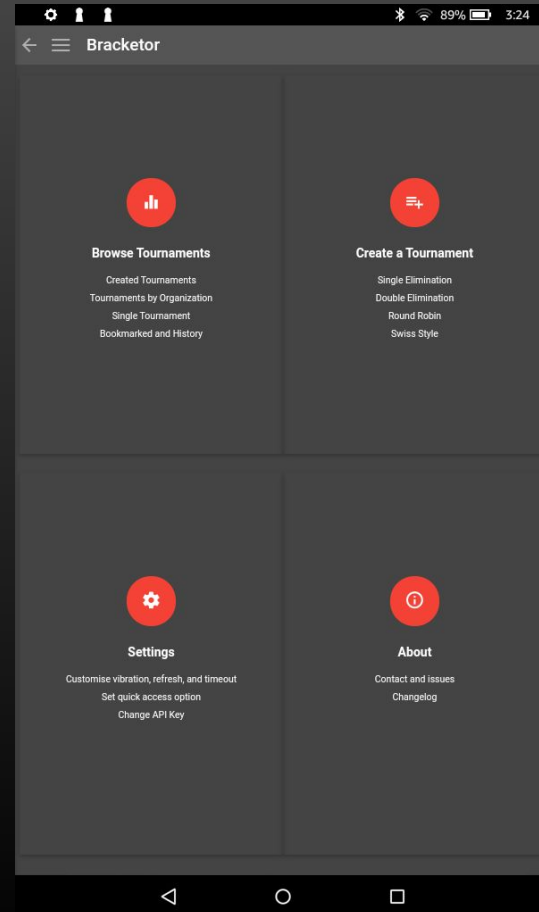
Necessary User Tasks

- Creating a Tournament
  - Fill out initial tournament creation form
- Manage Tournament
  - Make tournament editable
  - Add/Delete Participants
  - Start tournament
  - Report Scores
  - Finalize results
- Viewing a Tournament
  - By URL
  - By subdomain
  - By history/bookmarks
  - By created tournaments
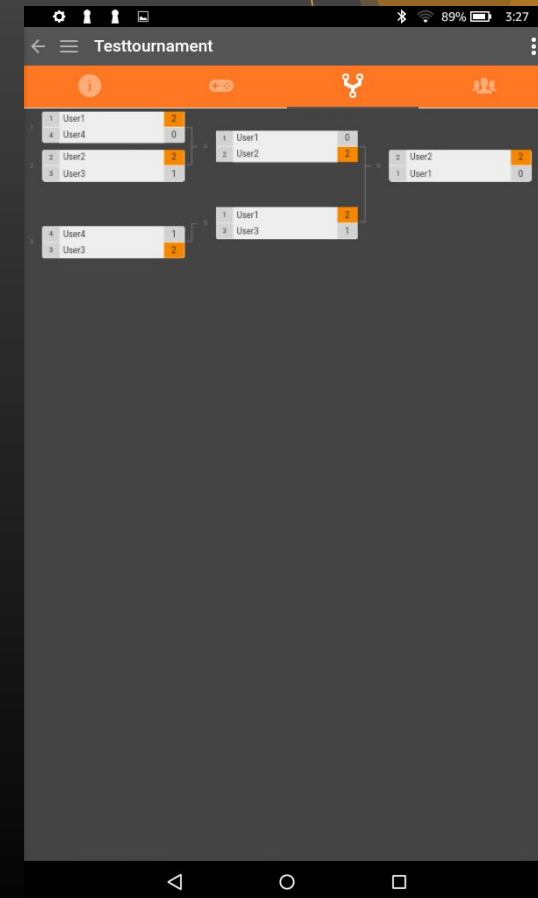
Informal User Testing

- Objective
  - To see a new user's behavior and problem solving
  - Discover usability problems
- Test Methodology
  - Give users a device with the app and ask them to create a tournament
  - Observe task progression
  - Interview user afterwards
- Subjects
  - 2 users with no prior experience with this app
  - Both users are adept with technology
- Tasks
  - Fill out initial tournament creation form
  - Make tournament editable
  - Add/Delete Participants
  - Start tournament
  - Report Scores
  - Finalize results
  - Find that tournament after the fact
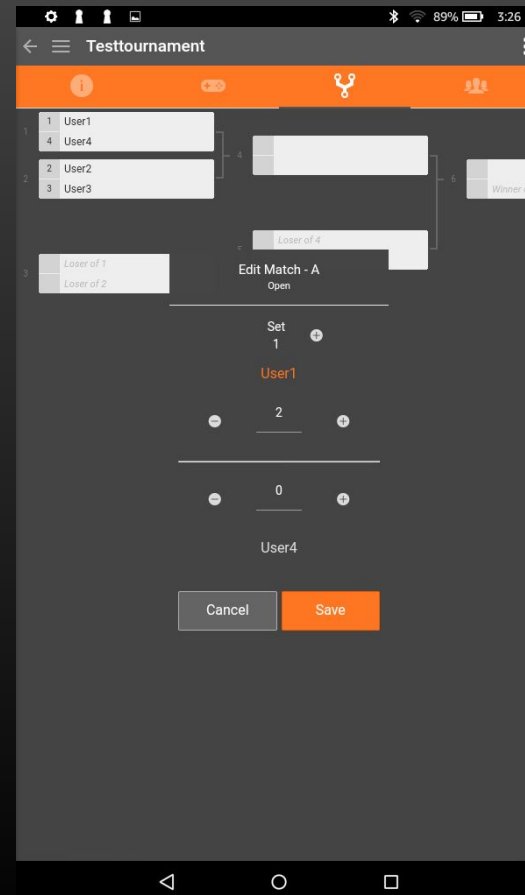
User Testing Results

Task Category	Task	User 1 Performance	User 2 Performance
Creating a tournament	Fill out initial tournament creation form	Poor	Failed
Managing a tournament	Make tournament editable	Failed	Failed
Managing a tournament	Add Participants	Success	Poor
Managing a tournament	Delete Participants	Success	Success
Managing a tournament	Start tournament	Poor	Failed
Managing a tournament	Report Scores	Poor	Poor
Managing a tournament	Finalize results	Success	Success
Viewing a tournament	Find that tournament after the fact	Success	Success

User Testing Results (Observations)

- ► User Tendencies
  - ► Both users Ignored required form fields
    - ► One user submitted the form 3 times because they didn't notice that certain fields were required
  - ► Both users tried to figure out how to add participants before making the tournament editable
  - ► One user could not figure out how to start the tournament in order to report scores after reading through all options a couple of times
  - ► Both users added participants individually instead of using the bulk add option (didn't notice it)
  - ► One user took a few attempts to correctly report a score

Causes of Poor/Failed Performance

- Fill out initial tournament creation form
  - Long form with lots of text
  - Required field icon is not clearly visible
- Make tournament editable
  - Users believed they would be able to edit the tournament that they just created immediately
  - Options icon is small
- Add Participants
  - Bulk add was overlooked because the icon is so similar to the icon that adds individual participants
- Start tournament
  - Users only knew they needed to change the tournament state to 'started' because they saw a message when trying to report scores
  - Tournament state is in an unintuitive location
- Report Scores
  - Selecting a winner when reporting a score did not have a visible button
  - Clicking on the name of the winner would highlight the winner and was not intuitive for users
- Finalize results
  - Only succeeded because users already had to learn the location of the tournament state setting when starting the tournament

Conclusion: Principles of Usability

Principles	Grade (1 to 5, Bad to Good)	Good	Bad
Ease of Use	1		Starting a tournament
Feedback	3	Reporting scores, Filling out initial tournament creation form	
Learnability	1		Starting a tournament/finalizing results
Mapping	2		Tournament creation
Visibility	2	Menu Items	Required fields, reporting scored, making a tournament editable, bulk add