

Findings for User Testing of the Scriptures:

OVERALL PAGE DESIGN AND NAVIGATION:

All four people thought that it was pretty easy to go there, and commented on this experience. Very clean. Liked that the tools are out of the way. 2 people thought that it was unexpected; 1 favorable review, and 1 wasn't sure how he felt about it.

Thought it might be like bingo with the chapter selector. Might be too big. He does, however like that both scenarios are represented (find quick chapter, or reading the summary). His dream: The quick option he thinks would maybe be a selector like a dropdown. Maybe takes up a lot of space. On phone, wants to click and scroll to chapter he wants.

Arrow for previous and next chapter were quickly understood by all users. One said that he expected arrows to follow him down the screen.

All users thought that tool tips could be helpful. One user wants the Bible chapters page to all be on one screen. No scrolling.

End of chapter section was not what one user expected. He would expect that area would load up the rest of the chapter. Continuous scrolling or that the arrow when clicked would let him go to the next part. The other three thought that it would load the page somehow.

Title Vs. Breadcrumb:

2 People commented on this. 1 person noticed breadcrumb title, and thought it might be redundant. Both people thought, if you click it, it might go back to the 2 Nephi selector. Navigate up a level. Or pops menu out. One thought that they would check to know that it was clickable.

General:

2 People's comments on overall page design. "Looks like a normal page of scriptures." "I like the blue. It pops out and more so than all the other stuff. Draws my eye. Definitely a clickable, prominent color." "Chapter 24 header jumps out me. I like that it is big. Love that the description is gray. Clear hierarchy."

Layout (line width):

All 4 People noticed the narrowness of the column and commented on it. Their thoughts below:

- Likes the column of scriptures: more condensed and narrow. Likes the wider margins. More readable.
- Likes the white space, but it might be a little bit too much. Easier on his eyes though. It helps to draw attention to the verses. Not a lot of distraction from the text.
- Similar to GL app. More spacing, but different. Thinks it is a positive. Likes having more space. Empty space on the sides with some options on the top. Big margins on the side, but would like to have the notes appear on the side of the margins. Or stick something in there.
- He likes the centering of the text. Likes the white space on each side. Likes the line length for reading. White space doesn't bother him. All the white space makes it seem more holy and clean.

What's missing?:

2 people picked up on the fact that the footnotes and highlights were missing. 1 said that he would like them viewable by default. Another person said that he likes them hidden as it makes it more clean and focused on the cleanliness.

GLOBAL ICON IDENTIFICATION

Most users got these. The only confusion was over the Media Library icon. They thought it might be Full Screen mode or airplay. Or, that it could be playing your video or changing your screen.

LOCAL ICON IDENTIFICATION

ICON	IDENTIFIED AS	GENERAL RESULT
AUDIO	Audio or listen/ Headphone-text reading. Read to you. / Audio / Audio	Everyone got this one pretty fast. Generally
DOWNLOAD	Download / Download / Share / Download	All got this. Some weren't sure what would be downloaded though. Didn't know about the different formats, but once informed, they thought it was pretty cool.
PRINT	Print / Print / Printer / Print	Completely clear.
BOOKMARK	Bookmark / Bookmark your place / Bookmark / Bookmark	All got this icon really fast. (Side rant ensued about bookmarking in the GL app.)
STUDY NOTEBOOK	Not sure-Study notebook / Tag-maybe tag the verses /1984 Macintosh-might be hard drive. Might be a save. Puzzled. / Gravestone...haha. Maybe a hard disk? Or save this? Is that a journal or something?	Through process of elimination, they were able to figure out that access to the notes or journal was missing and eventually came to it. Took a really long time for people. Definitely needs some help there.
SETTINGS	Settings - Maybe where we could set footnotes. / Settings or brightness control. / Settings or looks kind of like a sun. Could change the brightness settings. / That is settings, like font and size. I am not sure if you can control those, but would explore there to see what I could change.	Most people thought it was either a gear or brightness setting. Half brought up the idea of a sun.

LOCAL VS.GLOBAL ICONS

Almost all people got the difference between the global and local icons. Not really confused. There was some discussion about the global icons being for the OVERALL scriptures and the local icons being for the chapter in specific.

IN DEPTH FOR EACH FEATURE:

AUDIO

Participant 1:	Widget was totally familiar to him. 1X is normal speed. Go back 10 verses or go forward 10 verses. Scrubber is pretty clear. Expects to be able to slide scrubber. Female vs. Male version. When you clicked it, it switches automatically. Most people would assume only two options. Request: He would like it to show you how far you are in.
Participant 2:	Either you would select text and it would read, or it would just start reading. He thinks the best interaction would be to just start reading from the beginning as normal. Speed control, 10 sec. forward backward, play, time code, toggle between varieties of voices (male or female) with different accents maybe? He would expect the scrubber to proceed and keep track of time.
Participant 3:	"Ah ha!" Really good reaction. Speed up or slow down. Female or male toggle very intuitive. Scrubber bar gives you how long the chapter will take on the timer. Would change to pause. Skip forward and back 10 seconds. (Not sure how usable that is for him. Prefers the scrubber.) Would say that he could skip to verse 7. 1x, 2x...never wanted to go faster. Show where you are in time on the scrubber. Request: Scroll down and click on the verse will take you right to where the audio is. Observation: Listening mode you are doing something else while you are listening.
Participant 4:	Expected something different. Expected a modal. He didn't expect up there. Female to choose characters. Is the voice important. Switch based on kind of voice that has a really annoying voice or soothing voice. Would auto play, shouldn't have to click play. Draggable not for him, but he thinks that others would use it. Either listen or read, but not going to do both. If listening, driving or doing something else. Almost need a bookmark on where they stop with their audio. They can keep where they are in the audio.

DOWNLOAD

Seemed pretty standard and expected. Some formats were unfamiliar. Tool tips could be helpful. One person thought that the download icon shouldn't have a circle.

PRINT

Print: Got it!

BOOKMARK

All participants felt pretty comfortable with the dropdown of the bookmark drawer. The icons off to the side might be tags. Caret with notes seems pretty intuitive. Would want the notes to be hidden by default, and limit of shown characters before it goes to notebook. One participant wondered why you would need to hide them. Would want the whole list of bookmarks to be shown. Will need to be a way to edit bookmarks. One participant would want bookmarks to be attached to a study topic, with notes assigned to a notebook.

History was confusing to all participants. Stan had to explain them to each one. (Aaron Barker said that implementing history would be extremely difficult and would vastly change the scope.) All thought that history should be separate from bookmarks. Clock icons were confusing as well. Limit based on how many places you went. One participant said last 20 would be sufficient and then delete.

STUDY NOTEBOOK

Didn't talk much about this, but users thought it looked like a tag, a 1984 Macintosh computer, a gravestone, or completely clueless. One user drew a picture of a square with spirals at the top as an alternative. We evidently need a new icon for this.

SETTINGS

Participant 1	<p>Turn them on with something. Thinking either the study notebook or settings icon. Expected what would happen; footnotes are highlighted and linkable. Would expect pop-up of the references. Took a while to see caret. Thought caret would be a note of personal content. "Oh...okay." Something beyond footnotes. He thinks it is great and out of the way unless he wants it. He would know to click it once he had used it once or twice. He would use it.</p>
Participant 2	<p>Called it Brightness. Not at all what he was expecting. Icons look like a sun. Not a settings. Understood personal highlights vs. footnotes. He sees carets on some of the verses. Show or hide the note...turn some of the notes on. Gives you some additional content and the footnotes. The caret isn't confusing. Wasn't sure what he would expect. He loves the video and picture links. Likes that it drops the verses down. Doesn't cover it up. Caret contains extra material; doesn't have a problem with the footnotes showing in there.</p>
Participant 3	<p>Footnotes, cross reference, definitions, Topical guide, bible dictionary are missing. The time of when the date is. A button to click and all would be on. For every verse. Setting would be to turn on references, if any. But still not sure. Process of elimination. Likes them all on. He might want to see definitions on, links off, topical guide off, with checkbox, but, like them all at once. Used to seeing the scriptures all jammed together. Sun or the gear wheel...not sure.</p> <p>Different HQ from Personal content. Blue vs. red.</p> <p>Caret, will pull down additional information. JST translation or extra content. "Oh...ok" He sees the reference in that verse. And then, he sees the video and images. (Keep the icons in thumbnails to show video and images.) They are a type of references. Additional content.</p>
Participant 4	<p>He would click the journal. Not the settings icon. Response..."Oh.." Highlights and notes came one. Footnotes turned on. Toggled between On and Off. Not speaking to him. Would use a foot with a pencil. Haha. Checkbox should go away. References on / References off. More simple. Default would off. Two square caps with three dots in it. If references are on, then it should say "References Off" with no check.</p> <p>Highlight with Note icon is a personal note. All options on all options off. He would forget that there are some on, but he would freak out that he forgot to turn his highlights on. Some people might want the customization, but he doesn't.</p>

INCONSISTENCIES

Inconsistency: Footnotes should be separate from media drawer and media icon instead of caret down. Accessing footnotes is click on the word, not the caret. All users understood the difference between HQ content and personal content. Some wanted personal content in the margins.

STUDY FEATURES

The idea of note making isn't foreign to them. Understood what the note, tag, link, journal entry were. Maybe in the top, one user suggested the ability to check References vs. Personal content on and off. 2 users thought that personal content could be out in the margins.

Study notebook would function the same way. Could create topics and assign notes to a specific notebook.

LENGTH OF DRAWER AND FUNCTIONALITY

Participant 1	When choosing the topical guide, likes that the content keeps replacing in the box and updating. Got that gray meant different from the scriptures. "View in Context" would update the white space. Understood clearly.
Participant 2	Thinks that it is great that the whole thing updates when clicking on the topical guide. A little long perhaps, but if it drops the text instead of covering it up, he doesn't have a problem with the length. Wasn't sure what View in Context would do. He thought the Back would have closed the drawer.
Participant 3	Could be quite lengthy. Definitely value to have the whole thing displayed. Does the scrolling overwhelm you? Okay with having the thing all open at once. The only issue is closing this thing once you get to the bottom, but scrolling up shouldn't be that hard. Easy to toggle back and forth between the drawer views, which adds value.
Participant 4	Added footnotes, topical guide, and multi media is all together. Is this too much to all hide/show together? Is there a reason to separate any of these out? Maybe a media icon where the user generated note is. Maybe you could link to a video in the linking option. This reminds me of a seminary video or mormon message could be linked.

VIDEO

Participants	Where they expected it to open	Their dream/feedback
Participant 1	He was wondering where it would come up. (No guess.)	His feedback: He thinks it is okay at the top. Wants to see it at full screen option. (Interesting how everyone wants to see it full screen. Want to watch the video.) "When I am watching the video, I am not going to be reading." Could see the need for following along. Understands download and share options.
Participant 2	Thinks that video would have been a modal on top of everything.	His feedback: Doesn't like it up at the top of the page. Don't show two things there. Full screen option would be on the video somewhere. His dream: He would like to see it split the verses apart like the other window does. Right above or below. He says it makes sense to have it replace the content of drawer.
Participant 3	Thumbnails up at the top of images and videos to choose from. Small, but a gallery.	His dream: Video would right where the current drawer is. Would replace the original content. His feedback: He did not expect that. He did not like that it stayed up at the top. Did not like the top anchor.

Participant 4	No predictions	<p>His dream: He would expect there to a play button at the top, with the other icons. Click it, and there would be three videos and there would be a dropdown. Only appear if there was a video. Maybe next to the audio. Also wants it in the verse.</p> <p>His feedback: Slow to figure out that caret meant notes and multimedia. Wants a play icon off to the side of the text. Would want video if open, for drawer to be closed. Would want verse 7 right under the video. Text should scroll up to the top of the video. Nice to know if the video is different or new from the one you just watched. Will never watch the video and read the text at the same time.</p>
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MAPS GALLERY SECTION

All wanted the map to be more interactive with the numbers on the map to have a modal open up with the description. 1 participant struggled to understand that the number grid was related; the other three were fine with it. 1 thought that it should be circles instead. All want the map to be bigger.