

AC2

UX Usability Testing and Evaluation Report

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INTRODUCTION

Tasked with improving the design of domestic kitchen peeler handles, I set about producing working prototypes that could be tested alongside contemporary models. Typical domestic kitchen peelers can be broadly grouped into one of two main categories; Type A 'Straight Blade' peelers [Fig.1], where the blade and handle are aligned, and Type B 'Y-Shaped' peelers [Fig.2], where the blade is perpendicular to the handle. I was tasked with improving upon both of these variants.



[Fig.1]



[Fig.2]

Various design research and development methods were undertaken with the intention of gaining a greater understanding of current products, as well as the pros and cons of such designs. To begin this process, the following forms of primary research were carried out;

Questionnaires	30 participants were canvassed across a broad range of society, to determine their favoured type of peeler, frequency of use and purchasing factors, alongside their biographical data. They were also asked to provide critique and recommendations on current designs
Observational Study	A test subject was observed as they carried out the task of peeling a potato, whilst the main steps of the task were recorded for further consideration
Usability Testing	I personally tested a range of peelers on vegetables of differing shapes and sizes, paying close scrutiny to their effectiveness and performance. Testing criteria included; time to complete task, amount of waste generated, aesthetics and material quality, level of safety and ease of cleaning
Empathy Modelling	The concept prototypes needed to be user friendly for all users, including those with physical impairments that may render the use of a typical peeler difficult. Empathy modelling was carried out with the intention of gaining a greater understanding of such disabilities, by mimicking symptoms such as restricted movement and reduced tactility, whilst carrying out the task of peeling

Further to this, secondary research was undertaken to form a greater understanding on the developmental history of the peeler, as well as knowledge on the broad range of products currently on the market. I also sought to gain a greater understanding of the types of disabilities that may hinder the normal usage of a typical kitchen peeler, and the solutions that already exist to counteract this problem.

DESIGN ISSUES

Throughout the design research and development phase it became increasingly clear that there were a number of perceived shortfalls in most current kitchen peeler designs. A recurring criticism garnered through the questionnaire process highlighted that many of the participants felt that the handles of most existing peelers are too thin, resulting in strained and aching hands after prolonged use. This

problem is amplified considerably if the user has a physical impairment such as arthritis or carpal tunnel syndrome. This obstacle also became apparent to me during the empathy modelling experiment, where the reduced joint dexterity meant that I was unable to adequately clench upon the thin handled peeler. This placed all the strain of the task upon the thumb and index finger, which quickly tired, whilst the remaining fingers were unable to provide any form of support. This issue is clearly demonstrated in Fig.3;



Considering many people use water whilst cutting vegetables, another problem noted was the fact that many current kitchen peelers can become slippery, particularly when wet. Further to this, when a disability affecting grip strength is introduced, this problem increases exponentially. This issue isn't assisted by the fact that the surface finish of many kitchen peelers are often that of a polished metal or smooth plastic.

During the observational study I witnessed that the test subject was left handed, which highlighted the fact that any design concept needed to be either ambidextrous in nature or produced alongside a left-handed variant. Also noticed was the fact the kitchen peeler was cleaned in a dishwasher after use, meaning all materials used in the construction of the conceptual product would need to be capable of surviving such an environment through repeated exposure.

Finally, another common complaint noted during the research phase was that the blades are prone to clogging. As this task only requires the re-design of the peeler handles, I have chosen not to address this issue as I believe the fault lies with the blade itself; however further research and design development could be carried out in this area.

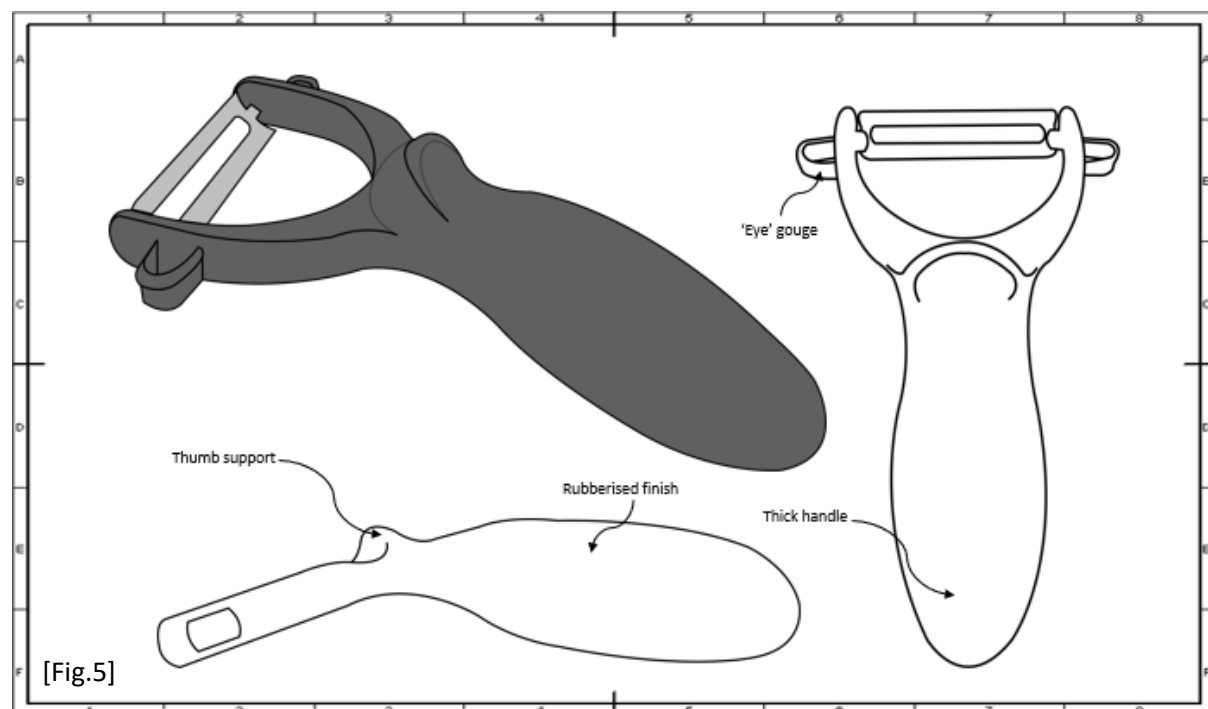
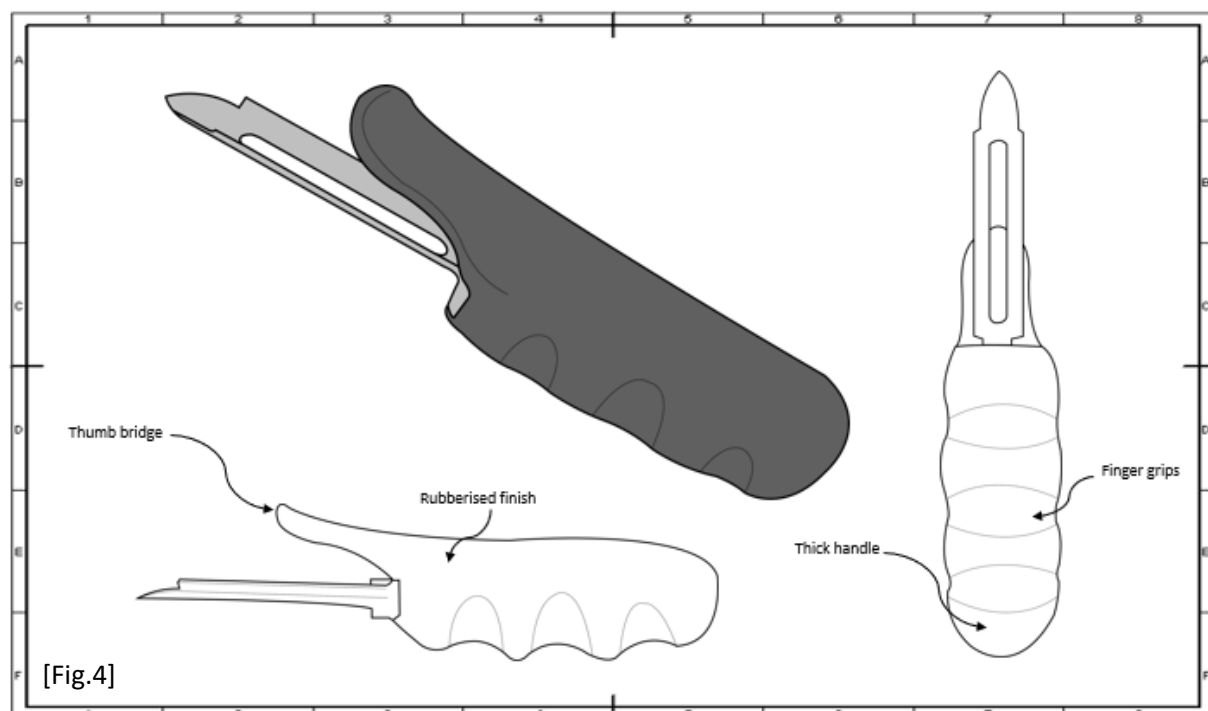
DESIGN INTERVENTIONS

Following the design research phase I felt confident that I had identified a number of genuine shortcomings in the design of many modern kitchen peelers; both in Type A and Type B form. The most obvious inclusion would be that of a considerably thicker handle, to increase user comfort and substantially improve usability for disabled users. This would likely lead to an increase in manufacturing costs due to the increase in size and materials, however, based upon the findings from my questionnaire, I believe the consumer would be willing to pay a small uplift in cost, as comfort was a considerably more influential purchasing factor over cost.

The handle of both concepts would be made from plastic - for example, ABS - for reasons of strength, weight and cost, though it would be finished with a rubberised coating to improve grip, as opposed to the polished metal and smooth plastic often found elsewhere. Again, this is a design feature that I believe will greatly assist disabled users and those who like to use water during the peeling process. Ergonomic thumb support [Type A + B] and finger grips [Type A] have also been added to assist with grip and comfort.

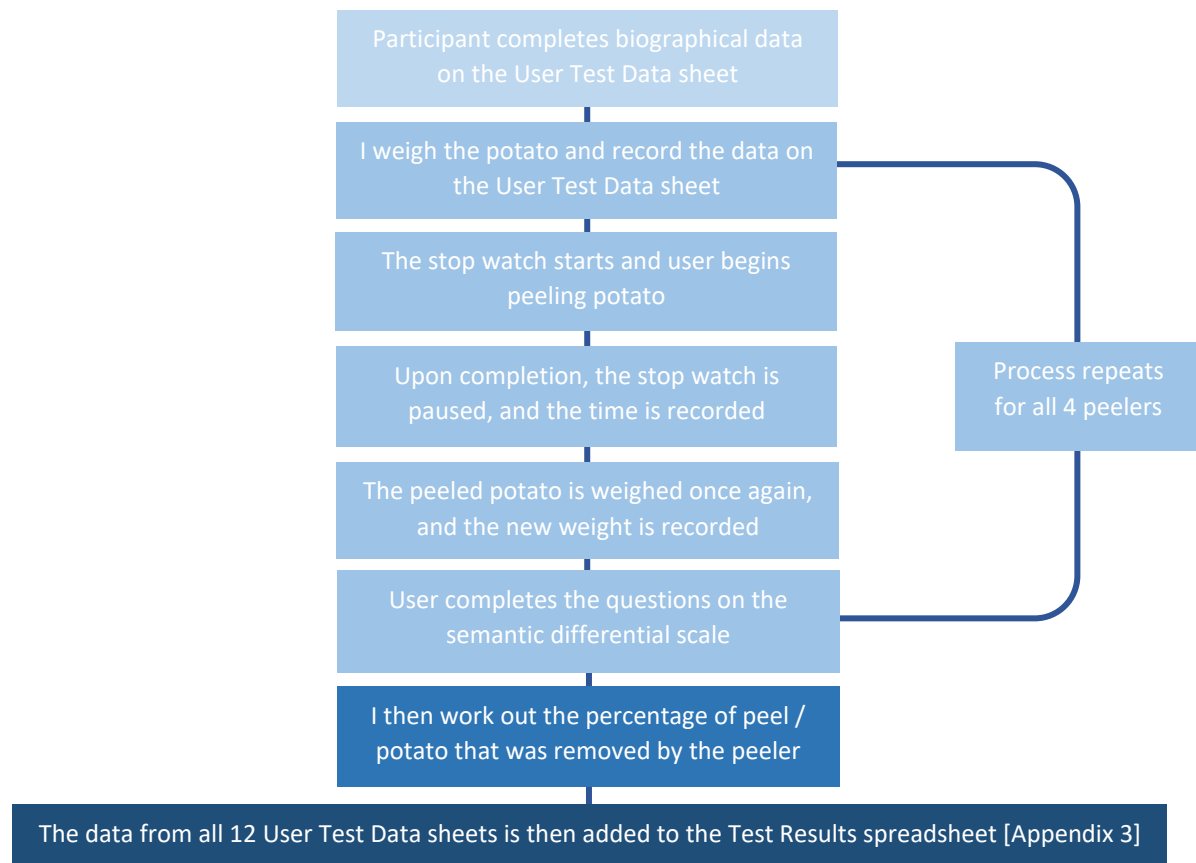
Additionally, for the sake of inclusivity I have chosen an ambidextrous design for both peeler concepts, as I don't believe producing multiple variants for both left and right-handed users is a viable approach in terms of cost and manufacturing. Also, I have chosen to retain the 'eye' gouge function found on peeler Type B.

Below are concept sketches of my Type A [Fig.4] and Type B [Fig.5] designs;



TEST METHOD

Functional prototype testing was carried out on all four peelers; Peeler Type A, Peeler Type B, Concept Type A and Concept Type B. A focus group of 12 deliberately selected people based on age and gender were chosen to participate in a planned exercise to determine peeler efficiency and overall user experience with the product. The test results were recorded on a User Test Data sheet [Appendix 1&2], whilst the testing process was carried out as follows;



Metrics Used	
Time	Measured in seconds (s)
Weight	Measured by the percentage reduction in overall weight (%)
Comfort	Recorded on a semantic differential scale of 0-100
Aesthetics	Recorded on a semantic differential scale of 0-100
Functionality	Recorded on a semantic differential scale of 0-100
User Experience Rating	Measured by Comfort + Aesthetics + Functionality, then divided by 3 to give an overall score out of 100

All potatoes were peeled dry and aesthetic ratings for the prototypes were based upon the sketches displayed above [Fig.4&5]. Also, the order in which the peelers were tested was counterbalanced to prevent carry on effect and a bias reduction. They were carried out as follows;

	1	2	3	4
Participant 1, 5, 9	A	C	B	D
Participant 2, 6, 10	C	A	D	B
Participant 3, 7, 11	D	B	C	A
Participant 4, 8, 12	B	D	A	C

A = Peeler Type A C = Concept Type A
 B = Peeler Type B D = Concept Type B

The specific peelers being tested were;



RESULTS

Average Time to Peel a Potato (s)				
	Peeler Type A	Peeler Type B	Concept Type A	Concept Type B
Mean	48.1	40.8	54.8	36.6
Min	27	19	31	18
Max	78	88	103	69
Range	51	69	72	51
Standard Deviation	18.4	21.3	23.7	16.1

Average Weight Reduction After Peeling Potato (%)				
	Peeler Type A	Peeler Type B	Concept Type A	Concept Type B
Mean	14	13.5	12.4	14.6
Min	11	11	10	11
Max	19	18	15	20
Range	8	7	5	9
Standard Deviation	2.1	2.2	1.6	2.8

Average Comfort Rating (out of 100)				
	Peeler Type A	Peeler Type B	Concept Type A	Concept Type B
Mean	17.2	45.2	67.5	82.3
Min	2	6	12	49
Max	60	85	98	99
Range	58	79	86	50
Standard Deviation	17.4	26.8	28.7	18

Average Aesthetics Rating (out of 100)				
	Peeler Type A	Peeler Type B	Concept Type A	Concept Type B
Mean	15.5	40.2	54.4	80.2
Min	2	6	22	36
Max	39	75	97	98
Range	37	69	75	62
Standard Deviation	11.1	21.1	26.1	18.5

Average Functionality Rating (out of 100)				
	Peeler Type A	Peeler Type B	Concept Type A	Concept Type B
Mean	37.5	63.5	57.4	82.7
Min	2	15	14	63
Max	95	93	95	100
Range	93	78	81	37
Standard Deviation	31.8	26.3	30.7	12.4

Average User Experience Rating (out of 100)				
	Peeler Type A	Peeler Type B	Concept Type A	Concept Type B
Mean	23.4	49.6	59.8	81.9
Min	2	14	21.3	54.3
Max	55	80.7	89.7	98.7
Range	53	66.7	68.4	44.4
Standard Deviation	17.3	21.9	24.3	14.7

**Raw data for all of the above can be found in Appendix 3*

EVALUATION AND CONCLUSIONS

Peeler Type A

Although Peeler Type A preformed reasonably well with regards to the average time taken to peel a potato, the same cant be said on the comfort, aesthetics, functionality and overall User Experience front, where it finished 4th place in all categories. Comfort and aesthetics were particularly bad, where it gained just 17.3/100 and 15.5/100 respectively. I believe this is due to the 'bare bones' nature of the design, where it would appear simplicity and cost have taken precedent over all else.

Peeler Type B

Peeler Type B preformed admirably well with regards to the average time taken to peel a potato, finishing in 2nd place and an average of just 4.2 seconds behind the leader. It also performed reasonably well on overall functionality, but as with Peeler Type A, it was let down by its comfort and aesthetics ratings, bringing its overall User Experience Rating down to a disappointing 49.6/100.

Concept Type A

Despite a disappointing average time, the concept performed reasonably well in the user ratings, suggesting it's not just speed which determines a peelers likability. However, there was an unintended limitation within the construction of this prototype, which may account for its lacklustre figures. The blade was intended to swivel, however, the thermo plastic handle contracted upon cooling, which interfered with its motion. As a result, the prototype was neither fixed nor swivel bladed and ended up somewhere awkwardly in between, which I fear may have hindered its performance.

Concept Type B

Concept Type B was by far and away the most successful peeler tested. Not only was it the fastest, it also topped all usability rankings - finishing up with an impressive 81.9/100 User Experience Rating.

Average Weight Reduction

Weight reduction was extremely close for all four peelers, with the average reductions ranging between 12.4 and 14.6%. However, minimum and maximum percentages ranged from 10 to 20%, which is a fairly significant deviation in my opinion. An observation I made during the testing process is that the amount of peel removed is generally dependent on the user and their style, rather than the result of any particular design feature.

Limitations to My Test Method

As well as those noted above, I believe there were a number of areas that could've been improved upon during this testing process. Firstly, all of my test subjects turned out to be right handed, so the question over whether my ambidextrous designs were successful for left as well as right handed users remains unanswered. Also, it was easy to distinguish between my prototypes and the existing products, which I'm concerned may have resulted in a bias in the users' semantic differential ratings. I knew all participants on a personal - often familial - basis and I believe that despite my request to carry out the ratings in a non-partisan manner, they may have felt pressured to rate my prototypes artificially high. If I was to repeat this testing process again, I would attempt to select a focus group that consists of predominantly strangers or more distant acquaintances. Finally, the last limitation revolves around the size and shape of the potatoes. Forty-eight potatoes were needed for the 12 participants, and it was difficult to source all in exactly the same size and shape without purchasing an obscene amount of potatoes which would've undoubtedly resulted in significant wastage. As a result, I would look to address this issue should I carry out this testing method again.

APPENDIX

APPENDIX 1

USER TEST DATA

BIOGRAPHICAL DATA

Participant:

Age:

Gender:

L/R Handed:

Disability (hand/arm):

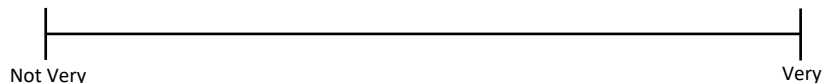
TEST RESULTS

PEELER TYPE A

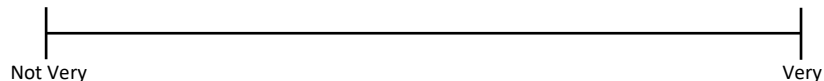
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WEIGHT (g):

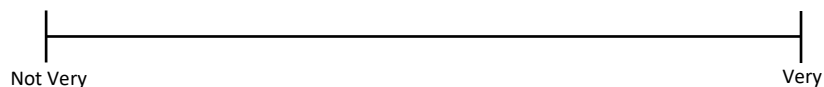
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?

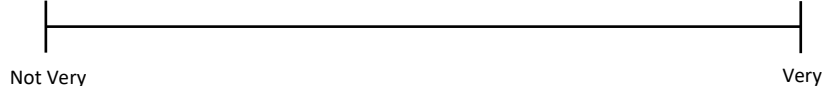


PEELER TYPE B

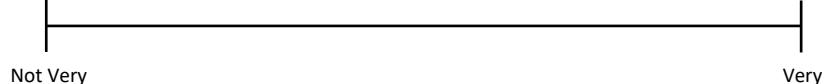
TIME (s):

WEIGHT (g):

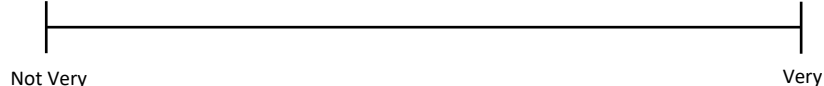
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?

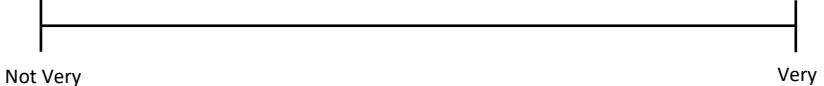


CONCEPT TYPE A

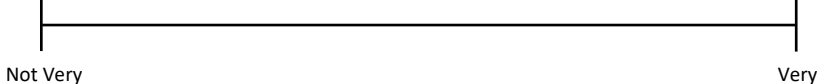
TIME (s):

WEIGHT (g):

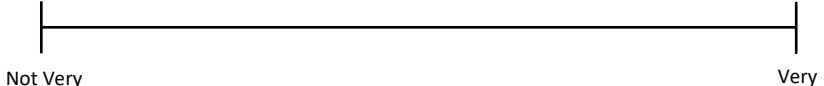
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?

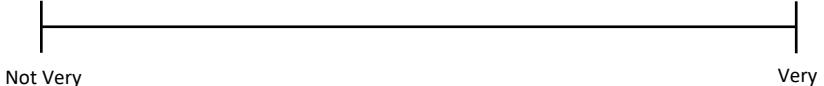


CONCEPT TYPE B

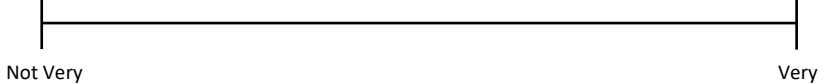
TIME (s):

WEIGHT (g):

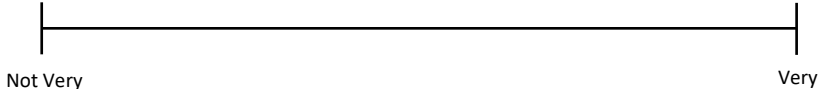
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?



BIOGRAPHICAL DATA

Participant: 10

Age: 30

Gender: M

L/R Handed: R

Disability (hand/arm): N

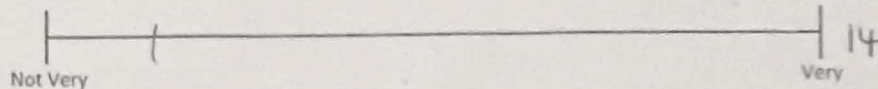
TEST RESULTS

PEELER TYPE A

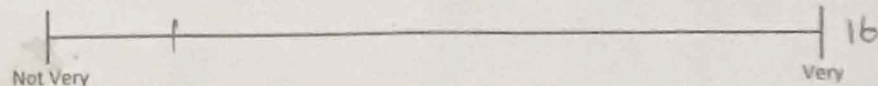
TIME (s): 42

WEIGHT (g): $108/92 = 5\%$ 3

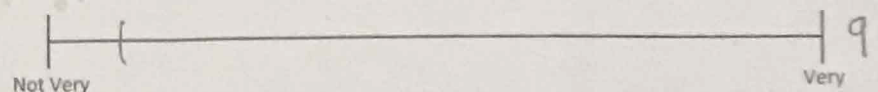
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?

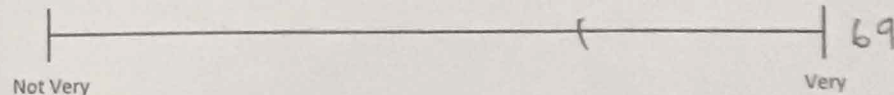


PEELER TYPE B

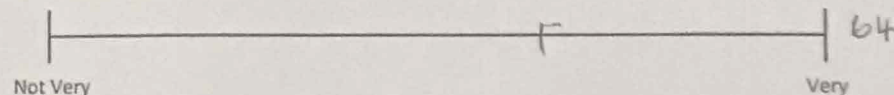
TIME (s): 34

WEIGHT (g): $115/99 = 14\%$ 1

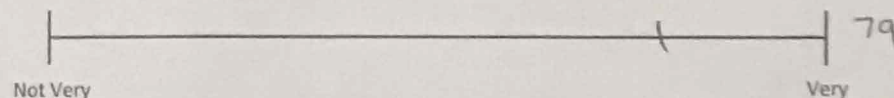
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?

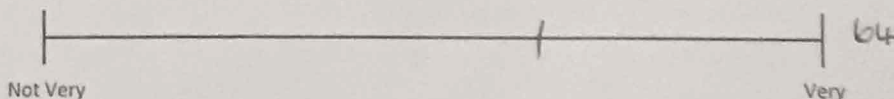


CONCEPT TYPE A

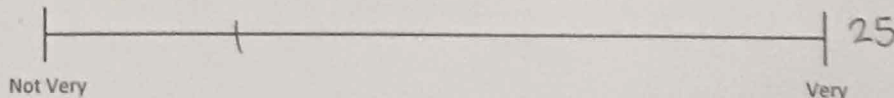
TIME (s): 52

WEIGHT (g): $112/98 = 12\%$ 2

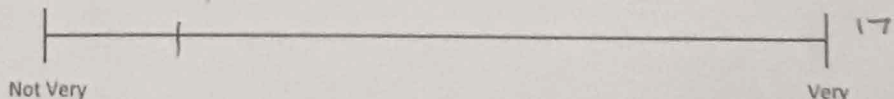
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?

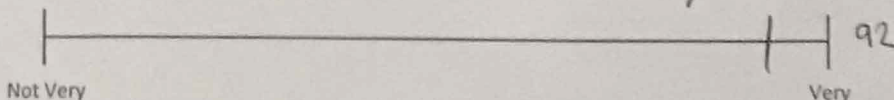


CONCEPT TYPE B

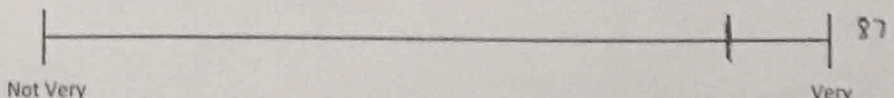
TIME (s): 30

WEIGHT (g): $136/118 = 13\%$ 4

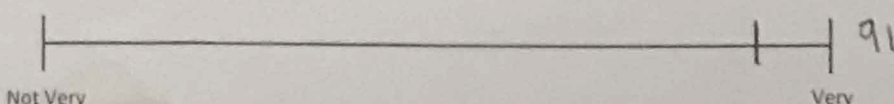
How comfortable is the peeler?



How attractive is the peeler?



How well did the peeler perform?



APPENDIX 3

PARTICIPANTS	BIOGRAPHICAL DATA				PEELER TYPE A: USABILITY METRICS		PEELER TYPE A: EXPERIENCE METRICS				PEELER TYPE B: USABILITY METRICS		PEELER TYPE B: EXPERIENCE METRICS				CONCEPT TYPE A: USABILITY METRICS		CONCEPT TYPE A: EXPERIENCE METRICS				CONCEPT TYPE B: USABILITY METRICS		CONCEPT TYPE B: EXPERIENCE METRICS			
	AGE	GENDER	DISABILITY	L / R HANDED	TIME (Seconds)	WEIGHT REDUCTION (%)	COMFORT Rating	AESTHETICS Rating	FUNCTIONALITY Rating	USER EXPERIENCE Rating	TIME (Seconds)	WEIGHT REDUCTION (%)	COMFORT Rating	AESTHETICS Rating	FUNCTIONALITY Rating	USER EXPERIENCE Rating	TIME (Seconds)	WEIGHT REDUCTION (%)	COMFORT Rating	AESTHETICS Rating	FUNCTIONALITY Rating	USER EXPERIENCE Rating	TIME (Seconds)	WEIGHT REDUCTION (%)	COMFORT Rating	AESTHETICS Rating	FUNCTIONALITY Rating	USER EXPERIENCE Rating
P1	63	M	Carpal Tunnel	R	65	11	4	4	4	4	36	12	50	50	50	50	58	10	27	27	27	27	40	12	98	98	98	98
P2	57	M	N/A	R	30	14	5	8	70	27.7	33	14	19	48	48	38.3	37	13	57	49	69	58.3	21	14	94	83	84	87
P3	51	M	N/A	R	30	14	2	2	2	2	35	13	74	75	80	76.3	58	12	98	97	51	82	30	19	99	97	100	98.7
P4	41	M	N/A	R	31	13	38	39	38	38.3	27	17	85	64	93	80.7	32	11	85	49	85	73	25	16	64	90	63	72.3
P5	75	F	Arthritis	R	70	19	60	21	84	55	88	18	22	21	36	26.3	70	12	82	22	87	63.7	56	20	58	36	69	54.3
P6	51	F	Raynaud Syndrome	R	56	14	27	28	95	50	80	14	6	6	30	14	92	14	85	76	82	81	69	16	99	88	87	91.3
P7	56	F	N/A	R	45	12	12	11	40	21	34	13	27	28	89	48	31	13	89	89	91	89.7	54	11	49	56	77	60.7
P8	22	F	N/A	R	68	12	13	9	26	16	43	11	39	24	78	47	103	10	12	38	14	21.3	43	12	67	64	73	68
P9	23	M	N/A	R	35	16	4	22	49	25	22	12	49	48	81	59.3	36	15	97	65	95	85.7	18	12	97	87	94	92.7
P10	30	M	N/A	R	42	15	14	16	9	13	34	14	69	64	79	70.7	52	12	64	25	17	35.3	30	13	92	87	91	90
P11	43	F	N/A	R	78	13	5	5	5	5	39	11	22	23	15	20	54	13	36	37	32	35	32	15	88	88	88	88
P12	17	F	N/A	R	27	15	22	21	28	23.7	19	13	80	31	83	64.7	34	14	78	79	39	65.3	21	15	88	88	68	81.3

Avg. Time

Peeler Type A		Peeler Type B		Concept A		Concept B	
TIME (Seconds)		TIME (Seconds)		TIME (Seconds)		TIME (Seconds)	
Mean	48.1	Mean	40.8	Mean	54.8	Mean	36.6
Standard Error	5.3	Standard Error	6.2	Standard Error	6.8	Standard Error	4.7
Median	43.5	Median	34.5	Median	53.0	Median	31.0
Mode	30.0	Mode	34.0	Mode	58.0	Mode	21.0
Standard Deviation	18.4	Standard Deviation	21.3	Standard Deviation	23.7	Standard Deviation	16.1
Sample Variance	339.0	Sample Variance	454.7	Sample Variance	559.7	Sample Variance	259.7
Kurtosis	-1.6	Kurtosis	1.8	Kurtosis	0.2	Kurtosis	-0.3
Skewness	0.4	Skewness	1.6	Skewness	1.0	Skewness	0.8
Range	51.0	Range	69.0	Range	72.0	Range	51.0
Minimum	27.0	Minimum	19.0	Minimum	31.0	Minimum	18.0
Maximum	78.0	Maximum	88.0	Maximum	103.0	Maximum	69.0
Sum	577.0	Sum	490.0	Sum	657.0	Sum	439.0
Count	12.0	Count	12.0	Count	12.0	Count	12.0

Avg. Weight

Peeler Type A		Peeler Type B		Concept A		Concept B	
WEIGHT REDUCTION (%)		WEIGHT REDUCTION (%)		WEIGHT REDUCTION (%)		WEIGHT REDUCTION (%)	
Mean	14.0	Mean	13.5	Mean	12.4	Mean	14.6
Standard Error	0.6	Standard Error	0.6	Standard Error	0.5	Standard Error	0.8
Median	14.0	Median	13.0	Median	12.5	Median	14.5
Mode	14.0	Mode	14.0	Mode	13.0	Mode	12.0
Standard Deviation	2.1	Standard Deviation	2.2	Standard Deviation	1.6	Standard Deviation	2.8
Sample Variance	4.5	Sample Variance	4.6	Sample Variance	2.4	Sample Variance	8.1
Kurtosis	1.7	Kurtosis	0.7	Kurtosis	-0.6	Kurtosis	-0.3
Skewness	1.0	Skewness	1.0	Skewness	-0.2	Skewness	0.7
Range	8.0	Range	7.0	Range	5.0	Range	9.0
Minimum	11.0	Minimum	11.0	Minimum	10.0	Minimum	11.0
Maximum	19.0	Maximum	18.0	Maximum	15.0	Maximum	20.0
Sum	168.0	Sum	162.0	Sum	149.0	Sum	175.0
Count	12.0	Count	12.0	Count	12.0	Count	12.0

Avg. User Exp

Peeler Type A		Peeler Type B		Concept A		Concept B	
USER EXPERIENCE Rating		USER EXPERIENCE Rating		USER EXPERIENCE Rating		USER EXPERIENCE Rating	
Mean	23.4	Mean	49.6	Mean	59.8	Mean	81.9
Standard Error	5.0	Standard Error	6.3	Standard Error	7.0	Standard Error	4.2
Median	22.4	Median	49.0	Median	64.5	Median	87.5
Mode	#N/A	Mode	#N/A	Mode	#N/A	Mode	#N/A
Standard Deviation	17.3	Standard Deviation	21.9	Standard Deviation	24.3	Standard Deviation	14.7
Sample Variance	299.2	Sample Variance	479.2	Sample Variance	591.1	Sample Variance	215.7
Kurtosis	-0.5	Kurtosis	-1.0	Kurtosis	-1.4	Kurtosis	-0.6
Skewness	0.6	Skewness	-0.2	Skewness	-0.8	Skewness	-0.8
Range	53.0	Range	66.7	Range	68.4	Range	44.4
Minimum	2.0	Minimum	14.0	Minimum	21.3	Minimum	54.3
Maximum	55.0	Maximum	80.7	Maximum	89.7	Maximum	98.7
Sum	280.7	Sum	595.3	Sum	717.3	Sum	982.3
Count	12.0	Count	12.0	Count	12.0	Count	12.0

Avg. Comfort

Peeler Type A		Peeler Type B		Concept A		Concept B	
COMFORT Rating		COMFORT Rating		COMFORT Rating		COMFORT Rating	
Mean	17.2	Mean	45.2	Mean	67.5	Mean	82.8
Standard Error	5.0	Standard Error	7.7	Standard Error	8.3	Standard Error	5.2
Median	12.5	Median	44.0	Median	80.0	Median	90.0
Mode	4.0	Mode	22.0	Mode	85.0	Mode	99.0
Standard Deviation	17.4	Standard Deviation	26.8	Standard Deviation	28.7	Standard Deviation	18.0
Sample Variance	301.4	Sample Variance	718.0	Sample Variance	821.0	Sample Variance	325.7
Kurtosis	2.4	Kurtosis	-1.4	Kurtosis	-0.5	Kurtosis	-0.9
Skewness	1.6	Skewness	0.2	Skewness	-0.9	Skewness	-0.9
Range	58.0	Range	79.0	Range	86.0	Range	50.0
Minimum	2.0	Minimum	6.0	Minimum	12.0	Minimum	49.0
Maximum	60.0	Maximum	85.0	Maximum	98.0	Maximum	99.0
Sum	206.0	Sum	542.0	Sum	810.0	Sum	993.0
Count	12.0	Count	12.0	Count	12.0	Count	12.0

Avg. Aesthetics

Peeler Type A		Peeler Type B		Concept A		Concept B	
AESTHETICS Rating		AESTHETICS Rating		AESTHETICS Rating		AESTHETICS Rating	
Mean	15.5	Mean	40.2	Mean	54.4	Mean	80.2
Standard Error	3.2	Standard Error	6.1	Standard Error	7.5	Standard Error	5.4
Median	13.5	Median	39.5	Median	49.0	Median	87.5
Mode	21.0	Mode	48.0	Mode	49.0	Mode	88.0
Standard Deviation	11.1	Standard Deviation	21.1	Standard Deviation	26.1	Standard Deviation	18.5
Sample Variance	123.2	Sample Variance	444.7	Sample Variance	681.0	Sample Variance	343.6
Kurtosis	0.1	Kurtosis	-1.0	Kurtosis	-1.3	Kurtosis	1.9
Skewness	0.8	Skewness	0.1	Skewness	0.3	Skewness	-1.6
Range	37.0	Range	69.0	Range	75.0	Range	62.0
Minimum	2.0	Minimum	6.0	Minimum	22.0	Minimum	36.0
Maximum	39.0	Maximum	75.0	Maximum	97.0	Maximum	98.0
Sum	186.0	Sum	482.0	Sum	653.0	Sum	962.0
Count	12.0	Count	12.0	Count	12.0	Count	12.0

Avg. Function

Peeler Type A		Peeler Type B		Concept A		Concept B	
FUNCTIONALITY Rating		FUNCTIONALITY Rating		FUNCTIONALITY Rating		FUNCTIONALITY Rating	
Mean	37.5	Mean	63.5	Mean	57.4	Mean	82.7
Standard Error	9.2	Standard Error	7.6	Standard Error	8.9	Standard Error	3.6
Median	33.0	Median	78.5	Median	60.0	Median	85.5
Mode	#N/A	Mode	#N/A	Mode	#N/A	Mode	#N/A
Standard Deviation	31.8	Standard Deviation	26.3	Standard Deviation	30.7	Standard Deviation	12.4
Sample Variance	1012.5	Sample Variance	689.4	Sample Variance	944.1	Sample Variance	154.2
Kurtosis	-0.7	Kurtosis	-1.0	Kurtosis	-1.8	Kurtosis	-1.3
Skewness	0.6	Skewness	-0.7	Skewness	-0.2	Skewness	-0.2
Range	93.0	Range	78.0	Range	81.0	Range	37.0
Minimum	2.0	Minimum	15.0	Minimum	14.0	Minimum	63.0
Maximum	95.0	Maximum	93.0	Maximum	95.0	Maximum	100.0
Sum	450.0	Sum	762.0	Sum	689.0	Sum	992.0
Count	12.0	Count	12.0	Count	12.0	Count	12.0