

Solitr.com – Solitaire Usability Survey Report October 2020

Titus Bang

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Report Information

Study Date:	October 12-19, 2020
Report Date:	October 21, 2020
For Development Team:	IMED 280 Team
Researchers:	Titus Bang
Survey Link:	https://forms.gle/vaP4kky5EB1xBH6v9

Participant Information

Participant	Age	Gender	Experience with Product	Relevant User Traits
Participant #7	22 - 25	Female	No	N/A
Participant #20	18 - 21	Male	Yes	N/A
Participant #1738	18 - 21	Male	Yes	N/A
Participant #684	22 - 25	Male	Yes	N/A
Participant #501	Under 18	Male	Yes	N/A
Participant #69	18 - 21	Female	Yes	N/A
Participant #0801	22 - 25	Male	No	N/A

Executive Summary

The above [participants](#) took part in a short playtest of Solitaire on solitr.com. Although the [NPS score](#) was trending low, the players did have an overall [positive experience](#). Regardless of whether the player was [new or experienced](#), Solitaire seemed to have a wide appeal for players. Furthermore, the game interface were easily [navigable](#) and [simple to use](#).

The playtest of Solitaire on solitr.com found a few key points of interest. Players generally rated the [responsiveness, overall experience, and card recognition](#) highly. These highly rated scores created a positive experience for the players. However, for some players, the [lack of visual information](#) prevented them from learning and enjoying the game. Primary visual learners are alienated from this Solitaire game due to the lack of graphics in the instructions or help options.

Some players stated that they will enjoy playing Solitaire [casually or to fill time](#).

Findings	Recommendations
Finding 1: Positive ratings on responsiveness, overall experience, and card recognition.	We recommend the design team maintain these elements in Solitaire.
Finding 2: Lack of visual instructions alienates some players.	We recommend the integration of visual instructions and help options.

General Product Reception

Overall, although the participants reported a net negative reaction to the product with [low NPS scores](#), the participants did report positive reactions with their [overall experience](#) of the game. Other elements such [readability](#) and [responsivity](#) were highly rated with participants. Furthermore, participants enjoyed Solitaire due to a [wide variety of reasons](#). The ease of [navigation](#) and [playability](#) helped increase a positive reception to the players.

Major Findings

Major Finding 1

The product was received positively overall. The major appeal to Solitr.com's Solitaire game is the highly rated responsiveness, card recognition and overall experience.

Statements	User Rating (Average)
Card Responsiveness	4.71
Overall Experience	4.14
Card Recognition	4.86

**User Rating is on a 1 to 5 scale: 1 for Strongly Disagree and 5 for Strongly Agree.*

Analysis

The participants felt extremely satisfied and enjoyed the card responsiveness and recognition which, in turn also impact their overall experience positively. Most participants (6 out of 7) reported that the cards were strongly recognizable. Furthermore, 5 out of 7 participants found the cards to be extremely responsive.

Supporting data

- "1) I liked the card flipped over automatically. 2) I liked the fast response. 3) I liked the card looked like a real card."
- "The satisfying feeling of moving the cards in the right place."

Recommendation

We recommend the design team maintain these elements in Solitaire.

Major Finding 2

The lack of visual information possibly alienates a group of players that are unfamiliar, yet open to the game. Without visual guidance, these players are often left frustrated without many options to learn Solitaire.

Analysis

Within this survey, new players have attempted and failed [to find visual information to learn Solitaire](#). After failing to understand instructions through textual information, the player would attempt [to use the "help" option for guidance](#), however with more textual information, the player would be [unable to receive the guidance necessary](#). Primary visual learners, although they can clearly recognize cards and enjoy [the responsive of the cards](#), find it difficult to learn the game.

Supporting data

- *"It would have been better if there was an image of rule explanation."*

Recommendation

We recommend that the design team consider implementing infographic instructions and help options in order to increase the accessibility of Solitaire to primary visual learners.

Solitr.com – Solitaire: Survey Questions (and answer summaries)

Question	Answer
Question 1: How likely is it that you would recommend this game to a friend or colleague?	A majority of participants would not suggest Solitr.com’s Solitaire game. More>>
Question 2: Have you ever played Solitaire before?	Most participants have played Solitaire before. More>>
Question 3: What did you like about the game?	Multiple participants had positive impressions of Solitaire’s responsiveness. More>>
Question 4: What did you not like about the game?	No visualized instructions are a possible accessibility issue. More>>
Question 5: Did you understand how to play Solitaire?	Most participants understood how to play Solitaire. More>>
Question 6: Were you able to find the instructions?	Participants that did not understand how to play Solitaire were able to find the instructions. More>>
Question 7: How would you rate the overall experience of the game?	Participants had a favorable experience in Solitaire. More>>
Question 8: If your cards did not go where you wanted them to, did you understand why?	All participants understood why a card did not go to where they intended it to. More>>
Question 9: How would you rate the responsiveness of the cards?	Participants rated the responsiveness highly. More>>
Question 10: How easy was it to read and identify the cards?	Participants felt that the cards were highly readable. More>>
Question 11: If you wanted to undo a move, were you able to do so?	All participants were able to undo a move, if necessary. More>>
Question 12: If you wanted to restart the game, were you able to do so?	All participants were able to restart the game, if necessary. More>>
Question 13: Did you use the “help” option?	Most participants did not use the “help” option. However, some did. More>>
Question 14: Was it effective for you?	Participants that used the “help” option were divided on its effectiveness. More>>

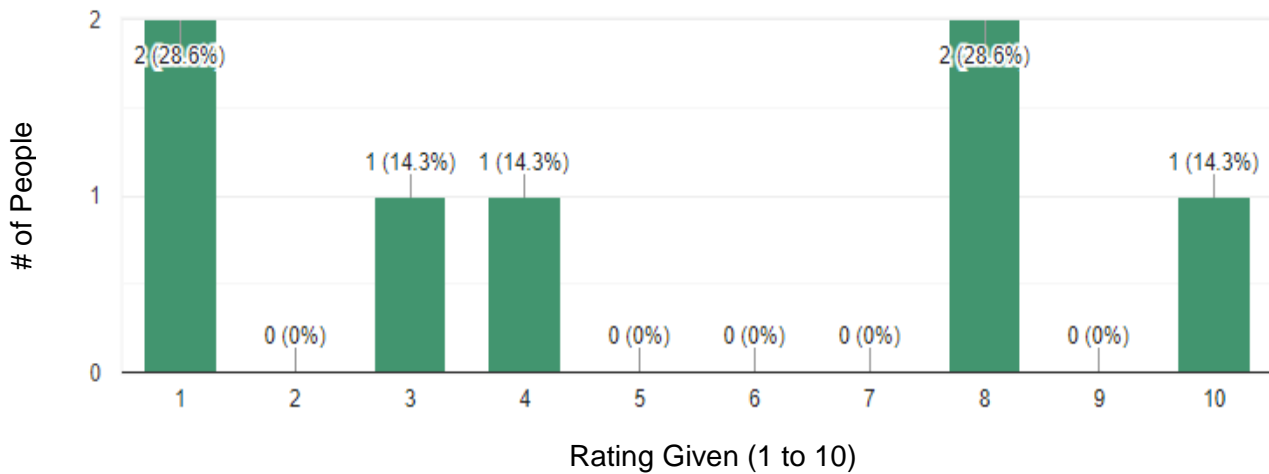
Question 15: What did it help you with?	The participant was able to explore more options on the website. More>>
Question 16: Why was it not effective for you?	The participant found visual information more effective than textual information. More>>
Question 17: Is there anything else you would like to say? (Optional)	Optional participant comments. More>>

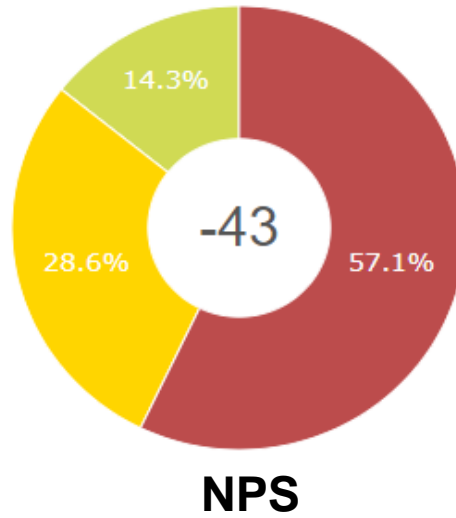
Question Analysis

Question 1: How likely is it that you would recommend this game to a friend or colleague?

Methodology:

After playing the game, participants were asked this question upon starting the survey. From the recorded answers, the net promotor score (NPS) of -43 was calculated.





Analysis:

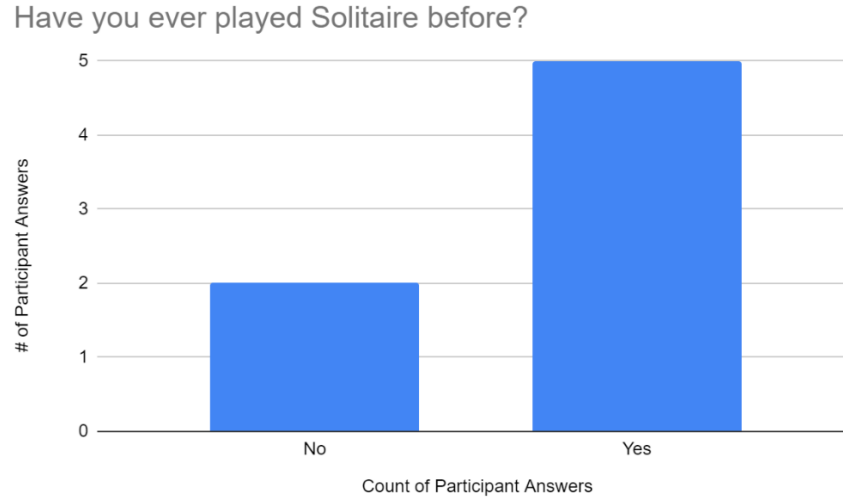
With a negative NPS score, the overall reaction of Solitaire from the participants were negative. Although were some positive and neutral impressions, most participants had negative reactions after playing Solitaire, and would not suggest it to their friends or colleagues.

For more information and an analysis/recommendation on these issues, please return to the [Major Findings](#) section on the report.

Question 2: Have you ever played Solitaire before?

Methodology:

While going through their survey, participants were asked "*Have you ever played Solitaire before?*"



Analysis:

Of the seven testing participants, five had prior experience about Solitaire before the testing date. Two participants have had no experience playing Solitaire.

Question 3: What did you like about the game?

Methodology:

While going through their survey, participants were asked "What did you like about the game?"

Participant Responses
"1) I liked the card flipped over automatically. 2) I liked the fast response. 3) I liked the card looked like a real card."
"I enjoy solitaire for its casual vibe as well as the various strategies."
"I liked that it was actually completable, and that there were no ads"
"good time waster"
"I can change the option from 3 cards per draw or 1 card per draw."
"it's simple single player game, and a classic."
"The satisfying feeling of moving the cards in the right place."

Analysis:

Multiple participants did have overall positive impressions of Solitaire’s responsiveness of the cards. Responsiveness of cards was further explored in a later question: [HERE](#). A participant also enjoyed the customization options for drawing the deck. Furthermore, participants enjoyed the game for a wide variety of reasons from its simplicity, to its strategy, nostalgia, or time consumption.

Question 4: What did you not like about the game?

Methodology:

While going through their survey, participants were asked "What did you not like about the game?"

Participant Responses
<i>"It would have been better if there was an image of rule explanation."</i>
<i>"A lot of solitaire games have a click once to place feature which is nice. The design could be better but that comes with time."</i>
<i>"It's a very basic version of Solitaire in the sense that Microsoft Solitaire Collection does it better, with the exception of ads."</i>
<i>"don't always win in solitaire"</i>
<i>"There was a chance for the cards to be in an order that is naturally impossible to sort"</i>
<i>"i'm not very good at it :((i usually cheat when i play with real cards lol)"</i>
<i>"one error messes up the whole game"</i>

Analysis:

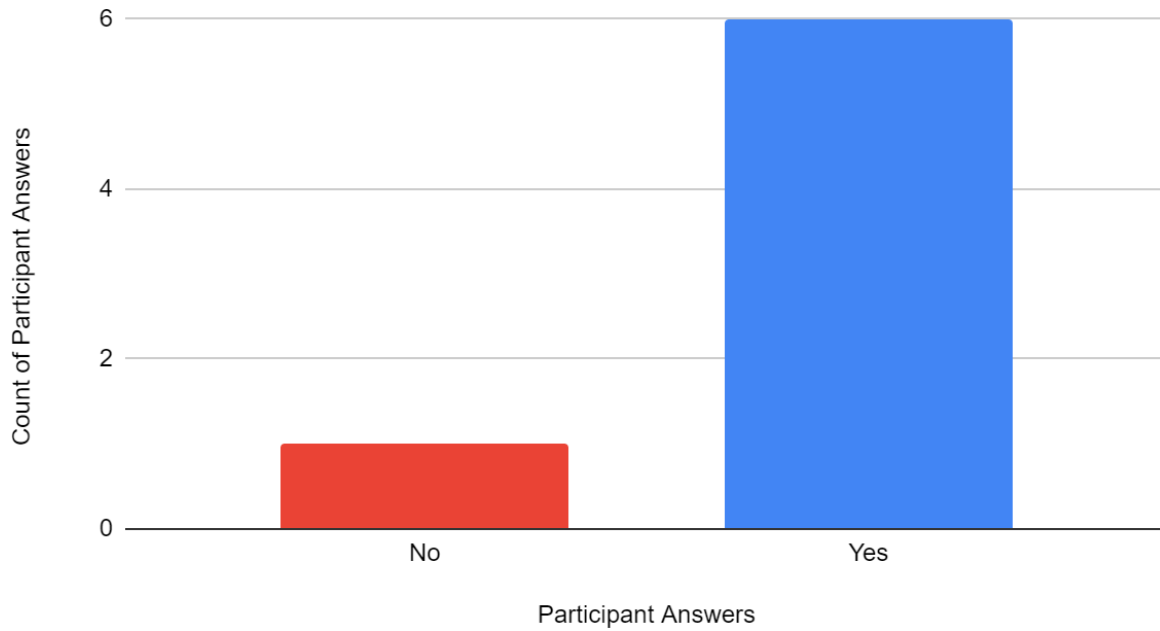
A critical finding is that a participant preferred if the rule explanations were given in a visualized format. This finding is further explored in a subsequent question: [HERE](#).

Question 5: Did you understand how to play Solitaire?

Methodology:

While going through their survey, participants were asked "Did you understand how to play Solitaire?" If the participant did not understand how to play solitaire, a follow up question was asked: "Were you able to find the instructions?"

Did you understand how to play Solitaire?



Analysis:

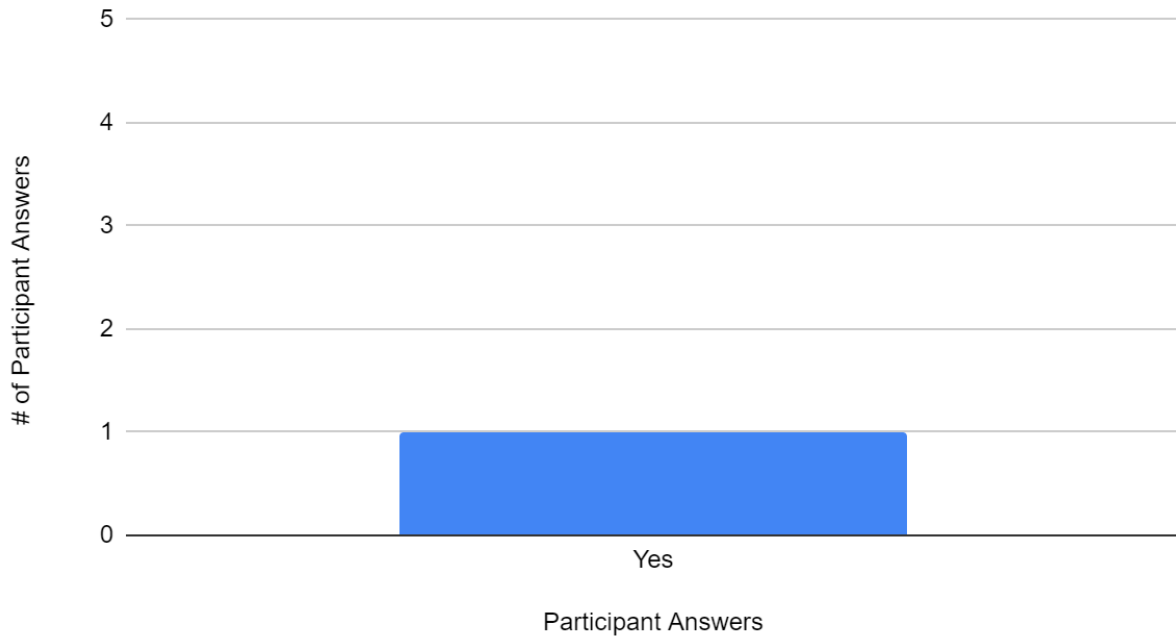
Of the seven participants, six of them understood how to play Solitaire, while one did not. One thing to note, the single “No” participant answer correlates with their answer from Q2: the participant has not played Solitaire before.

Question 6: Were you able to find the instructions?

Methodology:

This question is a follow-up to Question 5. If the participant answered that they did not understand how to play Solitaire, this question was asked as a follow up. If the participant did not find the instructions, they were asked another follow up question *“What did you do if you couldn’t find the instructions?”*

Were you able to find the instructions?



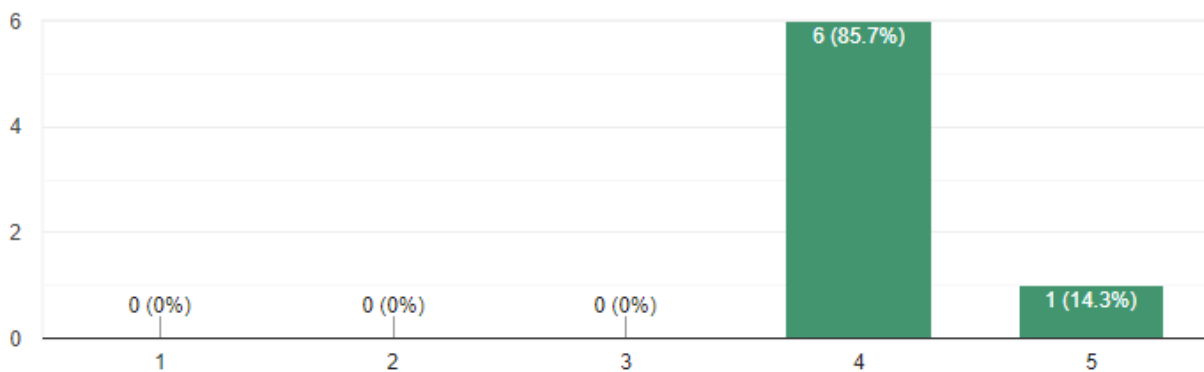
Analysis:

All participants that did not understand how to play the game, were able to find the instructions. Participants seem able to navigate to easily find the instructions if needed. Therefore, the other follow up question: "What did you do if you couldn't find the instructions?" was not used during this study.

Question 7: How would you rate the overall experience of the game?

Methodology:

While going through their survey, participants were asked "How would you rate the overall experience of the game?"



Analysis:

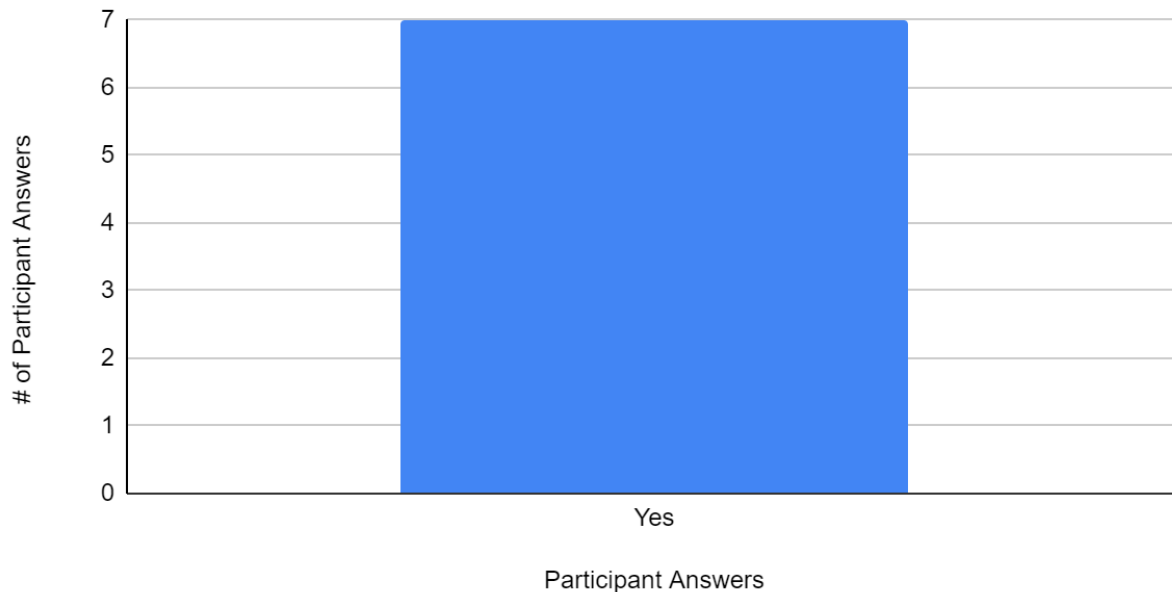
When calculated, the average rating of the overall experience is 4.14. Participants rated their overall experience of Solitaire neutrally positive.

Question 8: If your cards did not go where you wanted them to, did you understand why?

Methodology:

While going through their survey, participants were asked "If your cards did not go where you wanted them to, did you understand why?" If the participant answered no, a follow up question was asked: "Is there anything you wanted to do, but couldn't?"

If your cards did not go where you wanted them to, did you understand why?



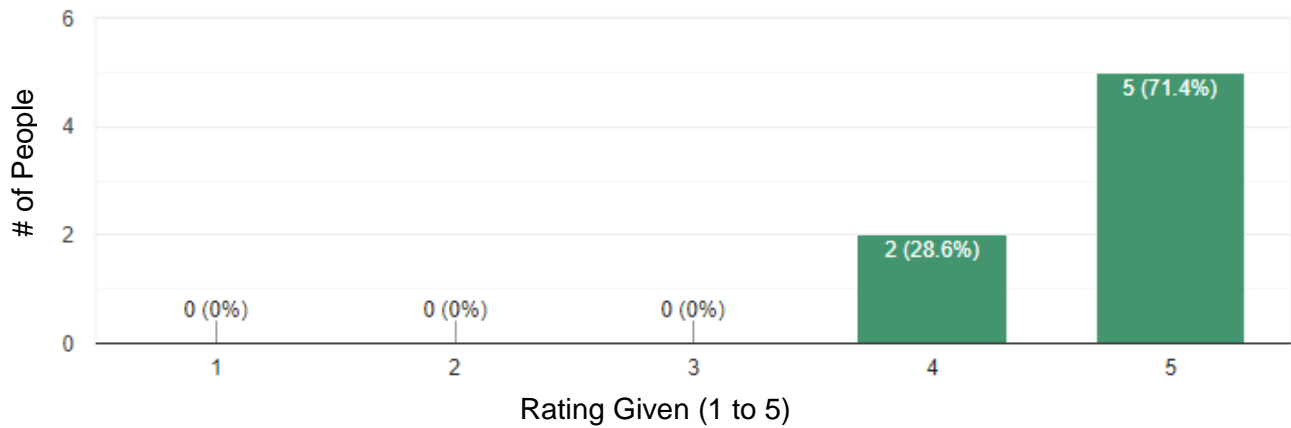
Analysis:

Every single participant understood the reasons why a card did not go where they intended to in Solitaire. Therefore, the follow up question: "Is there anything you wanted to do, but couldn't?" was not asked.

Question 9: How would you rate the responsiveness of the cards?

Methodology:

While going through their survey, participants were asked "How would you rate the responsiveness of the cards?"

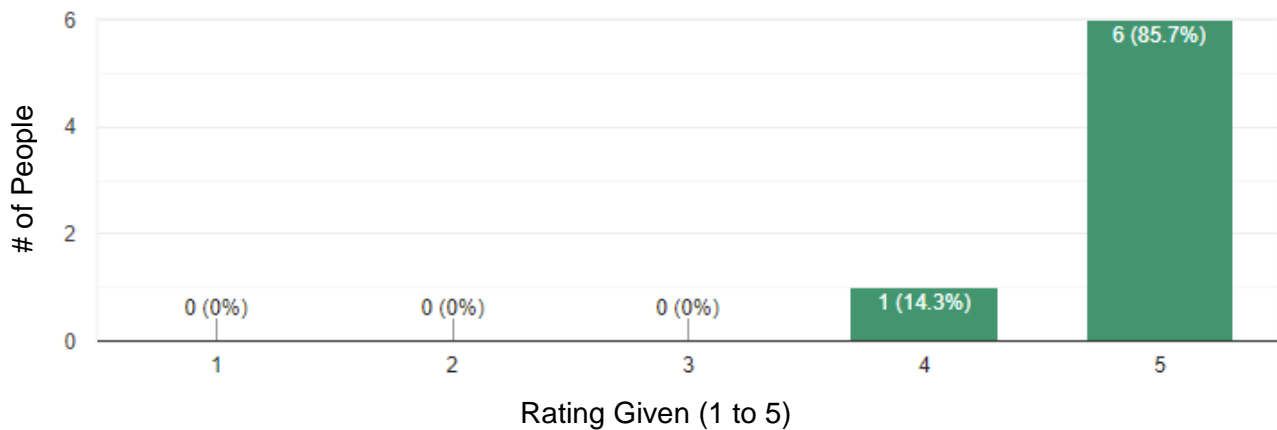


Analysis:

With an average responsiveness score of **4.71**, the participants rated the card responsiveness of Solitr.com’s Solitaire game very highly. Most participants scored the highest answer indicating that those players experienced highly responsive card interactions.

Question 10: How easy was it to read and identify the cards?

Methodology: While going through their survey, participants were asked "How easy was it to read and identify the cards?"



Analysis:

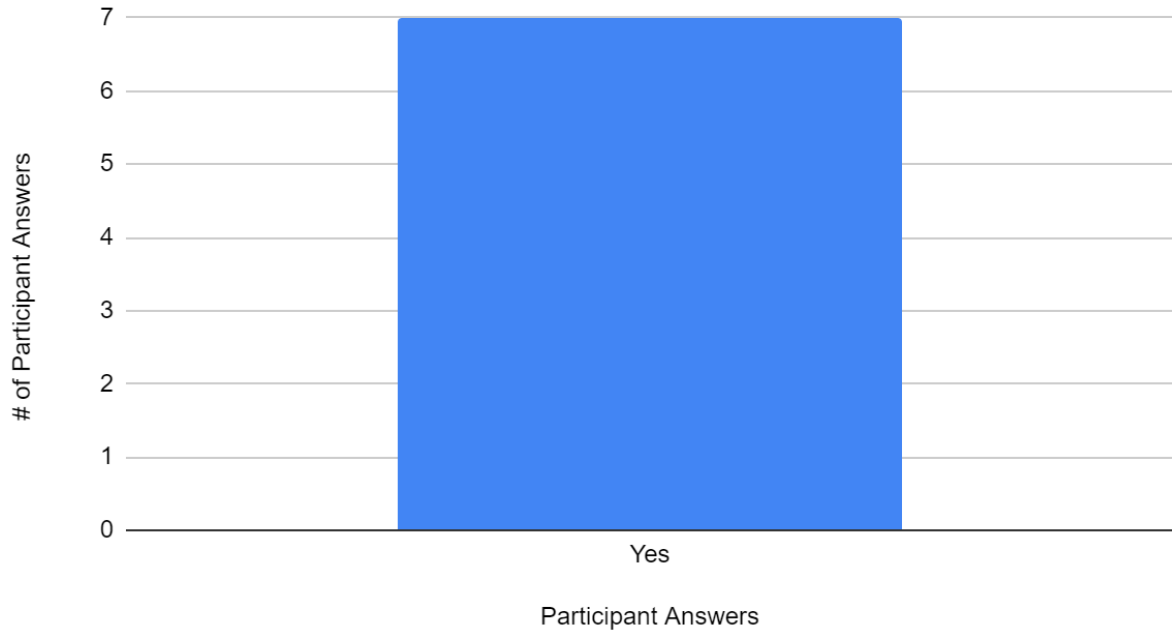
With an average score of **4.86**, participants rated the card’s readability highly. Cards were easy to recognize for all participants.

Question 11: If you wanted to undo a move, were you able to do so?

Methodology:

While going through their survey, participants were asked "If you wanted to undo a move, were you able to do so?" If the participant was not able to undo a move, a follow up question was asked: "Why weren't you able to?"

If you wanted to undo a move, were you able to do so?



Analysis:

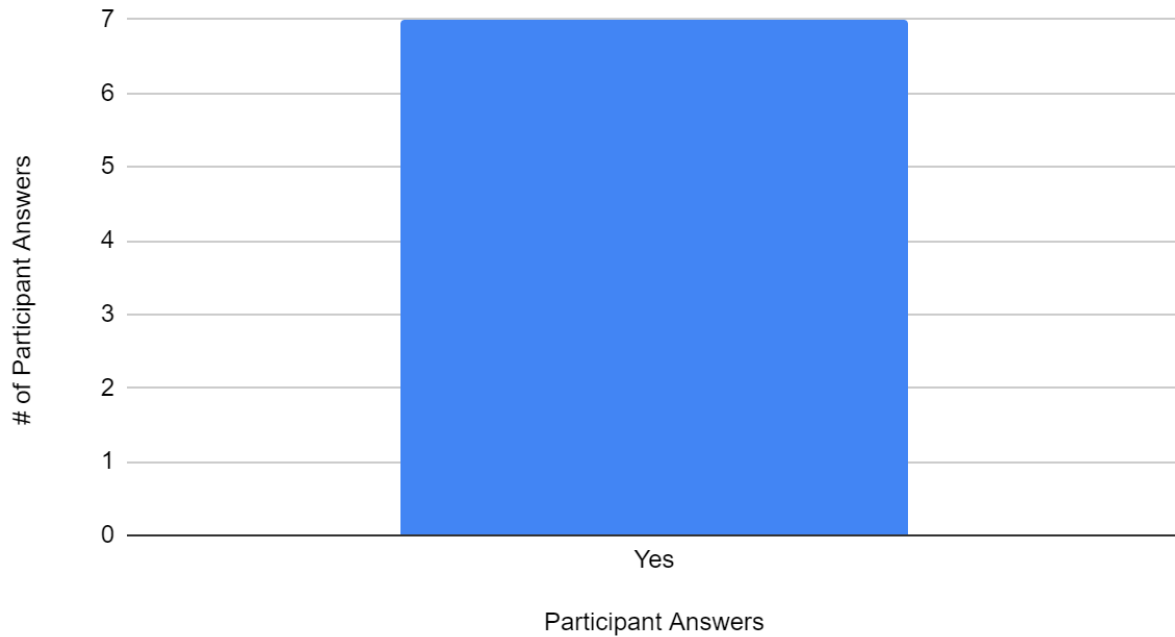
Every single participant understood how to undo a move and were able to perform that action, if necessary. Therefore, the follow up question: "Why weren't you able to?" was not asked.

Question 12: If you wanted to restart the game, were you able to do so?

Methodology:

While going through their survey, participants were asked "If you wanted to restart the game, were you able to do so?" If the participant was not able to restart the game, a follow up question was asked: "Why weren't you able to?"

If you wanted to restart the game, were you able to do so?



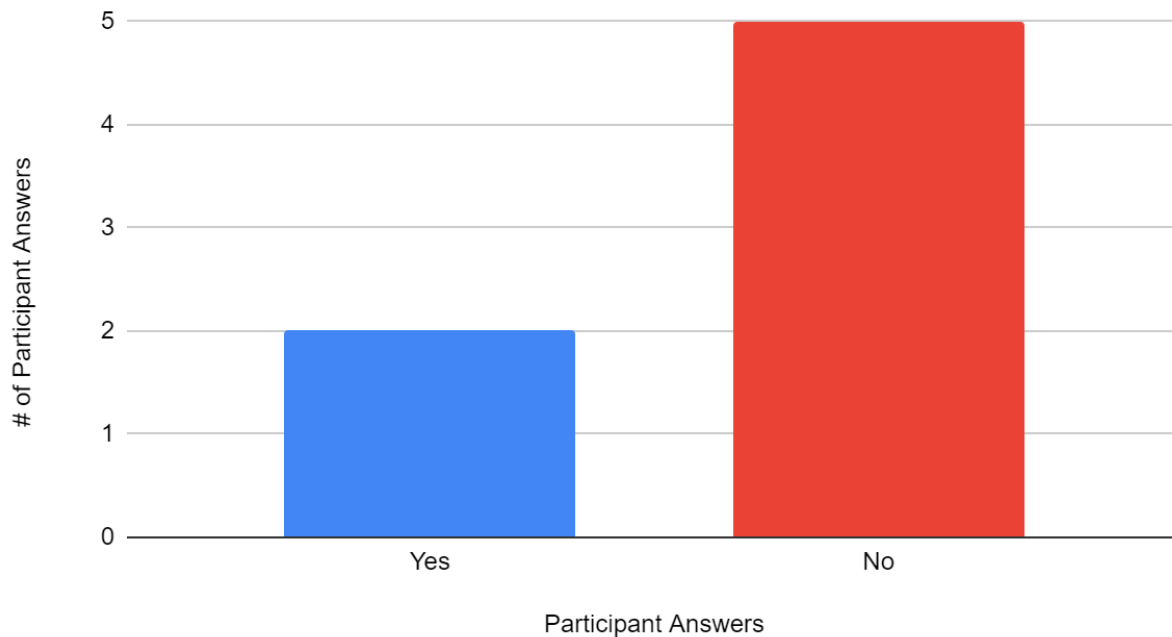
Analysis:

Every single participant understood how to restart the game and were able to perform that action, if necessary. Therefore, the follow up question: “Why weren’t you able to?” was not asked.

Question 13: Did you use the “help” option?

Methodology: While going through their survey, participants were asked “Did you use the ‘help’ option?” If the participant did use the help option, a follow up question was asked: “Was it effective for you?”

Did you use the “help” option?



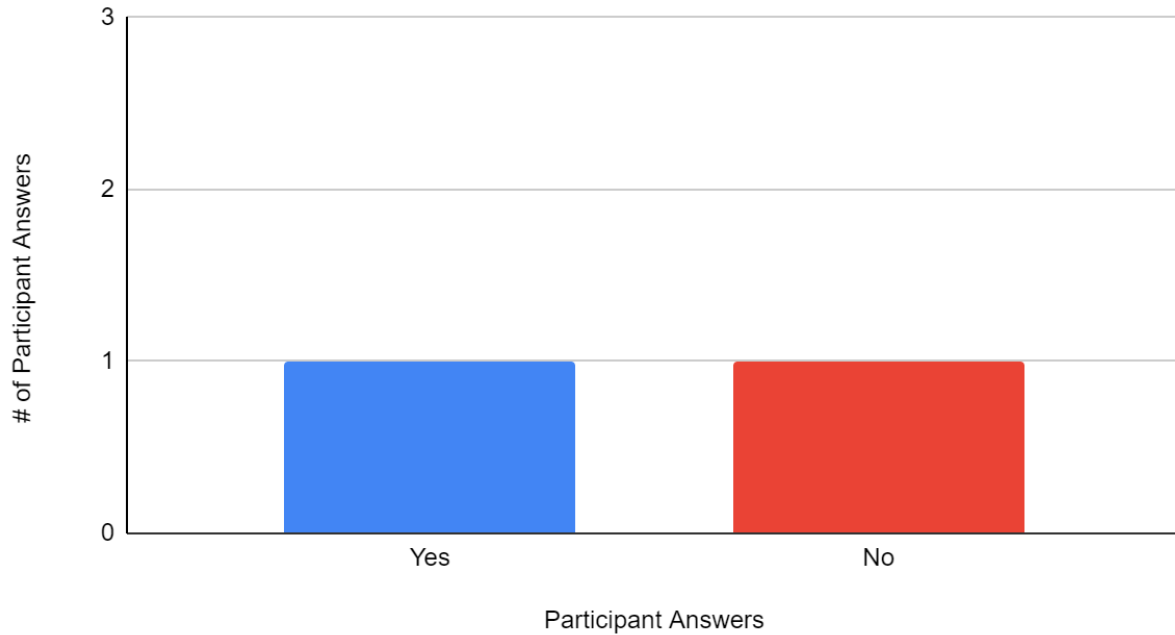
Analysis:

Of the seven participants, five of them did not use the help option. Two participants used the help option. The effectiveness for the two participants is explored in the follow up question: [HERE](#).

Question 14: Was it effective for you?

Methodology: The participants that answered in the survey that they used the “help” option during the game, were asked the follow up question “*Was it effective for you?*” Based on their answer, participants were asked subsequent follow up questions of “*What did it help you with?*” or “*Why was it not effective for you?*”

Was it effective for you?



Analysis:

Of the two participants, the effectiveness of the “help” option was divided. One participant found it to be helpful, while the other did not. The details to these answers are explored in follow up questions [HERE](#) and [HERE](#).

Question 15: What did it help you with?

Methodology: If the participant used the “help” options, and if the participant found the “help” option effective, they would be asked the follow up question “*What did it help you with?*”

Participant Responses
<i>"To better see that options offered on the website."</i>

Analysis:

The participant that found the “help” option effective, used it to explore other areas and options on the website.

Question 16: Why was it not effective for you?

Methodology: If the participant used the “help” options, and if the participant found the “help” option NOT effective, they would be asked the follow up question “*Why was it not effective for you?*”

Participant Responses

<i>"Because for me images are easier to understand the rule than text."</i>

Analysis:

This participant did not find the help option effective due to the lack of images compared to text. This participant may have stronger visual learning skills compared to textual learning skills.

Question 17: Is there anything else you would like to say? (Optional)

Methodology:

Upon completion of the survey, participants were asked *"Is there anything else you would like to say?"* as a voluntary option.

Participant Responses
<i>" This has nothing to do with Solitr.com, but Majon.gg is the only one without a help tab. I hope that my feedback helps you improve the site :)"</i>
<i>"Great job"</i>
<i>"Nope"</i>

Analysis:

Optional participant responses for stakeholder information and reference.

Background and Methodology

This study was conducted entirely remotely as an online survey due to the COVID-19 pandemic. Participants were asked to play Solitaire on Solitr.com for roughly 5 minutes. After 5 minutes of playing, participants were given a survey to complete.

The survey form was created through Google Forms and shared to the participants at the start of their participation. Before starting the survey, participants were asked to choose a number to identify themselves in the survey while keeping their anonymity.

Once both the playtest and survey were completed, participants were then thanked for their time and participation.