# Usability Testing Requirements Considerations for SRU Horizon Smart Solar Water Heater

| Usability Testing Category | Useability Testing Requirements Considerations |
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| Learnable | • Requirement: Users must be able to easily accomplish basic tasks (download, login, locate key metrics, and configure a setting) the first time they use the app.<br>• Success Metric: The user accomplishes these initial tasks with minimal questions asked of the UX team.<br>• Documentation: The UX team will document every question a user asks during the initial onboarding phase and note any UI elements that cause hesitation.<br>• Action: Based on feedback, the product design will be updated to clarify instructions, improve UI labels, or simplify confusing workflows. |
| Efficient | • Requirement: Users must be able to quickly learn the design and begin operating the system effectively.<br>• Success Metric: The average time from starting the app download to effectively operating the system is 15 minutes or less.<br>• Documentation: The UX team will time each user's onboarding process and document the time taken to complete specific key tasks.<br>• Action: If the average time exceeds 15 minutes, the UX team will identify bottlenecks and recommend design updates to streamline the user workflow. |
| Memorable | • Requirement: Users must be able to return to the app after a break and re-establish proficiency without needing to re-learn the interface.<br>• Success Metric: After the one-hour catered lunch break, 100% of users can successfully access and use an advanced function without additional instructions.<br>• Documentation: The UX team will document any questions or areas of confusion users exhibit when they return to the test after the break.<br>• Action: If users struggle to remember how to navigate the app, the design will be updated to improve the intuitiveness of the information architecture. |
| Free of Errors | • Requirement: The app's design should be intuitive enough to prevent user errors, and when errors do occur, the user should be able to resolve them independently.<br>• Success Metric: 100% of all users can self-correct 100% of all operational errors without any assistance from the testing team. |

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| | • Documentation: The UX team will log every user error, classify its severity (minor, moderate, severe), and analyze the root cause.<br>• Action: The product design and in-app guidance will be updated to prevent the most common or severe errors identified during testing. |
| Delightful | • Requirement: The overall experience of using the app to manage the solar water heating system must be pleasant and satisfying for the user.<br>• Success Metric: The system achieves an average overall user satisfaction rating of 4.5 out of 5 points or higher in the post-test retrospective.<br>• Documentation: The UX team will collect and transcribe all qualitative feedback from the retrospective, specifically listing what users like and what they recommend for improvement.<br>• Action: A prioritized list of feature improvements and refinements will be created based on user feedback to be addressed before the product launch. |