

# Usability Testing

## UX FUNDAMENTALS

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### Task 6

Billy Vega

# TEST PLAN

## Scope:

We are testing the usability of the Redefine app.

## Schedule:

Monday June 24th between 8am - 5pm

## Sessions:

10 minutes with 3 participants

## Equipment:

Iphone X

## Metrics

Jakob Nielsen’s Error Severity Rating Scale

**0** = I don't agree that this is a usability problem at all

**1** = Cosmetic problem only: need not be fixed unless extra time is available on project

**2** = Minor usability problem: fixing this should be given low priority

**3** = Major usability problem: important to fix, so should be given high priority

**4** = Usability catastrophe: imperative to fix this before product can be released

# SCRIPT

Hi, \_\_\_\_\_. My name is \_\_\_\_\_, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10 - 15 minutes.

The first thing I want to make clear right away is that this is not a test. You can't do or say anything wrong here. You will be testing an incomplete prototype that likely has errors and mistakes - that's why we're testing it out! If you have any questions as we go along, just ask them.

OK, let's get started. I'd like to ask you just a few quick questions about yourself before we get started with completing a few tasks.

So to begin I need you to...

## Usability Test Script

### Direct Tasks

1. Log In and search for a word
2. Add a word
3. Add a new image
4. Take a quiz

### Scenario Tasks

1. You're preparing for a test. As you're studying you come across a word you've never seen before. You open up the redefine app to get a better understanding.
2. You realize you know your nephews and nieces using words you aren't familiar with so you decide to add these words to the vocabulary app.
3. You just saw a post of a beautiful garden and saw an image of a flower you've never seen before so you decide to screenshot the image and upload it on the app under that flower's name.
4. As you prepare to give a presentation you are researching a word and need to get a better understanding so you take out the app and take a quiz on that word.

# Usability Test Notes

## Participant: 1



Marquette Salazar  
40 years old  
Secretary

## Quotes & Notes

“I am used to using a search button on the top right of the page”

“I don’t like this splash page an the title doest fit what I am doing”

“Is this quiz accurate?”

**Task 1** After staring at the page for a little while, the log in button was pressed. The UI was throwing her off because the splash page had a ton of tiles than the log in page had very few.

**Task 2** Adding a word seemed like a very easy to do. There was no Visible signs that it was difficult to learn how to add a word.

**Task 3** When adding am image this was visibly confusing as to why An image should be added or where it should be added. Once it was done, it seemed easy but the concept or idea isn’t clear.

**Task 4** The Quiz portion seemed very intuitive and easy to do. Her focus and attention was on the questions the only confusion came when seeking the next question.

# Usability Test Notes

## Participant: 2



Brian Lai  
22 years old  
Underwriter

## Quotes & Notes

- Paused when trying to find any back buttons.
- Couldn't figure out how to add an Image.
- Found the search to be intuitive but getting back he paused long.

- Task 1** He logged in very quickly and seemed to understand the UI quickly.
- Task 2** Adding a word seemed v very easy. Getting back to the search page was confusing. He didn't verbalize anything just stared at the screen a long time.
- Task 3** Adding an image was easy but sort of made a "why am I doing this look"
- Task 4** The quiz was easy and intuitive and seemed like he was looking for more.

# Usability Test Notes

Participant: 3



John Anhari  
35 years old  
Assistant Account Manger

## Quotes & Notes

“How are you going to make this fully functional”

“Why would I add an image”

Paused a long time before completing a task trying to understand navigation

- Task 1

Logging in and immediately understanding it was a word search  
Page was great!
- Task 2

Adding a word was a very simple task and knew that you would  
need to define everything on the add word page.
- Task 3

Could not find how to add an image and messed up his rhythm.  
Once he fond out how he seemed visibly confused what to do  
next.
- Task 4

The quiz portion was a very simple task and seemed to like the  
idea learning on a quiz.

# Usability Test Report

Task #	ObservationOrganize and summarize notes and quotes.	Severity	RecommendationWrite down tangible next steps for prototype.
1 Log in and search for a word	Logging in and finding a word was a simple task for most. There was always a few seconds of staring at the page just make sure everything Was understood but once it was in the search page everyone had an easy time figuring that out. It seemed familiar to everyone. Getting back to the search page was an issue that had taken some thought.	3	The only concerns that were mentioned was a short pause I saw when going from the splash page to the log in page - this will execute better on a live version. The main problem was although the magnifying glass is intended to help them naviaged back to the search page there was a measure of coinfiusion on this portion..
2 Add a word	Adding a word seemed like a breeze for most. The plus sign made it obvious that this is was it was for. There was a concern though when it came to navigation and getting back to the page before.	3	Although threw is a back button, it is not clearly defined and doest stand out enough. This must be cleared up.
3 Add an image	There was visibly a lot of confusion on this area. It was obvious it wasn't clear why An image should be added or where it should be added.	4	The intent behind adding an image is a key component to the app. This assist in helping learn but in a fun way. The add an image must be clear and this will also be added on the on boarding. The wording can also be changed to show your not just adding an image your defining a word with an image and your definition can be rated by others.
4 Take a quiz	The quiz was a intuitive and easy task to perform. No one seemed t have an issue with it but the accuracy of it was brought up, as well as, the confusion of navigating back to the previous page or exiting the quiz altogether.	3	The quiz needs to absolutely accurate which so far it is but people will check what they know to what they learn so every word must be research to its finest detail. The ability to exit and navigate smoother will be added with better buttons and clearer text.



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<https://prottapp.com/p/da8bfc>

Billy Vega

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