CONDUCTED BY JOSE DIAZ-NUNEZ

Project 5B

USABILITY STUDY FOR “DOCKIT” APPLICATION

This usability study is based on the Usability Plan developed for the “Dockit” app.   
  
The purpose of this study is to address any potential issues found in the project by taking the design to members of the target audience and recording their impressions.

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# Participants

The target audience for the app is college students.

All three participants are members of the target audience.

## Participant 1

### Participant Details

**Major**: Electrical Engineering

**Student class standing**: Freshman

**Age**: 21

**Gender**: M

**Computer experience**: Generally proficient; basic programming experience; e.g. uses a computer every day for fun, uses basic programming tools for projects and assignments (currently taking CS124).

## Participant 2

### Participant Details

**Major**: Communication

**Student class standing**: Junior

**Age**: 27

**Gender**: F

**Computer experience**: Generally proficient; no programming experience; e.g. uses a computer every day for fun, uses editing software (e.g. Adobe products) for projects regularly.

## Participant 3

### Participant Details

**Major**: Business Management

**Student class standing**: Freshman

**Age**: 20

**Gender**: M

**Computer experience**: Generally proficient; no programming experience; e.g. uses a computer every day for fun, uses MS Office Suite software (like Excel, Word, etc.) for assignments, projects regularly.

# Notes

Details of what happened during the studies for each user are summarized in ACTIONS, RESPONSES, QUESTIONS, and ANSWERS, which were all driven by the steps outlined by the Script provided in the Usability Plan.

* ACTIONS are tasks performed by users. ACTIONS may be prompted by steps in the Script.
* RESPONSES are the users’ reactions to ACTIONS or feedback given by the user after or during ACTIONS. RESPONSES may be direct quotes or descriptions of their behavior.
* QUESTIONS are queries posed to users. QUESTIONS may be prompted by steps in the Script.
* ANSWERS are users’ responses to QUESTIONS asked to them.

Each ACTION, RESPONSE, QUESTION, and ANSWER is followed by a number, indicating the step in the Script to which it corresponds and a letter to distinguish it from other items in the same step. Notes in brackets, [], are added for clarification or paraphrasing.

## Notes for Participant 1

|  |  |
| --- | --- |
| ACTION 2 | User is given phone with app up and running. |
| QUESTION 2 | Based on what you can see and observe, what do you think this application is used for? |
| ANSWER 2 | Something to do with scheduling. |
| QUESTION 3 | What do you expect to find and be able to do on the three different tabs? |
| ANSWER 3 | Put tasks for different timeslots. |
| QUESTION 4a | What would you do if you wanted to add a task? |
| ANSWER 4a | Go to one of the tabs and hit "+". |
| QUESTION 4b | What do you think the big "+" button is for? |
| ANSWER 4b | Maybe for tasks without time? Probably for creating a new task. |
| QUESTION 5a | Can you please try to create a task from each tab? |
| ACTION 5a | Hits "+" sign for "Morning" tab to begin. |
| ACTION 5b | Types in description. |
| ACTION 5c | Sets time. |
| QUESTION 5b | What do you think about the clock interface? |
| ANSWER 5b | I like it. It's easy. The clock is good. |
| ACTION 5d | Clock minutes value changes unexpectedly. |
| RESPONSE 5d | User seems a bit confused and frustrated. |
| ACTION 5e | User hits "+" button, which adds the task. |
| ACTION 5f | User creates two more tasks, one for each tab ("Afternoon" and then "Evening") fairly quickly. |
| QUESTION 6 | Did you find this easy to use? |
| ANSWER 6 | Yes. |
| QUESTION 7a | What did you like most about the app? |
| ANSWER 7a | It's a simple interface. There aren't any ads! [laughs]. |
| QUESTION 7a | What did you like least about the app? |
| ANSWER 7b | The clock. [User liked the clock appearance but was confused when value changed unexpectedly first time using it.] Maybe it would be better to have two tabs. [Some clarification: the user was suggesting a "digital" clock interface, with scrolling, unlike the traditional, "analog" interface in the app]. |

## Notes for Participant 2

|  |  |
| --- | --- |
| ACTION 2 | User is given phone with app up and running. |
| QUESTION 2 | Based on what you can see and observe, what do you think this application is used for? |
| ANSWER 2 | A planner. |
| QUESTION 3 | What do you expect to find and be able to do on the three different tabs? |
| ANSWER 3 | To schedule things; adding stuff to do for a block of time. For putting stuff in specific period of time. |
| QUESTION 4a | What would you do if you wanted to add a task? |
| ANSWER 4a | Hit the "+" signs on the tabs. |
| QUESTION 4b | What do you think the big “+” sign button at the bottom is for? |
| ANSWER 4b | To add tasks. |
| QUESTION 5a | Can you please try to create a task from each tab? |
| ACTION 5a | Hits "+" sign for "Morning" tab to begin. |
| ACTION 5b | Types in description. |
| RESPONSE 5a | I'm going to put "Eat" for the morning. I'm going to schedule it for, like, noon. |
| RESPONSE 5b | I [scheduled] it for “Morning,” but because I changed the time, it went directly for under a different tab. |
| QUESTION 5b | Was that a bit confusing? |
| ANSWER 5b | It's fine. It's just that I didn't expect that, which is why you would probably just need the one plus sign [instead of the different tabs]. |
| ACTION 5c | Adds first task. |
| RESPONSE 5c | OK. I'm going to check the morning one [task] because I already did it. |
| ACTION 5d | Attempts to add second task. |
| RESPONSE 5d | One thing I don't like is I was about to put a task, and I accidentally hit the “+” and was going to put the time. I was going to do 11, and then- wait, what? [Confused] I keep trying to change the time. You wouldn’t know you could click the time. It just looks like it's set. [Referring to the way time is displayed under “Schedule” in the task-creation component. |
| ACTION 5e | Tries to add second task. |
| RESPONSE 5e | It's not adding the task. It’s not showing up in the evening. |
| ACTION 5f | Shows me the app, with the missing task. |
| ACTION 5g | Goes to Schedule component, where it shows up. |
| RESPONSE 5g | User seemed confused and disappointed. |
| RESPONSE 5h | [Another thing I don’t like is that the] numbers in Schedule are too close to left side. I have an edge on phone [i.e. the user’s phone screen is curved and bent on edges], so it doesn't look great. |
| ACTION 5i | User tries to delete second task. |
| RESPONSE 5i | I don't know how to delete the task. There's no way to delete the task. |
| RESPONSE 5j | Also, I don’t know if this is bad, but I went to the Dashboard, and you can add notes and tasks, but it's just the same thing; you can schedule things [like the user was doing previously]. You're already adding a task, so what’s the difference between a note and a task? |
| QUESTION 6 | Did you find this easy to use? |
| ANSWER 6 | Overall, yeah, it's pretty simple. |
| QUESTION 7a | What did you like most about the app? |
| ANSWER 7a | It’s pretty simple to use, so that’s good. When you have the task up, it should show the time next to it, because all I can see right now [Pointing to displayed tasks under tabs] is this [Shows me phone]. [Points to task] It should have a time, that way it can all be easy to see. This way I don't have to click on thing to see it. |
| QUESTION 7b | What did you like least about the app? |
| ANSWER 7b | The stuff I mentioned earlier. |

## Notes for Participant 3

|  |  |
| --- | --- |
| ACTION 2 | User is given phone with app up and running. |
| QUESTION 2 | Based on what you can see and observe, what do you think this application is used for? |
| ANSWER 2 | It looks like a task manager. It looks like a to do list app. |
| QUESTION 3 | What do you expect to find and be able to do on the three different tabs? |
| ANSWER 3 | Add tasks throughout the day. |
| QUESTION 4 | What would you do if you wanted to add a task? |
| ANSWER 4 | Hit the “+” sign. But there's also a “+” sign for tasks throughout the day. They both probably add tasks. |
| QUESTION 5 | Can you please try to create a task from each tab? |
| ACTION 5a | Hits "+" sign for "Morning" tab. |
| ACTION 5b | Types in description. |
| RESPONSE 5a | I'm just going to pick a random [Schedule] time, is that OK? (I respond Yes.) |
| RESPONSE 5b | I like the clock menu! |
| RESPONSE 5c | I'm not sure what the "Tags" button does. |
| ACTION 5c | Clicks Tags button, but nothing happens. |
| RESPONSE 5d | Doesn't do anything. |
| ACTION 5d | Clicks "Reminders" button, and a menu pops up. |
| ACTION 5e | Picks a reminder time. |
| ACTION 5f | User hits "+" button, which adds the task. |
| RESPONSE 5e | Done. |
| ACTION 5g | User creates two more tasks, one for each tab ["Afternoon" and then "Evening"] fairly quickly. |
| RESPONSE 5f | Done. |
| QUESTION 6 | Did you find this easy to use? |
| ANSWER 6 | Yes. After the first one the rest were really easy to make. |
| QUESTION 7a | What did you like most about the app? |
| ANSWER 7a | How easy it was to use. It looks nice too. |
| QUESTION 7b | What did you like least about the app? |
| ANSWER 7b | I'm not sure what the “Tags” button does. It also doesn't sort them by category [meaning "Morning," "Afternoon," and "Evening"]. |

# Qualitative Data Analysis

The following is an analysis of the qualitative data gathered throughout the study.

## Pre-structured Case Outline

The usability plan lists the following hypotheses:

1. **Opening Page**: The user will easily understand what the application’s purpose is.
2. **Tab Labels**: The user will quickly understand what the Tasks and Schedule page represent but will not understand what the Dashboard is.
3. **Add task “+”**: The user will immediately understand what the “+” means for the morning, afternoon, and evening labels.
4. **Learnability**: The user will easily be able to set a Scheduled task for a specific day and time without help.
5. **Motivation**: The user will feel accomplished and find the process enjoyable.

From this list of hypotheses, the following pre-structured case outline was created:

|  |  |
| --- | --- |
| VARIABLE | TAGS |
| Efficiency | E\_TAB: The user will quickly understand what the Tasks and Schedule page represent or what the tabs are for.  E\_ADD: The user will quickly understand what the “+” means for the morning, afternoon, and evening labels. |
| Learnability | L\_TAB: The user will not understand what the Dashboard is or what the tabs are for.  L\_SCHED: The user will easily be able to set a Scheduled task for a specific day and time without help.  L\_ADD: The user will easily understand what the “+” means for the morning, afternoon, and evening labels. |
| Familiarity | F\_OPEN: The user will easily understand what the app’s purpose is based on past experience with similar apps. |
| Simplicity | S\_OPEN: The user’s initial impression of the app is not too complex, and the user will easily understand what the application’s purpose is.  S\_TAB: The Dashboard interface or the tabs in the Tasks and Schedule page are too complex, and the user will not understand them. |
| Motivation | M\_OVERALL: The user will feel accomplished and find the process enjoyable. |
| Visibility | V\_ADD: Based on the data and interface components the user is presented with, they will understand what the “+” means for the morning, afternoon, and evening labels. |

## Codes

A coded outline of observations for each user is presented below, based on notes taken, using Word’s comment feature.

### Codes for Participant 1

|  |  |
| --- | --- |
| ACTION 2 | User is given phone with app up and running. |
| QUESTION 2 | Based on what you can see and observe, what do you think this application is used for? |
| ANSWER 2 | Something to due with scheduling. |
| QUESTION 3 | What do you expect to find and be able to do on the three different tabs? |
| ANSWER 3 | Put tasks for different timeslots. |
| QUESTION 4a | What would you do if you wanted to add a task? |
| ANSWER 4a | Go to one of the tabs and hit "+". |
| QUESTION 4b | What do you think the big "+" button is for? |
| ANSWER 4b | Maybe for tasks without time? Probably for creating a new task. |
| QUESTION 5a | Can you please try to create a task from each tab? |
| ACTION 5a | Hits "+" sign for "Morning" tab to begin. |
| ACTION 5b | Types in description. |
| ACTION 5c | Sets time. |
| QUESTION 5b | What do you think about the clock interface? |
| ANSWER 5b | I like it. It's easy. The clock is good. |
| ACTION 5d | Clock minutes value changes unexpectedly. |
| RESPONSE 5d | User seems a bit confused and frustrated. |
| ACTION 5e | User hits "+" button, which adds the task. |
| ACTION 5f | User creates two more tasks, one for each tab ("Afternoon" and then "Evening") fairly quickly. |
| QUESTION 6 | Did you find this easy to use? |
| ANSWER 6 | Yes. |
| QUESTION 7a | What did you like most about the app? |
| ANSWER 7a | It's a simple interface. There aren't any ads! [laughs]. |
| QUESTION 7a | What did you like least about the app? |
| ANSWER 7b | The clock. [User liked the clock appearance but was confused when value changed unexpectedly first time using it.] Maybe it would be better to have two tabs. [Some clarification: the user was suggesting a "digital" clock interface, with scrolling, unlike the traditional, "analog" interface in the app. |

### Codes for Participant 2

|  |  |
| --- | --- |
| ACTION 2 | User is given phone with app up and running. |
| QUESTION 2 | Based on what you can see and observe, what do you think this application is used for? |
| ANSWER 2 | A planner. |
| QUESTION 3 | What do you expect to find and be able to do on the three different tabs? |
| ANSWER 3 | To schedule things; adding stuff to do for a block of time; for putting stuff in specific period of time. |
| QUESTION 4a | What would you do if you wanted to add a task? |
| ANSWER 4a | Hit the "+" signs on the tabs. |
| QUESTION 4b | What do you think the big “+” sign button at the bottom is for? |
| ANSWER 4b | To add tasks. |
| QUESTION 5a | Can you please try to create a task from each tab? |
| ACTION 5a | Hits "+" sign for "Morning" tab to begin. |
| ACTION 5b | Types in description. |
| RESPONSE 5a | I'm going to put "Eat" for the morning. I'm going to schedule it for, like, noon. |
| RESPONSE 5b | I [scheduled] it for “Morning,” but because I changed the time, it went directly for under a different tab. |
| QUESTION 5b | Was that a bit confusing? |
| ANSWER 5b | It's fine. It's just that I didn't expect that, which is why you would probably just need the one plus sign [instead of the different tabs]. |
| ACTION 5c | Adds first task. |
| RESPONSE 5c | OK. I'm going to check the morning one [task] because I already did it. |
| ACTION 5d | Attempts to add second task. |
| RESPONSE 5d | One thing I don't like is I was about to put a task, and I accidentally hit the “+” and was going to put the time. I was going to do 11, and then- wait, what? [Confused] I keep trying to change the time. You wouldn’t know you could click the time. It just looks like it's set. [Referring to the way time is displayed under “Schedule” in the task-creation component. |
| ACTION 5e | Tries to add second task. |
| RESPONSE 5e | It's not adding the task. It’s not showing up in the evening. |
| ACTION 5f | Shows me the app, with the missing task. |
| ACTION 5g | Goes to Schedule component, where it shows up. |
| RESPONSE 5g | User seemed confused and disappointed. |
| RESPONSE 5h | [Another thing I don’t like is that the] numbers in Schedule are too close to left side. I have an edge on phone [i.e. the user’s phone screen is curved and bent on edge], so it doesn't look great. |
| ACTION 5i | User tries to delete second task. |
| RESPONSE 5i | I don't know how to delete the task. There's no way to delete the task. |
| RESPONSE 5j | Also, I don’t know if this is bad, but I went to the Dashboard, and you can add notes and tasks, but it's just the same thing; you can schedule things [like the user was doing previously]. You're already adding a task, so what’s the difference between a note and a task? |
| QUESTION 6 | Did you find this easy to use? |
| ANSWER 6 | Overall, yeah, it's pretty simple. |
| QUESTION 7a | What did you like most about the app? |
| ANSWER 7a | It’s pretty simple to use, so that’s good. When you have the task up, it should show the time next to it, because all I can see right now [Pointing to displayed tasks under tabs] is this [Shows me phone]. [Points to task] It should have a time, that way it can all be easy to see. This way I don't have to click on thing to see it. |
| QUESTION 7b | What did you like least about the app? |
| ANSWER 7b | The stuff I mentioned earlier. |

### Codes for Participant 3

|  |  |
| --- | --- |
| ACTION 2 | User is given phone with app up and running. |
| QUESTION 2 | Based on what you can see and observe, what do you think this application is used for? |
| ANSWER 2 | It looks like a task manager. It looks like a to do list app. |
| QUESTION 3 | What do you expect to find and be able to do on the three different tabs? |
| ANSWER 3 | Add tasks throughout the day. |
| QUESTION 4 | What would you do if you wanted to add a task? |
| ANSWER 4 | Hit the plus sign. But there's also a plus sign for tasks throughout the day. They both probably add tasks. |
| QUESTION 5 | Can you please try to create a task from each tab? |
| ANSWER 5 | Sure. |
| ACTION 5a | Hits "+" sign for "Morning" tab. |
| ACTION 5b | Types in description. |
| RESPONSE 5a | I'm just going to pick a random [Schedule] time, is that OK? (I respond, "Yes".) |
| RESPONSE 5b | I like the clock menu! |
| RESPONSE 5c | I'm not sure what the "Tags" button does. |
| ACTION 5c | Clicks Tags button, but nothing happens. |
| RESPONSE 5d | Doesn't do anything. |
| ACTION 5d | Clicks "Reminders" button, and a menu pops up. |
| ACTION 5e | Picks a reminder time. |
| ACTION 5f | User hits "+" button, which adds the task. |
| RESPONSE 5e | Done. |
| ACTION 5g | User creates two more tasks, one for each tab ["Afternoon" and then "Evening"] fairly quickly. |
| RESPONSE 5f | Done. |
| QUESTION 6 | Did you find this easy to use? |
| ANSWER 6 | Yes. After the first one the rest were really easy to make. |
| QUESTION 7a | What did you like most about the app? |
| ANSWER 7a | How easy it was to use. It looks nice too. |
| QUESTION 7b | What did you like least about the app? |
| ANSWER 7b | I'm not sure what the Tags button does. It also doesn't sort them by category ["Morning," "Afternoon," and "Evening"]. |

## Coversheets

### Coversheet for Participant 1

Participant 1 – 4/6/18, about 6:45pm

**Major**: Electrical Engineering

**Student class standing**: Freshman

**Age**: 21

**Gender**: M

**Computer experience**: Proficient, with basic programming experience; e.g. uses a computer every day for fun, uses basic programming tools for projects and assignments, etc.

**Overall**: This user had little to no trouble immediately identifying the app’s purpose based on its name and initial appearance/impressions. This user had slight trouble adjusting the Schedule/Time of day for the first task created. While he liked the app’s appearance, he seemed to not like the analog clock menu’s controls but did like its appearance. This user later suggested using a digital clock menu controls. However, after this initial trouble, the user had no problem creating more tasks, suggesting an easy-to-overcome learning curve.

**Data collected**: E\_TAB, E\_ADD, L\_TAB, L\_SCHED, L\_ADD, F\_OPEN, S\_OPEN, S\_TAB, M\_OVERALL, V\_ADD

**Quotes**:

[On the app’s pros] Yes [meaning he liked it]. It's a simple interface. There aren't any ads! [he said jokingly].

[On the clock interface’s appearance] I like it. It's easy. The clock is good.

[On the clock interface’s menu controls] Maybe it would be better to have two tabs [meaning a digital clock menu interface].

### Coversheet for Participant 2

Participant 2 – 4/6/18, about 4:15pm

**Major**: Communication

**Student class standing**: Junior

**Age**: 27

**Gender**: F

**Computer experience**: Proficient, but no programming experience; e.g. uses a computer every day for fun, uses editing software (e.g. Adobe products) for projects regularly, etc.

**Overall**: This user had no trouble identifying the app’s purpose immediately. Having taken design courses for her major, this user gave interesting insights based on experience. This user pointed out, for example, some interesting issues, including the size and position of the numbers in the Schedule component, saying they were too close to the edge, which made them difficult to see on her curved-edge phone screen. Another issue brought up was that times for scheduled tasks displayed to users under the Tasks component were not shown to users, which was a flaw in the user’s eyes. This user also questioned the use of four “+” signs to add tasks vs. just the one “+” button at the bottom of the screen. Overall, this user seemed to like the app but was quick to point out its flaws.

**Data collected**: E\_ADD, L\_TAB, L\_ADD, F\_OPEN, S\_OPEN, S\_TAB, M\_OVERALL, V\_ADD

**Quotes**:

[On the Schedule component’s appearance] the numbers in Schedule are too close to left side. I have an edge on phone [i.e. the user’s phone screen is curved and bent on edges], so it doesn't look great.

[On how scheduled tasks are displayed] It [the scheduled tasks component] should have a time, that way it can all be easy to see. This way I don't have to click on thing to see it.

### Coversheet for Participant 3

Participant 3 – 4/6/18, about 4:15pm

**Major**: Business Management

**Student class standing**: Freshman

**Age**: 20

**Gender**: M

**Computer experience**: Proficient, but no programming experience; e.g. uses a computer every day for fun, uses MS Office Suite software (like Excel, Word, etc.) for assignments, projects regularly, etc.

**Overall**: This user had no trouble easily and quickly identifying the app’s purpose based on its name and initial appearance/impressions. This user was impressed by the Scheduling/Time of day selection clock interface. Overall, this user seemed to enjoy the experience and the learning curve was very easy to overcome. However, this user seemed somewhat disappointed that the tasks weren’t categorized by time of day, i.e. under each tab (“Morning,” “Afternoon,” etc.). The “Tags” button also seemed to confuse this user, as its purpose was not immediately known.

**Data collected**: E\_TAB, E\_ADD, L\_TAB, L\_SCHED, L\_ADD, F\_OPEN, S\_OPEN, S\_TAB, M\_OVERALL, V\_ADD

**Quotes**:

[On the clock interface] I like the clock menu!

[On the “Tags” button] I'm not sure what the Tags button does.

[On displaying the tasks, seemingly disappointed] It [doesn't] sort them by category.

## Vignette

After observing three users interact with the “Dockit” app, a few key patterns and similarities arose. These patterns were encoded with the following vignette, which is a representation of these patterns:

**Title**: Busy Benny

**Support**: Participants #1, #2, and #3

**Expert**:

Busy Benny is a hard-working college student and loathes wasting time, *especially* when in the middle of a crazy semester. Benny values efficiency and simplicity and is an avid supporter of using technology to solve everyday problems; he *loves* making use of technology to make his life easier. A friend tells Benny about a great new app, called “Dockit,” that helps busy people, like Benny, keep their lives organized and in order. Benny is sold, and he immediately downloads the new app to his phone.

After loading the app, Benny is immediately impressed by its clean, simple interface and look, and he then attempts to schedule a few tasks. Benny likes how easy it is to use! However, he is slightly confused by some of the app’s features. “I love this app!” Benny exclaims. “But I wish the tasks I made were sorted under the time of day I made them in!” he gripes, continuing, “I also wish the numbers in the Schedule feature wouldn’t be so close together and so close to the edge of the screen! It looks funny on my new curved-edge phone.” Wondering, Benny asks himself, “What does this ‘Tags’ feature do, exactly? And how can I see the times I scheduled tasks for under the Tasks feature?”

Impressed by the new app but yet wanting more, Benny decides to keep the app around but uses it sparingly over time – for now, at least, as he eagerly awaits a new, re-vamped release from its developers, which he’s sure will help him stay organized.

**Supporting Quotes**:

#1 A5b “I like it. It's easy.”

#1 A7a “It's a simple interface.”

#2 R5h “The numbers in Schedule are too close to left side. I have an edge on phone, so it doesn't look great.”

#2 A7a “When you have the task up, it should show the time next to it, because all I can see right now is this. It should have a time, that way it can all be easy to see. This way I don't have to click on thing to see it.

#3 A7a “[I like how] easy it was to use. It looks nice too.”

#3 A7b “I'm not sure what the ‘Tags’ button does.”

#3 A7b “[I don’t like that the app doesn’t] sort [tasks] by category.”

# Findings, Conclusions & Recommendations

## Findings on Hypotheses

Based on the qualitative data gathered throughout the users’ interactions with the app, the hypotheses that drove the usability study were either observed to be supported or refuted. Please see the [**NOTES**](#_Notes) section above for supporting ANSWERS and RESPONSES for the hypothesis results in the tables given below for each participant.

The usability plan lists the following hypotheses:

1. **Opening Page**: The user will easily understand what the application’s purpose is.
2. **Tab Labels**: The user will quickly understand what the Tasks and Schedule page represent but will not understand what the Dashboard is.
3. **Add task “+”**: The user will immediately understand what the “+” means for the morning, afternoon, and evening labels.
4. **Learnability**: The user will easily be able to set a Scheduled task for a specific day and time without help.
5. **Motivation**: The user will feel accomplished and find the process enjoyable.

### Hypotheses Results for Participant 1

|  |  |
| --- | --- |
| HYPOTHESIS | RESULT |
| 1. Opening Page | Supported |
| 1. Tab Labels | Supported |
| 1. Add task “+” | Supported |
| 1. Learnability | Refuted – the user needed help with clock menu |
| 1. Motivation | Supported |

### Hypotheses Results for Participant 2

|  |  |
| --- | --- |
| HYPOTHESIS | RESULT |
| 1. Opening Page | Supported |
| 1. Tab Labels | Supported |
| 1. Add task “+” | Supported |
| 1. Learnability | Refuted – the user needed help with clock menu |
| 1. Motivation | Supported |

### Hypotheses Results for Participant 3

|  |  |
| --- | --- |
| HYPOTHESIS | RESULT |
| 1. Opening Page | Supported |
| 1. Tab Labels | Supported |
| 1. Add task “+” | Supported |
| 1. Learnability | Supported |
| 1. Motivation | Supported |

## Findings on Usability Issues Found

This study helped identify issues found in the project by taking the design to members of the target audience and recording their impressions.

For Participant 1, the menu controls used for the analog clock/time input menu was an issue. The user suggested a scrolling, digital appearance and menu controls, instead.

For Participant 2, the size and position of the numbers in the Schedule component were an issue. The user suggested the size and appearance of the numbers were too small, too close together (vertically), and too close to the left-edge of the phone screen; Participant 2 had a curved-edge phone screen, so seeing the numbers when on the edge was difficult. Participant 2 also thought it was an issue that times for already scheduled tasks were not displayed to users in the Tasks component, suggesting she would like to be able to see an individual task’s details encapsulated when displayed, which includes its scheduled time. Participant 2 also suggested using four “+” sign buttons to add tasks (one for all three tabs and a general purpose one at the bottom of the screen) was too much and an unnecessary feature. Participant 2 suggested preferring only one general purpose button to add tasks for all parts of a day.

Participant 2 and 3 both seemed confused when they added tasks under a certain tab (i.e. “Morning,” “Afternoon,” etc.) and they didn’t appear under the tab they were added in. Participant 3 was also confused by the “Tags” button, as it didn’t seem to do anything, and he did not know what its purpose was.

## Conclusions & Recommendations

Users had generally positive, favorable impressions of the app, and all three participants admired the app’s simplicity and ease of use (as evidenced by the efficient creation of tasks in Step 5 of the Script and the positive feedback in Step 7).

However, some usability issues arose throughout the study. Based on the findings obtained for each participant on hypotheses and usability issues, the following recommendations are suggested for addressing all the usability issues found and for improving the project:

* The menu controls for the analog clock/time input menu could be changed to a scrolling, digital time input menu (*Supporting data: Participant 1*)
* The size and position of the numbers in the Schedule component could be made bigger, further apart (vertically), and further from the left-edge of the phone screen to accommodate curved-edge phone screens (*Supporting data: Participant 2*)
* The times for already scheduled tasks could be displayed to users in the Tasks component, allowing users to see an individual task’s schedule time and possibly other task details (*Supporting data: Participant 2*)
* The four “+” sign buttons to add tasks (one for all three tabs and a general purpose one at the bottom of the screen) could be reduced to only one general purpose button to add tasks for all parts of a day (*Supporting data: Participant 2*)
* The tasks created under a certain tab could be made to appear under the tab they were added in (*Supporting data: Participants 2 and 3)*
* The “Tags” button could be removed (or addressed some other way until further releases of the app), as its purpose and functionality did not seem immediately obvious to users (*Supporting data: Participant 3*)