

UX Report



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User eXperience testing report

This page contains the usability testing data, key insights, takeaways, and recommendations for the application based on user tests.

Date	Oce 6, 2023 - Oct 27, 2023
Responses	12
Goals	Discover what we did well and what parts of the user interaction can be improved.

🔍 Methodology

1. Introduction to the Test Environment:

Participants were engaged in usability testing conducted on an iPad platform. Prior to initiating the test, each participant received a brief introduction to the fundamental purpose of the application, which is to identify visual cognition disorders.

2. Preliminary Questionnaire:

Users were guided through the initial section of the questionnaire. This section aimed to gather baseline information about the participants' demographics, prior knowledge with the application, and general technological proficiency.

3. Transition to the Lobby:

After completing the preliminary questionnaire, participants were directed to the app's lobby. In this stage, users were given the opportunity to familiarise themselves with the application's interface and controls.

4. Test Initialisation:

Upon the user's indication of readiness, they were instructed to press the "Start" button to commence the test. Once initiated, the actual test sequence began. During this phase, participants were not provided with any further instructions to simulate real-world user interactions and expectations.

5. Uninterrupted Test Execution:

Throughout the test duration, users were not interrupted with additional guidance or instructions. This deliberate decision aimed to evaluate the intuitiveness of the application's design and the user's ability to navigate and interact with the features without external assistance.

6. Post-Test Questionnaire:

Following the completion of the test sequence, participants were directed to fill out the second section of the questionnaire. This section delved into their experience during the test, including ease of use, perceived challenges, and any noteworthy observations or feedback.

7. Appreciation:

Upon completing the post-test questionnaire, participants were genuinely thanked for their time and valuable insights.

📄 Questionnaire

This questionnaire is given to the test takers before and after the test.

📋 Usability Testing Feedback

▼ Pre-testing questions

1. Your age (only enter number please, e.g. 21)*

2. How well do you know Vis-CAT?*
 - a. [0: Limited knowledge...5: Good knowledge]
3. How would you rate your level of confidence in using a touchscreen?*
 - a. [0: Not confidence...5: Confidence]

▼ Post-testing questions

1. How would you rate the interface? (e.g. style, icons, colour)*
 - a. [0: I don't like it...5: I like it]
 2. How easy to you think are the instructions?*
 3. How smooth do you think your process is? (e.g., buttons not working, pages getting stuck)
 - a. [0: Get stuck a lot...5: Very smooth]
 4. Choose one (or more) to answer:
 - (1) How would you describe your overall experience with the app?
 - (2) What did you like the most about using this product?
 5. Choose one (or more) to answer:
 - (1) What, if anything, caused you frustration?
 - (2) What did you like the least with the app?
 6. How likely are you to recommend this product to a friend?*
- a. [1: Not likely...5: Very likely]

Result Analysis

Age range: 20-50, median 21

Prior domain knowledge: Over half participants have no knowledge of Vis-CAT.

Device familiarity: All participants are proficient with touchscreen.

1. Interface Rating (style, icons, colour)

- a. Majority of users (66.7%) gave the highest rating (5 out of 5), indicating a very positive reception to the design and overall look.
- b. Combined, 91.7% of the users rated the interface as 4 or higher, which means the majority find the interface appealing.
- c. Only 8.3% gave a middling score (3 out of 5), showing minimal dissatisfaction or room for improvement.

Insights: The design aspect of the web app appears to resonate well with the users. However, there are still areas of improvement.

2. Instructions Clarity

- a. A strong majority (58.3%) rated the clarity of instructions as very easy to understand.
- b. Cumulatively, 75% found the instructions relatively easy (rating of 4 or 5).
- c. 25% found the instructions of medium clarity.

Insights: The instructions provided in the app seem to be well-composed and easy to grasp for the majority. However, there are room for improvements.

3. Smoothness

- a. Contrary to the previous sections, only 25% felt the process was very smooth, indicating potential technical issues.
- b. A significant 58.3% rated it as 4 out of 5, which means there might be minor glitches but overall functionality seems satisfactory.

Insights: While the design and instructions are highly rated, the technical execution needs attention. The feedback suggests that there may be areas where the user

c. 41.6% of the respondents experienced a moderate level of smoothness, possibly facing some noticeable issues.

experience isn't as seamless. This should be a priority for improvement.

Overall insights:

- The app has a strong foundation in terms of design and clarity of instructions, which resonates well with users.
- Technical performance appears to be the main area of concern and requires immediate attention.
- Users see value in the product, as evidenced by the high likelihood to recommend.

Observations

Observation	Problem	Takeaway	Opportunities
>50% users expressed appreciation for the app's visual design, mentioning the style, theme, icons, colors, and UI as cute and pleasing.	There isn't necessarily a problem here; it's positive feedback about the app's aesthetics.	The approval of the app's cute icons, light colours, and simplistic design by all users underscores a strong positive feedback of our UI design.	Keep similar styles for potential future development of new pages.
There were several mentions about the app's user interface and experience not being entirely smooth.	Issues related to smoothness of interface can deter users from fully enjoying the app.	The interface can be improved for a smoother user journey.	Do more comprehensive testing on different devices to see how the smoothness can be improved and if there are bugs present.
Multiple users found some game elements to be difficult.	If the game or app is perceived as too challenging, users might be discouraged.	The difficulty level are areas of concern.	Consider providing more interactive tutorial for the user to familiar themselves with the task, without affecting their performance for the purpose of assessing on visual cognition deficits.
Some users pointed out specific functional issues such as not being able to draw diagonal lines or missing points.	Functional bugs or limitations can greatly hinder user satisfaction and overall experience.	Functional issues need to be addressed promptly to maintain user trust and satisfaction.	Conduct a technical review to fix reported bugs and potentially introduce features like a "feedback/report issue" button within the app to gather real-time insights from users during testing phase.
The timing and voice instructions seem to overlap, causing confusion for some users.	If users are still receiving instructions when the timer starts, they might feel rushed or unsure of the next steps. This may also cause frustration and pressure during the	There's a need for better synchronisation between voice instructions and game progression.	Rework the game's timing mechanism to ensure that users have ample time to process instructions before proceeding.

	test which may affect test result.		
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