

# USABILITY TEST REPORT

## FOR NOTE-SHARING PLATFORM FOR UNIVERSITY STUDENTS

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### BACKGROUND

Since my note-sharing platform design is nearing completion, I need to test its usability to ensure students can efficiently find, access, and view study notes. I conducted a series of remote usability tests, lasting 15-20 minutes each, with 10 different participants using Lookback to identify areas for improvement and validate the user experience.

### RESEARCH GOAL

I want to research how I can make my note-sharing platform more user-friendly and intuitive for university students. I hope to find improvement opportunities to enhance my design, particularly focusing on:

- How effectively users can locate specific notes
- How easily users can open and view note content
- Areas that cause confusion or friction in the user journey
- What difficulties users face when completing core tasks

### RESEARCH METHOD

- **Duration:** 15-20 minute remote usability sessions
- **Tool:** Lookback for screen recording and observation
- **Method:** Task-based usability testing with think-aloud protocol
- **Focus:** Observing user behavior and identifying pain points

## RECRUITING PLAN

- **Participants:** 10 university students familiar with digital note-taking
- **Criteria:** Students who actively use or share study notes
- **Experience Level:** Mix of tech-savvy and average digital users
- **Platform:** Recruited through university channels and social media

## INTERVIEW SCRIPT

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### WELCOME MESSAGE

"Hi! I'm Haneen, a UX researcher. Thank you for helping improve our note-sharing platform. Today, you'll complete tasks like finding and opening notes. Think aloud as you go. This session will be recorded but kept confidential."

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### SCENARIO

"Imagine you're a university student preparing for an exam. You need to find and study a specific note called 'Midterm Summary' from Calculus1. Your goal is to locate this note and open it to read the complete content in full screen, just like you would open a PDF to study from it."

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### TASK

**Find, open, and view Note (Midterm Summary) in full screen**

**Instructions to participants:** "Please show me how you would:

1. Find the 'Midterm Summary' note from Calculus1
2. Open it to view the complete content
3. Access it in a readable format for studying"

## TEST INSIGHTS

### TASK COMPLETION RESULTS

Participant	Found Note Card	Opened Note Details	Opened Full Note View	Completed Successfully
P1	With difficulty	✓ Yes	✗ No - stopped at details	✗ No
P2	With difficulty	✓ Yes	By chance	Partially
P3	With difficulty	✓ Yes	✓ Yes	✓ Yes
P4	With difficulty	✓ Yes	✗ No - confused	✗ No
P5	With difficulty	✓ Yes	By chance	Partially
P6	With difficulty	✓ Yes	✓ Yes	✓ Yes
P7	With difficulty	✓ Yes	✗ No - stopped at details	✗ No
P8	With difficulty	✓ Yes	By chance	Partially
P9	With difficulty	✓ Yes	✓ Yes	✓ Yes
P10	With difficulty	✓ Yes	✗ No - gave up	✗ No

## KEY FINDINGS

### Problem 1: Difficulty Finding Note Cards

- **Issue:** Users struggled to locate the specific note card due to small card size and dense information
- **Observations:**
  - Users frequently clicked on search bar or settings instead of note cards
  - Small text and cramped spacing made cards hard to read
  - Grid layout with 2 columns made individual cards too small
  - Users spent excessive time scanning the page

### Problem 2: Unclear Action Buttons

- **Issue:** Users couldn't identify how to open/read the note content
- **Observations:**
  - Users clicked randomly on note details screen
  - Open book icon was not intuitive to many users
  - Some users thought they completed the task at the note details screen
  - Success often happened by chance rather than clear understanding

## TEST INSIGHTS SUMMARY

- **Task Success Rate:** Only 30% of users successfully completed the full task
- **Main Pain Points:**
  - Note cards too small and difficult to read (100% of users)
  - Unclear iconography for "read/open" action (70% of users)
  - Users getting lost between note list and note details screens (60% of users)
- **Time on Task:** Average 4-5 minutes (expected: 1-2 minutes)
- **User Satisfaction:** Moderate - users felt frustrated during the process

## WRAP-UP MESSAGE

"Thank you so much for sharing your experience and insights. Your feedback is invaluable and will help me improve the platform for all students. If you have any additional comments or suggestions, please feel free to contact me at haneenalhajali2003@gmail.com. Thank you for your time!"

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## KPI FOCUS

### Increase Task Success Rate

## COMPONENT TO ITERATE ON

### Subject Notes List Screen & Note Details Screen

## HYPOTHESIS BASED ON DATA POINTS

- **Data Point:** 70% of users couldn't complete the task successfully due to interface clarity issues
- **Hypothesis:** If we make note cards larger and add text labels to action buttons, users will be able to find and open notes more efficiently, increasing task success rate from 30% to 80%

## ALTERNATE SOLUTION BASED ON FINDINGS

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### SOLUTION 1: REDESIGNED NOTES LIST SCREEN

#### Changes Made:

- **Layout Change:** Switched from 2-column grid to single-column list
- **Card Size:** Increased card height and width for better readability
- **Information Hierarchy:** Improved spacing and typography
- **Visual Clarity:** Enhanced contrast and made key information more prominent

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### SOLUTION 2: ENHANCED NOTE DETAILS SCREEN

#### Changes Made:

- **Action Buttons:** Added text labels under icons ("Read", "Download", "Bookmark")
- **Primary Action:** Made "Read" button more prominent with color and size
- **Icon Clarity:** Used more universally recognized icons
- **Visual Hierarchy:** Clear distinction between different action types

## ANNOTATIONS OF IMPROVEMENTS

### OLD PROTOTYPE

### NEW PROTOTYPE

BEFORE VS AFTER: NOTES LIST SCREEN

#### **Before:**

- Small cards in 2-column grid layout
- Cramped text with poor readability
- Difficult to distinguish between cards
- Users couldn't easily find target note

#### **After:**

- Single-column layout with larger cards and vertical scrolling
- Better typography and spacing
- Clear visual hierarchy
- Easier scanning and identification of notes

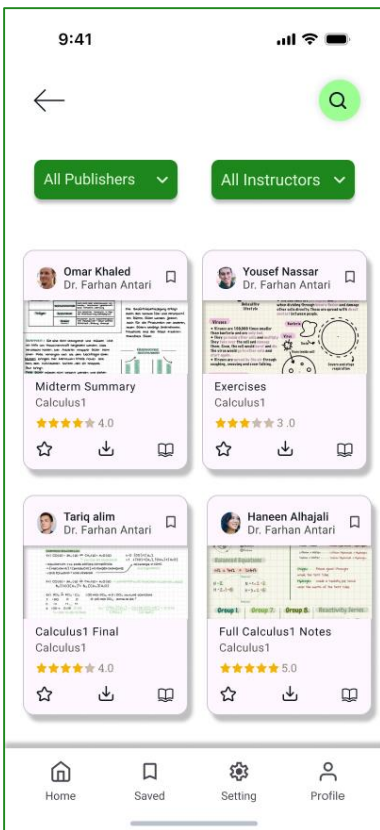


Figure 1 : Note list screen before

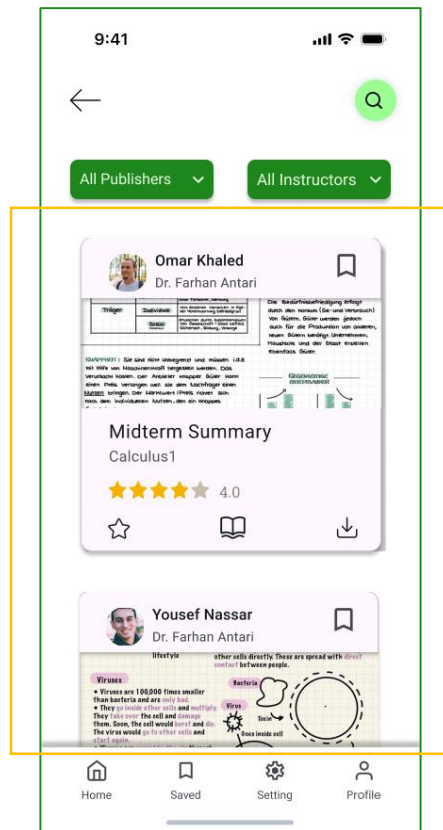


Figure 2 : Note list screen after

## BEFORE VS AFTER: NOTE DETAILS SCREEN

### Before:

- Icon-only action buttons
- Unclear primary action
- Users confused about how to open note
- Many users stopped here thinking task was complete

### After:

- Icons with descriptive text labels
- Prominent "Read" button as primary action
- Clear visual distinction between actions
- Obvious next step for users

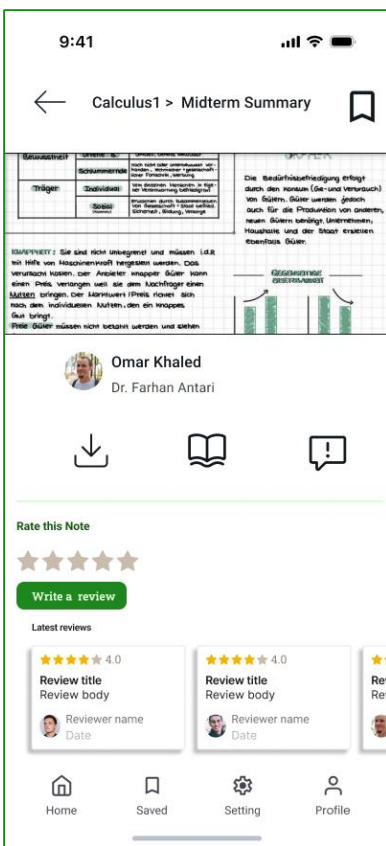


Figure 3 : Note details screen before

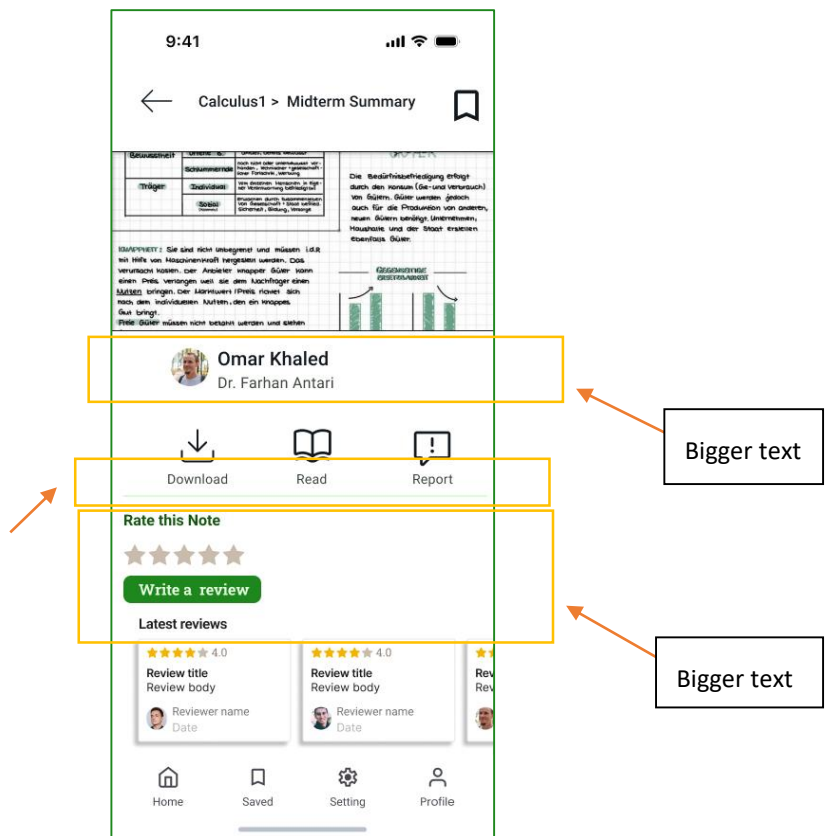


Figure 4 : Note details screen after

## EXPECTED IMPACT

- **Task Success Rate:** Increase from 30% to 80%
- **Time on Task:** Reduce from 4-5 minutes to 1-2 minutes
- **User Satisfaction:** Improve overall experience and reduce frustration
- **Clarity:** Eliminate confusion about interface elements and actions