UXTesting

In the final prototype developed for the psychology faculty's clinic, my team and I built the administrative modules for Scheduling, Rooms, and Reports over the course of the last three months and after having constructed these modules, one UX attribute that was not considered for measurement in the final phase of our project is learnability. Nielsen [2] defines this UX attribute as "How easy it is for users to perform basic tasks the first time they encounter the design?", which in our context, applies to how Gavi (the secretary) and, at some point, Paulina (the coordinator) are able to perform tasks such as scheduling appointments, registering consultation rooms, or extracting reports.

For measuring this attribute, I propose conducting two sessions of about 20 minutes each in which participants perform tasks using the prototype. In the first session, the secretary and the coordinator will carry out three tasks, first, scheduling a new appointment in the calendar, second, adding a new room and third, generating a report, during each task, we will record the time taken to complete it without assistance, also noting if any participant needed contextual hints, and at the end of the session, the System Usability Scale (SUS) questionnaire [3] will be manage to capture the participants' perceptions, after this first session, one week later, a second session with the same tasks will be held, and the learning rate will be calculated by comparing the average times from both sessions, so with these data, we can create line charts [1] and compute a brief percentage improvement, this will let us to see if the task flows are easily remembered and if they can be learned quickly.

Measuring learnability at this point, when the prototype has reached its final version is pertinent because the prototype can simulate processes, in this way having data showing that Paulina and Gavi learn quickly will instill confidence that the way the prototype was built is appropriate and if it is later developed into a functional application, it will serve as a solid and correct base for constructing process and task flows, likewise, it is important because, by recording these data and employing metrics like those mentioned above, we can prioritize adjustments in areas where completion times do not improve between sessions, so we don't spend time and effort on elements that already have a good flow.

References:

[1] A. Joyce, "How to Measure Learnability of a User Interface," Nielsen Norman Group, Oct. 20, 2019. [Online]. Available: https://www.nngroup.com/articles/measure-learnability/. [Accessed: May 29, 2025].

[2] J. Nielsen, "Usability 101: Introduction to Usability," Nielsen Norman Group, Jan. 31, 2012. [Online]. Available: https://www.nngroup.com/articles/usability-101-introduction-to-usability/. [Accessed: May 29, 2025].

[3] C. Busquets, "Medir la usabilidad con el Sistema de Escalas de Usabilidad (SUS)," uiFromMars, n.d. [Online]. Available: https://www.uifrommars.com/como-medir-usabilidad-que-es-sus/. [Accessed: May 29, 2025].