

For this assignment I will be reviewing the usability of my fitness center app on a laptop. My fitness center app prototype will be divided into individual screens so that the participants cannot see all the screens before they “click” on the corresponding buttons and links. My app will allow its users to sign up for classes as well as see the current number of users in the fitness center as well as the individual areas within the gym.

#### **Demographics:**

User 1 – Gender: Male, Age: 26, Major: Business, Reason they were chosen: They have some experience in reviewing business software.

User 2 – Gender: Male, Age: 21, Major: Business Management, Reason they were chosen: Works at the fitness center with me and experiences the problem I am trying to address with this app frequently (not knowing how many people are in the gym and if it is a good time to work out).

User 3 – Gender: Female, Age: 20, Major: Health Sciences, Reason they were chosen: This person works as a fitness instructor and also works out at the fitness center often and would benefit from both of the main features of my project.

#### **4. Script:**

Thank you for taking the time to meet with me today and be a part of this usability test. Before we get started, I would like to give you a brief intro to the app we will be testing today. The app is called IUPUI Campus Recreation and it is a companion app for the on-campus gym in the basement of the campus center. Today, you will be using this app for completing 3 tasks: Before we get started, I would like to inform you that I will be reading from my notes when it comes time to give you the scenario as well as each task. The purpose of this test is not about you or how well you do throughout the test, this is a test of how well the application works and how easy it is to use. All the results from this test will remain anonymous and will only be used for the purpose of bettering the applications usability. Before I go any further, I do have some questions to ask you.

**Pretest Questions:** Do you have any previous history with using the campus fitness center? Have you ever participated in a usability test before? Have you ever used an app for any gym that you have attended? If so, how did the app benefit you and what did you like about it? On a scale of 1-10 how would you rate your satisfaction with these other apps?

**Script Continued:** After I read the Task Scenario the test will begin, I will be observing how you interact with the website but will not be providing any tips or help as it is important to the test that you complete the tasks on your own without interference. Before I read the task scenario, do you have any questions for me?

**Task Scenario:** You are a student of IUPUI and a member of campus recreation! You like working out in the fitness center in the basement of the campus center to stay fit. During the school year you often come to the fitness center only to find out that it is too full to accomplish a good workout in the time that you have available to workout. Your friend has told you that there is an app that allows you to see how many people are currently in the gym. Each user's task will be complete the following tasks:

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(To be read individually after completing each previous task.)

**Task 1:** You will be checking how many people are in the gym before you go there so you can see if there are too many people in a certain area that would make your workout hard to accomplish.

**Task 2:** Now that you are sure that there are not too many people at the gym you want to sign up for a yoga class that is offered at the gym.

**Task 3:** Now that you have signed up for the class, you will want to logout.

### **Test Procedure:**

**Ease of use is ranked 1 for easy, 4 for neither easy nor hard, and 7 for hard with varying degrees of easy and hard for 2-3 and 5-6.**

User 1 on splash page “I think it looks a little bland and could use some actual pictures to make it more appealing. I think ill probably end up on a home page or sign in page next”

On sign in page “Not much going on here but sign in pages generally don’t have a lot going on. I definitely know ill be on a home page next.”

On home screen “The layout could use some more work, everything seems compressed. 35 what in the whole gym? I think were probably going to sign up for a class next.”

On classes screen “This page needs more information on the individual classes or needs to be spaced out. I’m assuming the numbers on the right are how many people are signed up for the class, but users might not make that same assumption.”

On yoga page “Not a lot of information here either. You should put a description of the class here at least

### **Ease of use for app: 3**

**Compare to similar process: “I’ve never gone to a gym that had a companion app so I don’t know if I could compare it to anything I’ve experienced.”**

**What the user liked the most: Seems like it would be a useful app.**

**What the user liked the least: Lack of thorough design and layout.**

User 2 on splash page “This page is fine, not very interesting. I would expect to go to a home screen next.”

On sign in page “Ahh signing in makes sense, This page is fine but what would I do if I forgot my password? I’m positive the home screen is next.”

On home screen “The text could be bigger. I would say that I’m going to either sign up for a class or go to my profile next.”

On classes screen “We could maybe have a link to intramurals information on this page since that’s an activity we oversee. I expect to click on one of the classes next.”

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On yoga page “A picture of the class in progress at the bottom would make this more interesting.”

### **Ease of use for app: 2**

**Compare to existing process:** Being able to know if there is a lot of members already in the gym before actually going to the gym is a huge improvement.

**What the user liked the most:** Being able to see occupancy was very fast.

**What the user liked the least:** “Too much empty space, needs pictures or something.”

User 3 on splash page “Lots of empty space on this page. I expect I will be required to log in before going any further.”

On sign in page “This page is fine. I would say that the home screen is the next page.”

On home screen “There is a lot of empty space on this screen. I expect we will sign up for a class next”

On classes screen “You should put the time the classes take place on this screen before anyone clicks on a class and maybe wastes their time if they can’t attend that particular class time. I assume we are going to sign up for a class next.”

On yoga page “Most people know what yoga is but Emilie (our HIT trainer) gets asked what HIT consists of a lot so a description on this page for each class would be good.”

### **Ease of use for app: 3**

**Compare to existing process:** “This is way better than using IM league to sign up for our classes, my class participants would actually use this instead of having to be reminded to sign up through that site after they are already in my class.”

**What the user liked the most:** “Not having to have users sign up for classes through IM league is awesome.”

**What the user liked the least:** Lack of class information

### **Final Script**

I want to thank you for taking the time out of your schedule to help with this usability test. The information I’ve received from running this test will not only help me to improve the app but will also help me in the future with a career in User Experience Design.

Participant	Issue	Screen	Severity	Recommendation
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Matthew K Mills

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User 1,2,3	1.No back button	1.Class Catalog page 2.Class details/sign up page	1. High	1. Add in a back button so users can navigate back to the previous page.
User 1,2,3	1. No sign out button	1. Class Catalog page 2. Class details/sign up page	1. High	1. Add in sign out functionality on these pages so users do not have to go back to the home page to sign out.
User 1,2,3	1. Lack of detail on class catalog page	1. Class Catalog page	1.Medium	Add in times that the classes take place on the catalog page so users don't waste time clicking on the class to see if they can attend.