

Usability Test  
For  
We Care Application  
By  
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# Background

Since my product is about to finish, I need to test the usability of this application, I want to improve the design of my We Care application, so I conduct a series of interviews, which will last for 20 minutes, with 10 different participants.

# Research Goal

I want to research on how I can make my application is more user-friendly and I hope that I will find some improvements opportunities to improve my design, I aim to find out how good my design is, how it solves the problems of the users, I want to know the areas that need to be improved and what are the difficulties that faces the users.

# Research Method

- I will conduct a 20 minutes interview which will be recorded.
- I will use a script to guide the questions of the interview.

# Recruiting plan

- I will invite 10 participants who are familiar with Lockback tool.
- At least 5 of them like using digital apps and have good experience.

## Interview Script

### Welcome Message

Hello my name is Mona Muhammad, Thank you so much for participating in my study, I am conducting this study to improve my We Care application's design, it will be a short interview for 20 minutes with everyone, I will ask you questions about the design and about how to improve it and how is it easy to deal with, this will be recorded interview and it will kept private.

### Tasks

- Sign in
- Sign up
- Browse food category
- Choose one category

- Check details available of the order

## Research Questions

- How is the sign-in and the sign-up pages? is it easy to use? Is there any confusion?
- Were you able to check the home page and browse category after signing in?
- Were you able to browse items in the categories?
- Is the information available in the item details' page are enough for you to make an order?
- Were you able to complete all the tasks?

# Test Insights

Questions Participants	How is the sign-in and the sign-up pages? is it easy to use? Is there any confusion?	Were you able to check the home page and browse category after signing in?	Were you able to browse items in the categories?	Is the information available in the item details' page are enough for you to make an order?	Were you able to complete all the tasks?
P <sub>1</sub>	Good	yes	yes	Yes	yes
P <sub>2</sub>	Easy	yes	yes	No need more details	yes
P <sub>3</sub>	easy	yes	yes	yes	yes
P <sub>4</sub>	No confusion	yes	yes	yes	yes
P <sub>5</sub>	Good	yes	yes	I don't like the design	yes
P <sub>6</sub>	Easy	yes	yes	No, need more information about the item	yes

P7	Easy	yes	yes	No it needs more improvements	yes
P8	Yes Easy	yes	yes	Yes	yes
P9	Easy	yes	yes	You need to change the design	Yes
P10	Easy	yes	yes	It's confused	yes

## Test Insights Summary

- Users liked all the pages except the item details' page.
- In the drinks details' page; users need more information about drinks to make an order.
- In the drinks details' page; users want better and clear design so they won't get bored or confused.

## Wrap-up

Thank you so much for sharing your experiences and insights, I appreciate your feedback and it will help me to improve my application, if you have any additional comments, please feel free to contact me at [Monayaalgharib@gmail.com](mailto:Monayaalgharib@gmail.com). I

Wish you all the best, thank you.

## KPI

Increase Task success rate

## Component to iterate on

The item details' page

Hypothesis based on the data points that apply to the design:

- 60% of participant didn't like the design and couldn't find the information enough to make a real order.

I created 1 alternate Solution based on the participant's opinions

Annotated the alternate solution  
with details of the improvements

You can check the alternate solution [here](#).





We Care



Search...



## Mojito

Cold Drink

25\$

3 cl fresh lime juice 6 sprigs of mint 2  
teaspoons sugar (or 2 cl of sugar syrup).



Add Extra Ice



Add Extra Lemon



Add Extra Mint

QTY

00



Back to Menu

Order

