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# **TU856/3 SOFTWARE TESTING**

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## **LAB 7 – THINK ALOUD PROTOCOL**



**31/03/2025**

**GROUP 4**

**PAULINA CZARNOTA**

## EXPERIMENT DETAILS

**App Name:** Habitica – Gamified Productivity and Task Manager

- **Tester:** Jenied Sayago
- **Scribe:** Paulina Czarnota
- **Moderator:** Patrick Akinsowon

**Tester Background:** Casual mobile app user, not familiar with Habitica prior to test.

## WORKFLOWS

### Workflow 1: Create a New Task

**Task Objective:** Test how easily a user can add a new “To-Do” task to Habitica.

**Tester Observations & Difficulties:**

- Jenied expected a big "+" icon on the homepage. Instead, the "New Task" button was located under the "Tasks" tab.
- She was confused by the task type options: "To-Dos", "Dailies", "Habits".
- Once inside the “To-Do” section, the interface was intuitive.
- User comment: “It would be great if it asked me first what kind of task I want to add.”

### Workflow 2: Join a Party (Social Group Feature)

**Task Objective:** Test how easy it is for a new user to join a team or party.

**Tester Observations & Difficulties:**

- Jenied dismissed the invite prompt without reading it, then couldn’t find the “Party” feature again.
- She looked under “Community” and expected something like “Teams” or “Groups.”
- Eventually found “Party” in the sidebar.
- User comment: “Why do they call it ‘Party’? That’s confusing—it feels like a game, not a task app.”

### Workflow 3: Customize Avatar

**Task Objective:** Personalize the avatar as a form of user engagement.

**Tester Observations & Difficulties:**

- Enjoyed this task and found it fun.
- Expected customization to be under “Profile” instead of “Avatar”.
- Didn’t see the “Save” button right away and almost exited without saving.
- User comment: “Love the design, but the Save button should be more obvious.”

## MODERATOR REFLECTION

**Written by:** Patrick Akinsowon

This was my first time moderating a TAP session, and I initially found it difficult not to guide the user when they struggled. Encouraging the tester to verbalize thoughts was a bit challenging, but she adjusted after a few prompts. The scribe did a good job capturing everything.

The Think Aloud approach gave us real-time insight into where users get stuck or confused, which was incredibly valuable. The terminology used in Habitica (“Party”, “Dailies”) wasn’t intuitive for new users and caused some frustration. In future tests, I’d emphasize to users that their thoughts—even partial or confused—are helpful.

### **Suggestions to Improve Habitica's UX:**

- Replace or explain gamified terms like “Party” and “Dailies”
- Include an onboarding tutorial
- Highlight action buttons like “Save” more clearly

## SYSTEM USABILITY SCALE (SUS) QUESTIONNAIRE

**Completed by:** Jenied Sayago

### **SUS Responses:**

Q#	Response
1	4
2	2
3	4
4	1
5	4
6	2
7	4
8	2
9	4
10	1

### **SUS Score Calculation:**

- For **odd-numbered questions (1, 3, 5, 7, 9):**  
 $\text{Score} - 1 \Rightarrow (4-1) + (4-1) + (4-1) + (4-1) + (4-1) = 15$
- For **even-numbered questions (2, 4, 6, 8, 10):**  
 $5 - \text{Score} \Rightarrow (5-2) + (5-1) + (5-2) + (5-2) + (5-1) = 17$
- **Raw Score** =  $15 + 17 = 32$
- **Final SUS Score** =  $32 \times 2.5 = 80 / 100$

## SCRIBE REFLECTION

**Written by:** Paulina Czarnota

As the scribe, I observed how the tester interacted with the Habitica app and recorded their reactions in real time. I noticed that many of the issues came from assumptions about typical app structure (e.g. expecting "Profile" instead of "Avatar"). It was interesting to see how certain terms confused the tester despite the app being functional.

The Think Aloud method helped reveal not just what users were doing wrong, but why they were confused. This session highlighted the importance of using intuitive language and visible UI elements.

## CONCLUSION

The Think Aloud session highlighted that while Habitica is visually engaging, new users struggle with unfamiliar terminology and some navigation elements. Key issues included confusion over labels like “Party” and difficulty locating essential buttons.