WISE ROUTE

USABILITY TESTING REPORT

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Version: *1.0*

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Summary

Summary of Work Performed

The testing was conducted on a prototype application called WiseRoute, which is designed to help busy professionals and college students manage their tasks and schedules. The testers were given a set of tasks to perform on the application, such as logging in, creating new tasks, adding new groups, and changing settings. The testers were asked to rate the difficulty level of each task on a 5-point scale, ranging from very difficult to very easy.

The testers were also asked open-ended questions to get their feedback on the application, such as what they liked and didn't like about the site, what improvements they would make, and how valuable they found the solution to be. The testers' verbal and written responses were recorded and analyzed to identify any issues or areas for improvement in the prototype.

Overall, the testing focused on assessing the usability and user experience of the WiseRoute application, with the goal of identifying any issues that could affect its effectiveness in helping users manage their tasks and schedules efficiently and productively. The testing results were used to improve the design and functionality of the prototype, with the aim of creating a more user-friendly and effective application.

Purpose of Usability Testing

The purpose of the usability testing for the WiseRoute project was to evaluate the effectiveness, efficiency, and satisfaction of the application's user interface design. The testing aimed to identify any usability issues that could impact the user's experience while performing common tasks within the application, such as registering, logging in, creating tasks, adding new groups, and locating tasks within groups. Through the testing, data was collected on both user satisfaction and performance in order to answer several key questions, including:

1. Does the application effectively help users manage and prioritize their tasks?
2. Is the login and registration process intuitive and easy to use?
3. Are users able to easily create and modify tasks within the application?
4. Can users easily locate and interact with tasks within specific groups?
5. Does the calendar function provide useful information for users?
6. Is the application overall useful and valuable for improving task efficiency and group accountability?

By gathering feedback and data from users through usability testing, we can identify areas for improvement and optimize the application to better meet the needs and expectations of its target users.

Summary of the Findings

User feedback indicates that the application is generally user-friendly and easy to use. The instructions are clear, and the icons are self-explanatory, making it easy for first-time users to understand the application. Users appreciate the soothing and subtle aesthetics of the color palette, which provides a calming experience. However, some users feel that the community forum and chat feature need improvement.

Regarding navigation, users find the application easy to navigate. It is helpful for people staying in apartments where task allocation is important. The organization of information is intuitive, and users can easily find their tasks, calendar, and settings options. However, some users suggest adding a reward system to offer incentives for using the application and making the experience more enjoyable. They also suggest a check-off feature to track completed tasks.

Users suggest adding more features to the calendar. While the application is easy to navigate, users would like to see more functionality in the calendar. They suggest adding features such as reminders, notifications, and the ability to invite others to events. These suggestions will help to enhance the user experience and make the application more useful for managing tasks and scheduling.

Overall, user feedback highlights the strengths and weaknesses of the application. Users appreciate the ease of use, clear instructions, and intuitive organization of information. However, there is room for improvement, particularly in the community forum and chat feature, as well as the calendar's functionality. Suggestions for a reward system and check-off feature also show a desire for a more engaging user experience. The addition of these features will make the application more user-friendly, efficient, and enjoyable to use.

Positive feedback:

1. Participants were able to complete the task form and navigate through the prototype application in an average of 20 minutes, indicating user-friendliness and efficiency.
2. The instructions were clear and concise, and buttons were self-explanatory, making it easy for users to navigate.
3. Registration process was easy to read and required minimal information to be entered.
4. UX and UI design were clear and intuitive, allowing users to navigate the platform without difficulty.
5. Overall, the experience was positive, and users felt confident in their ability to complete tasks efficiently.

Negative feedback:

1. Some users reported difficulties in entering information into text fields, which was likely due to the prototype's lack of backend coding.
2. The entry sites were not active for some users, making it difficult to fully test the application.
3. The prototype was challenging to use without clickable features.
4. There were bugs in the programming that prevented users from inputting information.
5. Overall, the feedback highlights both the strengths and weaknesses of the application and provides valuable insights into areas for improvement.

Evaluation Procedure

Test Objective

The purpose of the usability testing for the WiseRoute application was to evaluate the user experience and usability of the software tool. The testing aimed to identify any issues, challenges, or areas of improvement for the application's design and functionality.

The study was conducted on the second high-fidelity prototype of the WiseRoute System version 2.0. This prototype represents a more advanced and detailed iteration of the design, following the initial low-fidelity prototype which included rough sketches and basic functionality. By testing this high-fidelity prototype, we aimed to gather more comprehensive feedback on the system's user interface and user experience, identifying any potential usability issues and areas for improvement in terms of user satisfaction and task performance. This version included more detailed and refined designs and features compared to the initial low-fidelity prototype, which consisted of basic sketches.

The testing covered various aspects of the application, including the registration process, task creation, group management, and calendar functionality. The participants were asked to rate the ease of use and success of completing tasks on a 5-point scale and provide verbal and written feedback on their experience using the application.

The data collected from the usability testing can be used to inform the iterative design process and improve the overall user experience of the WiseRoute application.

Link to the prototype
https://rb.gy/phxt8

Images of the prototype

Home Screen

Register and Login

Registration

10:20

Welcome Onboard!
Let;s hope you meet your tasks

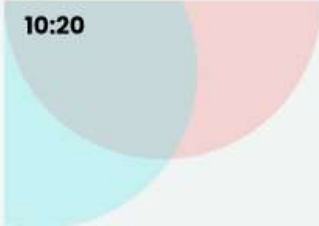Enter your username

Enter your email

Enter password

Confirm password

Register

Already have an account? **Sign in**

Login

10:20

Welcome Back!
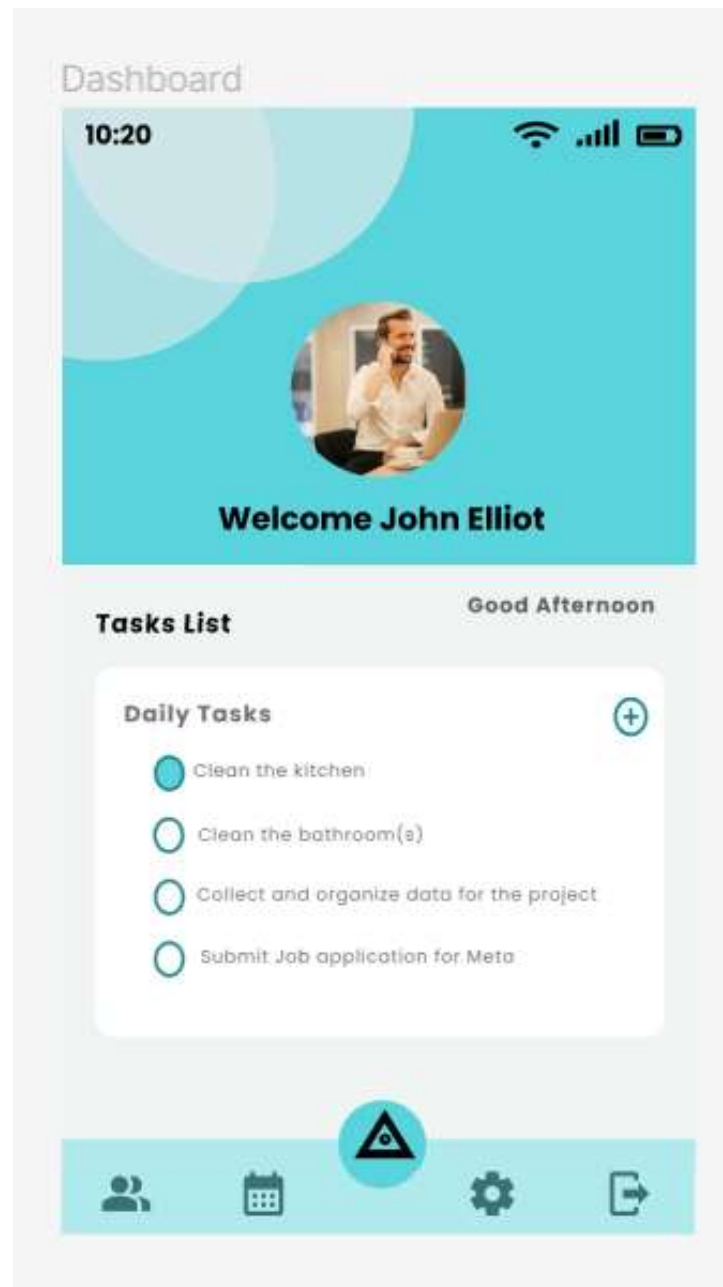
Enter your email

Confirm Password

Forgot Password?

Login

Don't have an account? **Sign up**

Forgot Password

Dashboard

Dashboard

10:20

Welcome John Elliot

Tasks List   Good Afternoon

Daily Tasks   ⊕

  ● Clean the kitchen
  ○ Clean the bathroom(s)
  ○ Collect and organize data for the project
  ○ Submit Job application for Meta

Groups

Groups

10:20

John Elliot

Dashboard

Groups ⊕

Home (428 Davis Street)

Project (CS 6814)

Personal Schedule

New Group

10:20

John Elliot

Dashboard

Create a new group!

Enter group name

Enter email

Type

Home   Work   Self

Create

Calendar

Calendar

10:20

John Elliot

◀◀
Dashboard

Calendar

| April 2023 | ← | → |

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Settings

Settings

10:20

John Elliot
Dashboard

Account Details

Scan Code

Account Settings

Notification Settings

Contact Us

Log Out

Scan Code

10:20

John Elliot
Dashboard

Scan Code

Back

Account Settings

10:20

John Elliot
Dashboard

Account Settings

Enter new username

Enter new password

Save Changes

Back

Notification Settings

10:20

John Elliot
Dashboard

Notification Settings

When a task is due

When a task is added/removed

When someone adds me to a group

When settings are updated

When a timeline is updated

Save Changes

Back

Contact Us

10:20

John Elliot
Dashboard

Contact Us

Write any feedback or suggestions

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Privacy Policy

Back

Sample Groups

Adding People to Groups
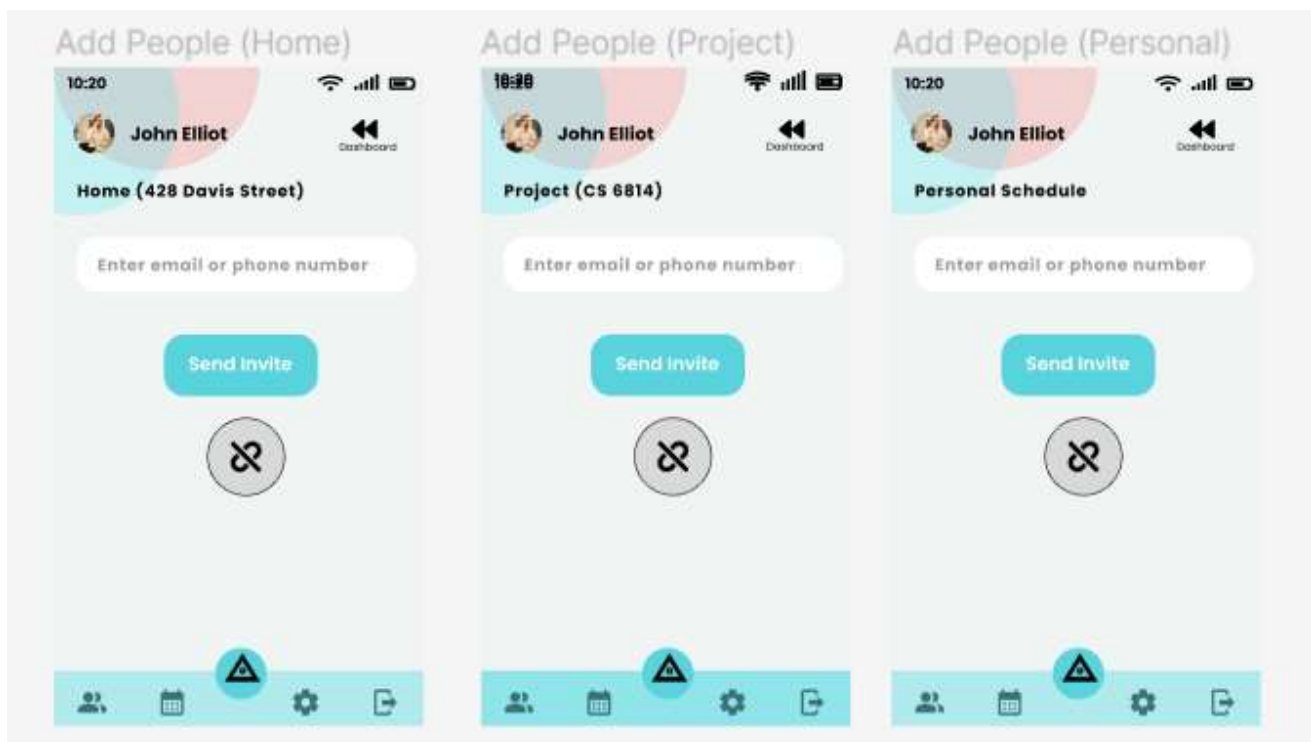
Adding Task to a Group

Task for Group (Home 428 Davis Street)

Task for Group (Project CS 6814)
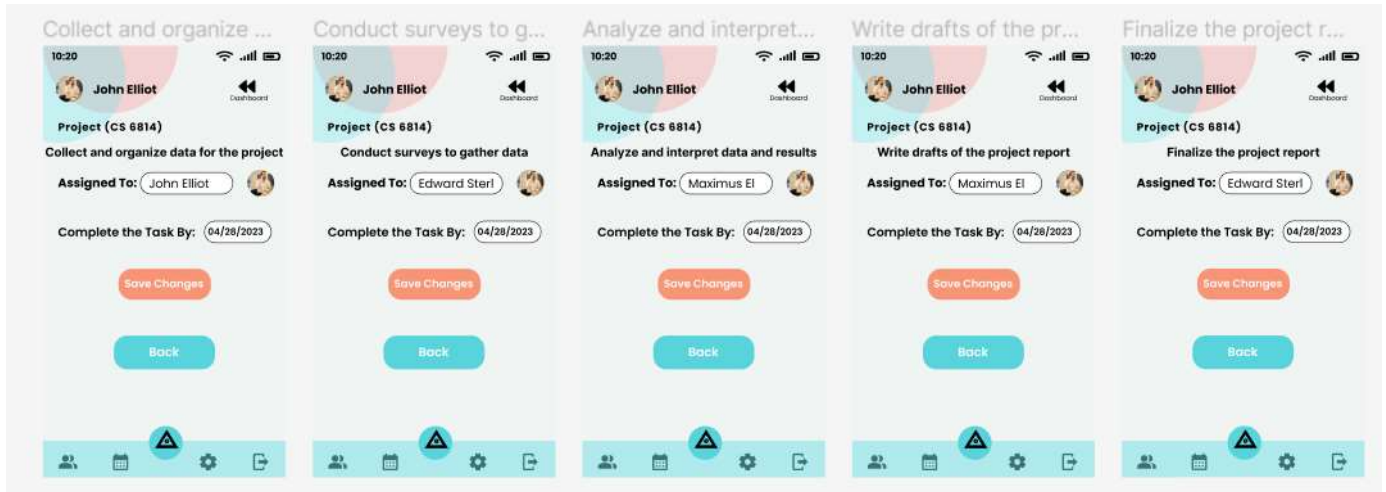
Task for Group (Personal Schedule)
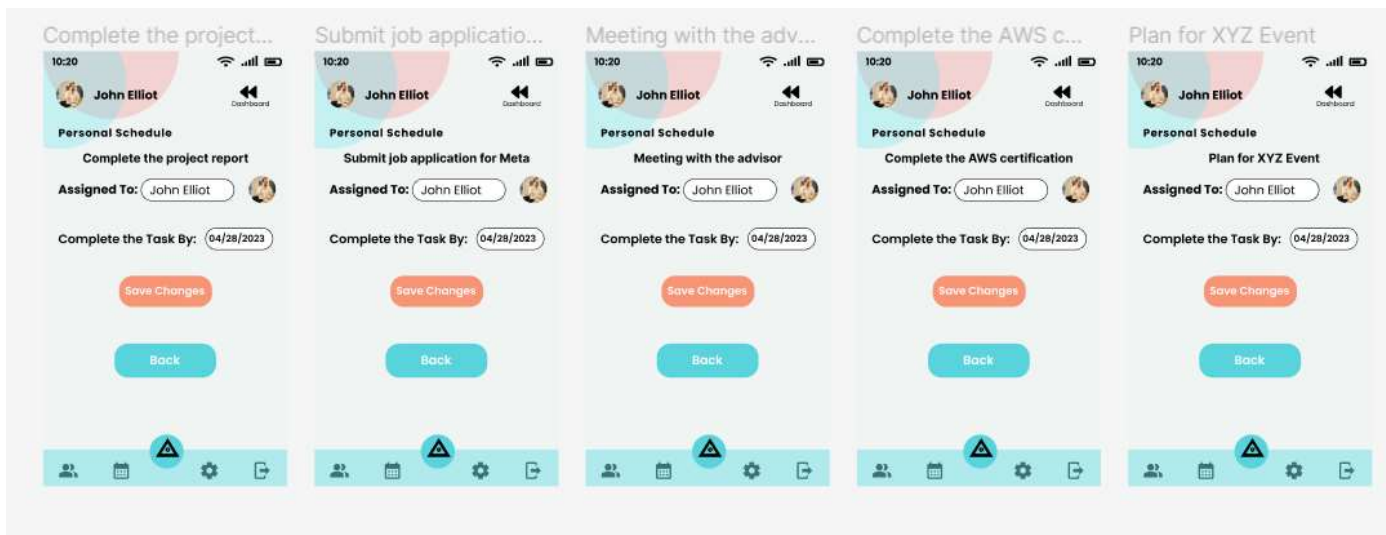
The objectives of this usability testing for the Wise Route app version 2.0 were to evaluate the effectiveness, efficiency, and user satisfaction with the application. Specifically, we wanted to assess how well users were able to complete key tasks related to the primary functions of the application, including creating and saving routes, setting preferences, and accessing traffic information.

We also aimed to identify any pain points or usability issues that users may encounter while interacting with the application. By observing users as they interacted with the app, we aimed to gain insights into their decision-making process, their understanding of the app's features, and their overall impression of the user interface.

Furthermore, we wanted to evaluate how well the application aligned with the user's expectations, needs, and preferences. By collecting feedback from participants through surveys and interviews, we aimed to determine whether the app was meeting their expectations in terms of functionality, usability, and overall satisfaction.

In summary, the main objectives of this usability testing for the WiseRoute app version 2.0 were to:

1. Evaluate the effectiveness, efficiency, and user satisfaction with the application.
2. Assess how well users were able to complete key tasks related to the primary functions of the application.
3. Identify any pain points or usability issues that users may encounter while interacting with the application.
4. Gain insights into the user's decision-making process, understanding of the app's features, and overall impression of the user interface.
5. Evaluate how well the application aligned with the user's expectations, needs, and preferences.

Participants

The three personas provided for wiseRoute are John Michael, a 21-year-old college student, Mike Johnson, a 40-year-old small business owner, and Sarah Hadid, a household working mom. John Michael is a college student who would use the app to assign household chores among his roommates and track progress. He is likely to be tech-savvy and comfortable using smartphones and apps. Mike Johnson, on the other hand, is a small business owner who works from home and wants to use the app to divide work among his co-workers efficiently. He may have some experience using project management tools and may be interested in improving productivity and efficiency. Sarah Hadid is a household manager who would use the app to create a list of household chores for her family members, assign tasks, and track progress. She may have experience using other task management or reminder apps and may be comfortable with technology.

Based on these personas, a larger sample of users for wiseRoute might include individuals who are tech-savvy and comfortable using smartphones and apps, business owners or managers interested in improving productivity and efficiency, and household managers or parents who want to manage household tasks and chores efficiently. Demographics such as age range may vary, but could include college students, working professionals, and parents. Relevant backgrounds could include professions such as business owners, managers, or students, and consumption use could include task management tools, project management tools, and reminder apps. Smartphone use could be an important factor to consider, as the app is designed for use on smartphones and may be more accessible to those who regularly use smartphones for other tasks.

Criteria	Person 1	Person 2	Person 3
Age	22	22	23
Professions	Corporate Employee	Graduate Student	Graduate Student
Gender	Female	Male	Female
Application Usage	Office Projects+Home	College Projects+Home	College Projects+Home

User Testing Procedures

For this study, I conducted a remote moderated study using the UserTesting platform and Zoom meetings. Participants were recruited through the UserTesting platform and were asked to use the prototype of the WiseRoute application while sharing their screen through Zoom. The study was designed to evaluate the usability and user experience of the application, as well as gather feedback on the overall design and functionality. I also conducted a Zoom meeting with each participant to observe their interactions with the prototype in real-time. During these meetings, I provided verbal instructions and guidance as needed, while recording the participant's facial expressions and verbal responses.

In addition to the remote moderated study, I also circulated a Google form with a set of questions along with the prototype of the WiseRoute application to have a better understanding of how users feel about the application. The Google form included questions about the participant's demographics, their prior experience with similar applications, their overall satisfaction with the application, and their suggestions for improvements.

Overall, the study involved a multi-method approach that combined remote moderated testing and a feedback survey to gather a comprehensive understanding of users' experiences and feedback on the WiseRoute application.

Evaluation Measures and Apparatus

I always start with providing clear scenarios to the participants, which are relevant to the application and help them to visualize the tasks they need to complete. It's important for me to define clear success criteria for each task to measure the participants' success in completing the tasks. I use a 5-point rating scale to measure the level of difficulty.

To ensure a thorough analysis, I collect data on various measures such as completion rates, completion times, error rates, self-report measures, and verbal reports to evaluate the performance and attitudes of the participants while using the interface. I always record all behaviors while using the interface, including navigation, data entry, and all verbal responses.

Once the data is collected, I analyze it to derive insights about the application's usability and effectiveness. I also use open-ended questions to gather feedback and suggestions from the participants to improve the interface. It's important for me to take the feedback from the participants into account and use it to make changes to the interface as necessary.

To ensure that the application is accessible and usable by a wide range of people, I always use a diverse group of participants to test the application. I use appropriate questionnaires to collect self-report data, such as attitudes about the interface or perceived performance.

Finally, I prepare for debriefing sessions with participants after the study to discuss their experience and gather more feedback. These sessions help me gain valuable insights that I can use to improve the user testing process in the future.

Debriefing Participants

After the testing session was over, a debriefing session was conducted with each participant. The purpose of the debriefing session was to allow participants to share their thoughts, feelings, and feedback on their experience using the wise route application.

During the debriefing session, participants were asked to complete a brief post-test questionnaire to gather additional feedback. The post-test questionnaire consisted of four open-ended questions:

1. What frustrated you most about this site?
2. If you had a magic wand, how would you improve this site?
3. What did you like about the site?
4. How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very likely)?

The purpose of the questionnaire was to gather more specific feedback from the participants about their likes and dislikes of the application, as well as their overall impression and likelihood of recommending it to others. The feedback collected from the debriefing session and the post-test questionnaire was used to improve the application and make necessary changes to enhance the user experience.

Evaluation Results

Task Success Rate and Completion Time

During the testing phase, the participants were able to complete the task form and navigate through the prototype application in an average time of 20 minutes. This indicates that the application is user-friendly and intuitive. The individual tasks took an average of 30 seconds to 1 minute to complete, indicating that the application is efficient and streamlined.

The test results also revealed that the instructions provided were clear and concise, and the buttons were self-explanatory, which made it easy for users to navigate through the application. Users reported feeling confident in their ability to complete tasks efficiently and found the overall experience positive.

These results are encouraging for the application's designers, as they indicate that the application is meeting the user's needs and expectations. It also suggests that further improvements and features could be added to the application to make it even more user-friendly and efficient.

The user testing platform received positive reviews regarding the registration process for a new account, with users stating that it was easy to read and required minimal information to be entered. Additionally, the UX and UI design of the application were clear and intuitive, allowing users to navigate the platform without difficulty.

However, some users reported difficulties in entering information into text fields. It is important to note that this is likely due to the fact that the prototype only includes the user interface and front-end design, without any backend coding to allow users to enter input in the forms. Nevertheless, this feedback is useful for the designers of the application to improve the user experience in the future by addressing these issues and ensuring that the final product is fully functional and user-friendly. Overall, the reviews from the user testing platform provide valuable insights into the strengths and weaknesses of the application, which can help the designers to refine and enhance the application.

Quotes from the User Testing Platform
1. It's like any other webpage and only asks for basic information.

2. I did not set up an account as the entry sites were not active as this is a test for what the website or app site pages look like.

3. Minimal information to enter, to the point and easy to read

4. Nothing really, It's just hard with a prototype that doesn't click.

5. There buttons and area for inputting information were not active or there is a bug in programming

6. It isn't difficult - the UX and UI are clear to understand and navigate.
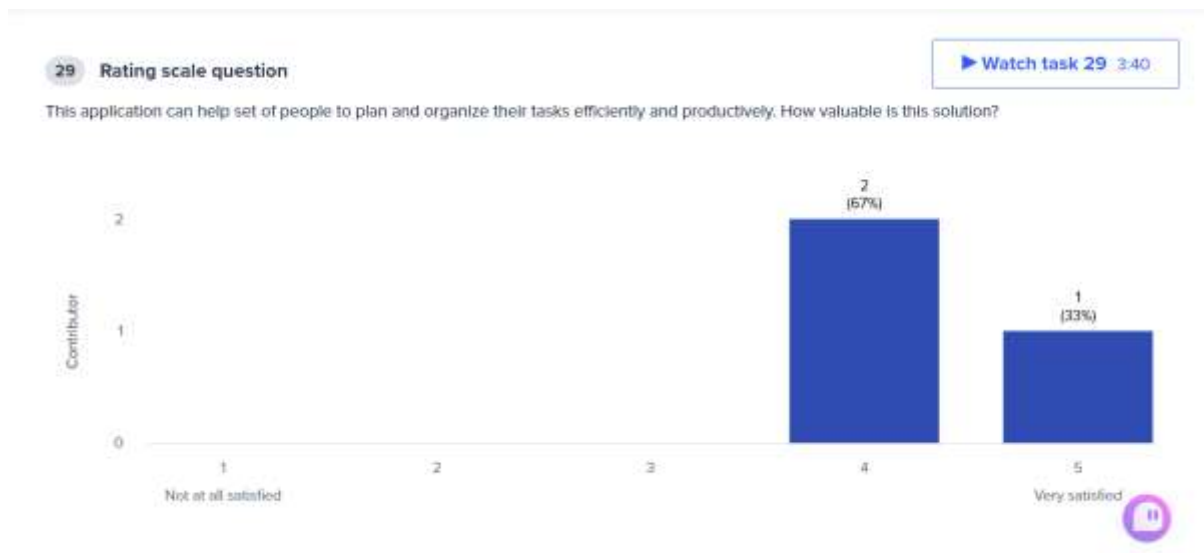
Zoom User Testing Video Responses and Verbal Answers

User1 Video: https://rb.gy/ov5b7
User1 Verbal Question Response Video: https://rb.gy/4w0qb
User1 Response Summarized: The user-friendliness of an application can be enhanced by using self-explanatory icons and providing clear instructions for first-time users. The aesthetics and color palette should create a soothing and calm experience. However, there are areas for improvement, such as the community forum and chat feature. These could be reviewed and modified to provide a better user experience.

User2 Video: https://rb.gy/6mwhg
User2 Verbal Question Response Video: https://rb.gy/bheks
User 2 Response summarized: The user-friendliness of an application is crucial for people living in apartments where task allocation is important. In such scenarios, the organization of information and navigation of the application should be easy to use. One should be able to quickly find their task and keep track of them using a dashboard, calendar, and setting options. However, a reward system could be implemented to provide an incentive for users to utilize the application and make it a more enjoyable experience. Additionally, a check-off feature would be useful to indicate when a task is completed.

User3 Video: https://rb.gy/r65s4
User3 Verbal Question Response Video: https://rb.gy/np48d
User3 Response Summarized: The application's user-friendliness and design were commended for being easy to use, with clearly visible text and buttons, and intuitive navigation. The user found it simple to navigate the application, with no issues in finding the information they needed.
However, the user felt that there could be more features added to the calendar function. This feedback is useful to consider for future development efforts. Enhancing the calendar functionality could further improve the application's usefulness and appeal to users.
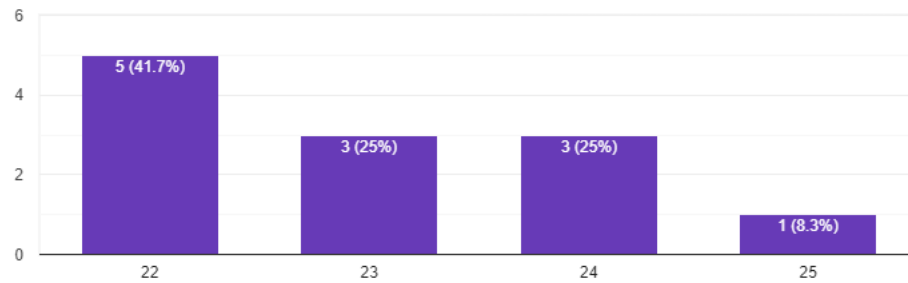
Questionnaire Results

Pre-test Questionnaire

Age
12 responses

Profession
12 responses
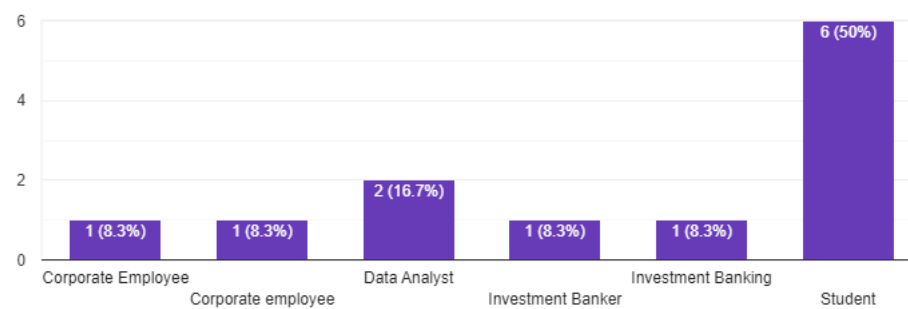
Gender
12 responses
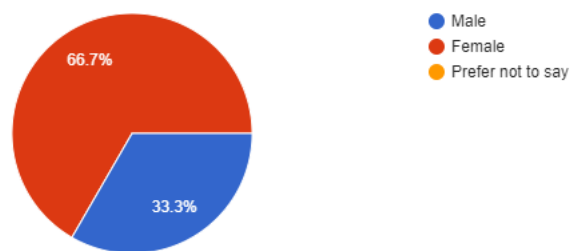
Test Questionnaire

Launch the application using the link:
https://www.figma.com/proto/BQM7DUOBSIpqOEw7RseOpw/WiseRoute?page-id=0%3A1&node-id=15-5&viewport=518%2C446%2C0.48&scaling=scale-down&starting-point-node-id=15%3A5

You will be at the landing page so click on "Get Started", once you start the application you can log in/register. Were you able to successfully execute the task?

12 responses
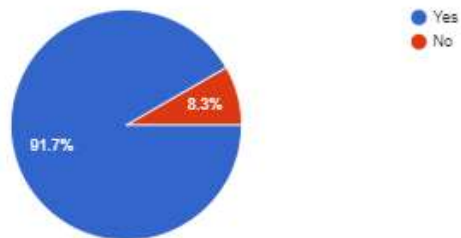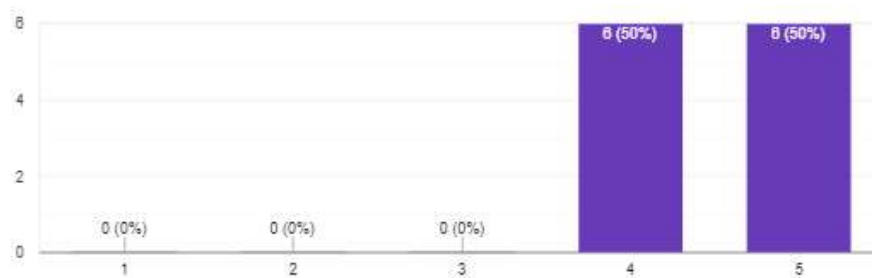
- Yes
- No

91.7%   8.3%

On scale of 1-5, how easy was to perform the above task?

12 responses

				6 (50%)	6 (50%)
1	2	3	4	5
0 (0%)	0 (0%)	0 (0%)		

Login/Register options are available where you input the required set of details or the credentials of the already existing account. There also exists an option in case you forgot your password. Were you able to successfully execute the task?

⧉ Copy

12 responses
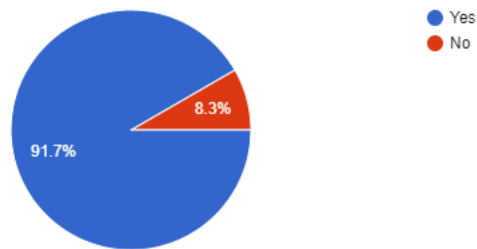
- Yes
- No

91.7%

8.3%

On scale of 1-5, how easy was to perform the above task?

⧉ Copy

12 responses

Rating	Count
1	0 (0%)
2	0 (0%)
3	1 (8.3%)
4	4 (33.3%)
5	7 (58.3%)
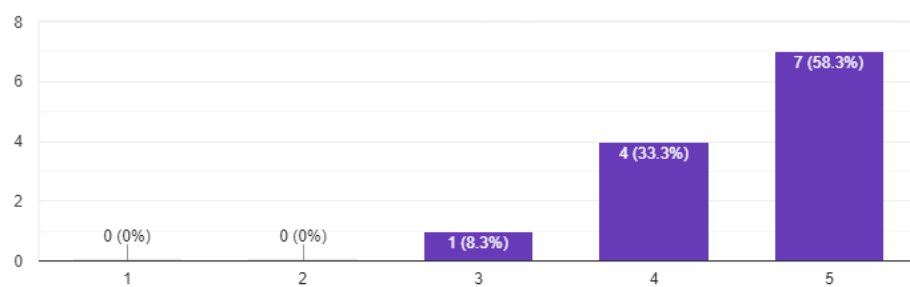
Summarize in a few words; what made it easy to create/login into an account?

12 responses

Simple user interface

Very intuitive UI

User-friendly interface, easy to access

Less Information

The steps were pretty clear and the VDI was pretty helpful to understand

it was decently informative

Clean and easy interface

The visual representations and placements of the tag made it easy to identify the login and go ahead.

Easy navigation

Summarize in a few words; what made it easy to create/login into an account?

12 responses

Less Information

The steps were pretty clear and the VDI was pretty helpful to understand

it was decently informative

Clean and easy interface

The visual representations and placements of the tag made it easy to identify the login and go ahead.

Easy navigation

I think the instructions were clear and the buttons are pretty easy to navigate and understand

Simple instructions

its easy

Have you experienced any difficulties while attempting to create a new account? Can you share if there were any issues you encountered during the registration process?   Copy
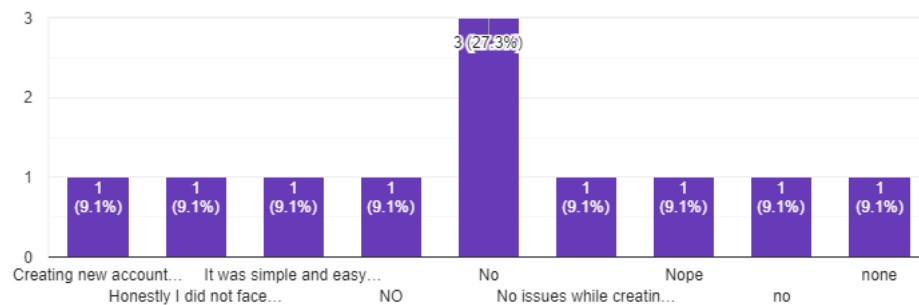
11 responses

Were the steps for resetting a forgotten password straightforward and easy to follow?   Copy

12 responses
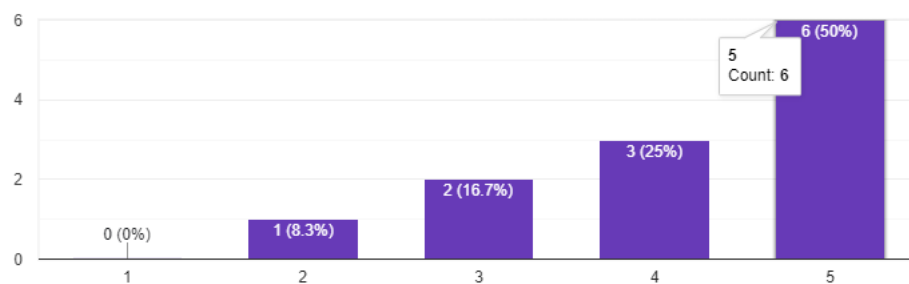
After clicking on the login button, you will be able to view your assigned tasks on the dashboard, and add new tasks using the "+" button. Were you able to successfully complete the tasks assigned to you?

12 responses

Copy

- ● Yes
- ● No

100%

On scale of 1-5, how easy was to perform the above task?

12 responses

Copy

0 (0%) at 1, 0 (0%) at 2, 2 (16.7%) at 3, 3 (25%) at 4, 7 (58.3%) at 5
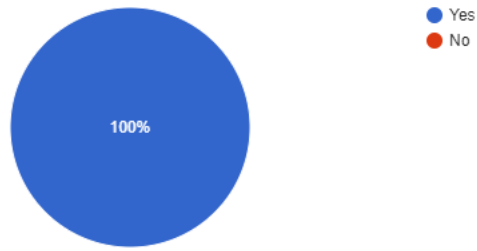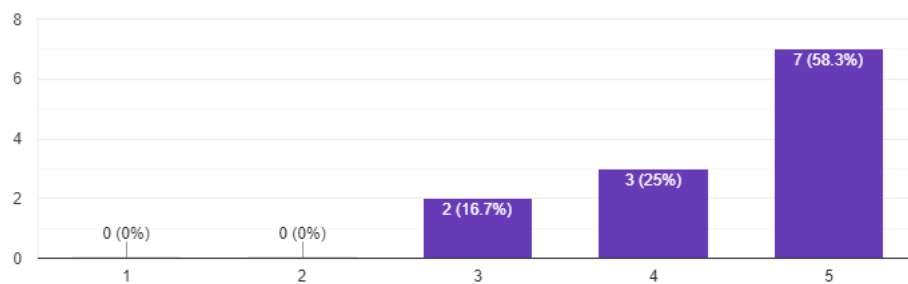
Could you describe the ease of creating a new task using the "+" button on the dashboard? Were you able to create a new task without any difficulties or confusion?

10 responses

It was a simple process to create a new task.

very easy

It wasn't created.

It was pretty easy and clear

yes

Yes, I was able to. The + button on the dashboard was an easy indicator to unde3rstand the action.

Yes

The process was easy to understand since the buttons are visually helpful and help understand where to click to start a new task

No limitations on adding tasks.

At the bottom of the screen, there is a status bar that offers four different options: Groups, Calendar, Settings, and Logout. When selecting the Groups option, the existing groups are displayed, and it also provides the ability to create new groups. Were you able to complete this task successfully, and did you encounter any issues while doing so?

Copy

12 responses
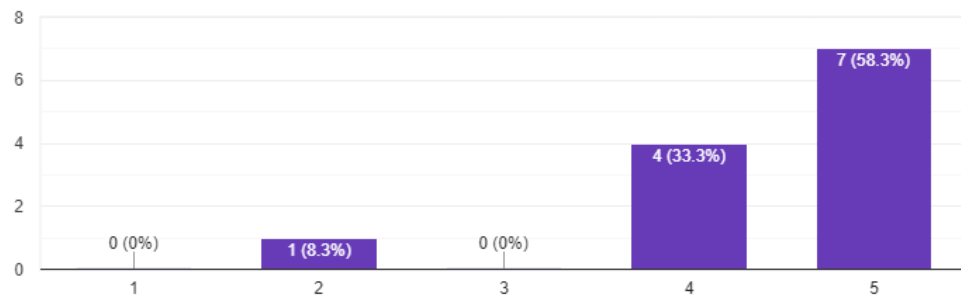
- Yes
- No

16.7%

83.3%

On scale of 1-5, how easy was to perform the above task?

Copy

12 responses

Within a specific group, there is a list of individuals involved and a breakdown of tasks assigned. Additionally, it is possible to add new members or tasks to the group. Were you able to complete this task without any issues or challenges?

12 responses
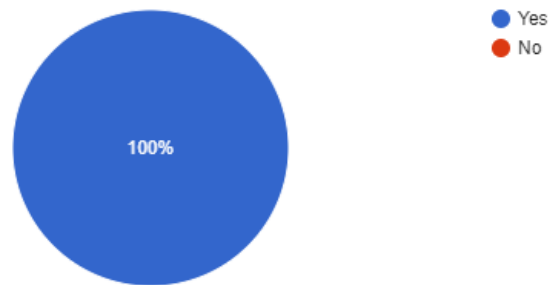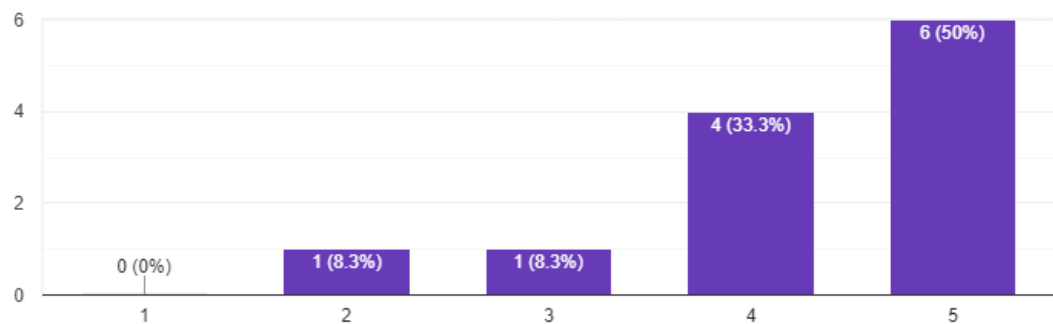
● Yes
● No

100%

On scale of 1-5, how easy was to perform the above task?

12 responses

6

6 (50%)

4

4 (33.3%)

2

0 (0%)   1 (8.3%)   1 (8.3%)

0

1   2   3   4   5

Could you pinpoint any particular aspect of the prototype that made it difficult or frustrating for you to locate tasks within a group and view associated details of each task?

Copy

10 responses
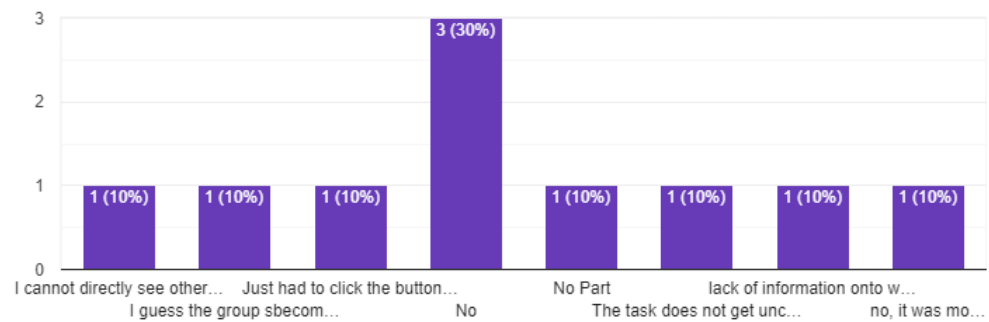
Were you able to successfully use the calendar feature to view a monthly summary and were you able to access and customize your account and notification preferences through the Settings page?

Copy

12 responses
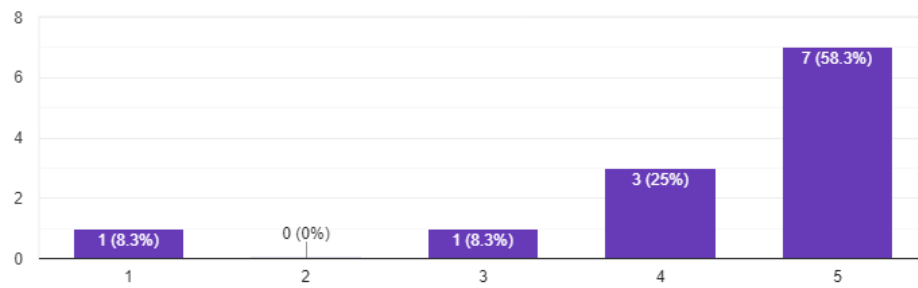
● Yes
● No

91.7%

8.3%

On scale of 1-5, how easy was to perform the above task?   Copy

12 responses

Could you successfully navigate to the account and notification settings within the   Copy
prototype?
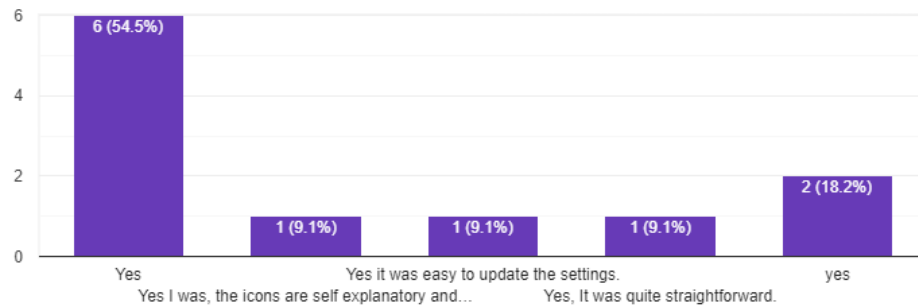
11 responses

In your opinion, do you believe that utilizing this application would have enhanced task completion efficiency and fostered greater accountability within your group?
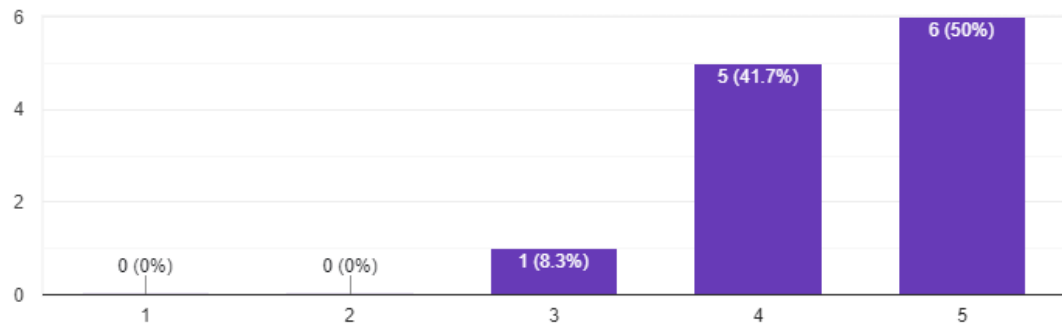
12 responses

In your view, what are some of the problems that could potentially be addressed through the use of this application?

10 responses

Task allocation, timely completion of task, prioritizing important tasks.

Tasks can be organised better, Notifications Part will be another game changer.

Just the process of buttons can be improved, VDI looks nice

the application needs to be more informative but overall feel of using it is good

Everything looks good right now

Reminders for tasks that are due, helping schedule one's day

In your view, what are some of the problems that could potentially be addressed through the use of this application?

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Everything looks good right now

Reminders for tasks that are due, helping schedule one's day

Getting people aligned in various tasks.

I guess we can have a community forum within group.

The task which are completed should be removed from dashboard.

Makes splitting tasks easier

Out of the following options, which one word would you choose to describe the most significant improvement you would make to this prototype?

12 responses

- ● Appearance
- ● Navigation
- ● Trustworthiness
- ● Usefulness

41.7%

8.3%

16.7%

33.3%
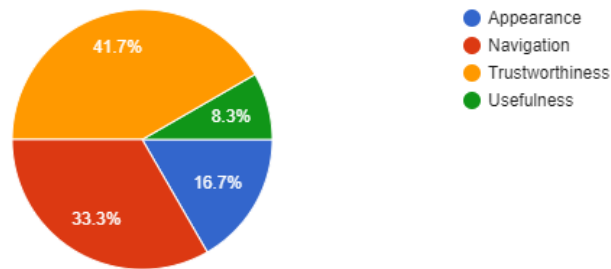
What is the level of value that this application can provide in terms of assisting groups of individuals with planning and organizing their tasks in an efficient and productive manner?
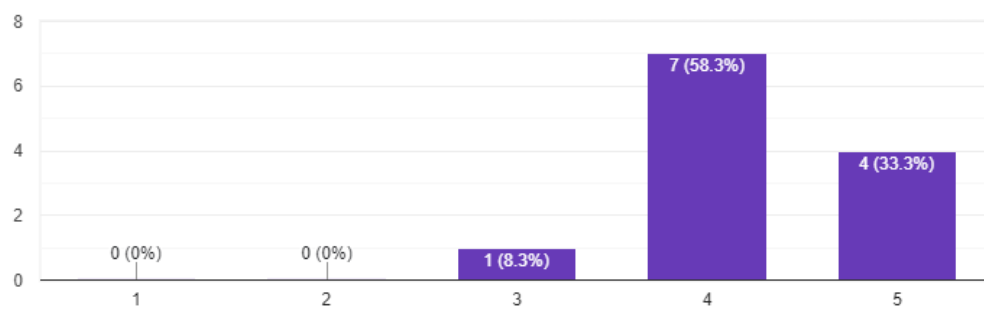
12 responses

Post Test Questionnaire:

What aspect of this application caused you the most frustration during your use of it?   ⧉ Copy

10 responses
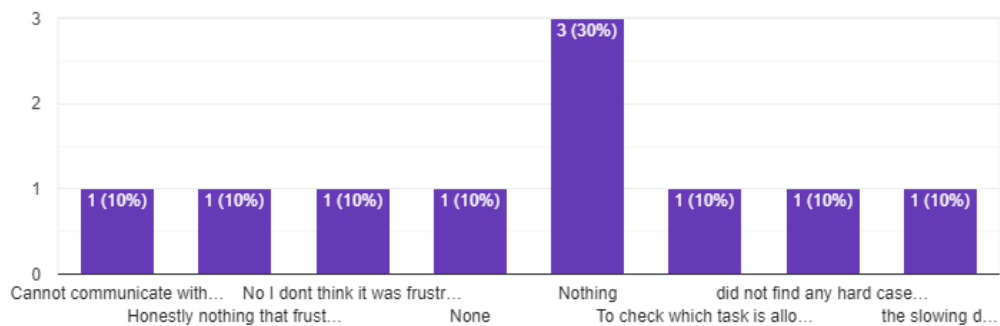
If you were given the power to improve this application, what specific changes or enhancements would you make to it?

10 responses

Clearing the task from list after completion, adding reward system for completing the task to make it more interesting.

Launch It

The Color scheme maybe can be a bit better

make it more user convenient

I would keep the colors more subtle

Adding pop-ups to indicate the action of the icons, while hovering over them.

If you were given the power to improve this application, what specific changes or enhancements would you make to it?

10 responses

Launch It

The Color scheme maybe can be a bit better

make it more user convenient

I would keep the colors more subtle

Adding pop-ups to indicate the action of the icons, while hovering over them.

Look less animated.

Can we add a community forum

Add reward system to make it more interesting.

make changes to the calendar part

What were some aspects of the application that you found enjoyable or satisfying during your use of it?

11 responses

Simple, straightforward and easy to use.

Interface, idea behind the app, useful for busy individuals, also helps groups work efficiently

Easy No Nonsense App

The usefulness of the application

the appearance and feel

Navigation was smooth

The notification settings was a great theme to incorporate into an application.

Navigating easily

I can assign a task in a group to a person specifically.

What were some aspects of the application that you found enjoyable or satisfying during your use of it?

11 responses

Easy No Nonsense App

The usefulness of the application

the appearance and feel

Navigation was smooth

The notification settings was a great theme to incorporate into an application.

Navigating easily

I can assign a task in a group to a person specifically.

Dashboard, adding members and task in the group.

Easy of use

How likely are you to recommend this site to a friend or colleague?   Copy

12 responses

Appendices

Appendix A Test Procedure Script

1. **Brief introduction and explanation of the testing process:** I will start the user testing session by introducing myself and explaining the purpose and process of the test. I will provide a brief overview of the tasks that the user will be asked to perform and explain the hardware setup that we will be using.
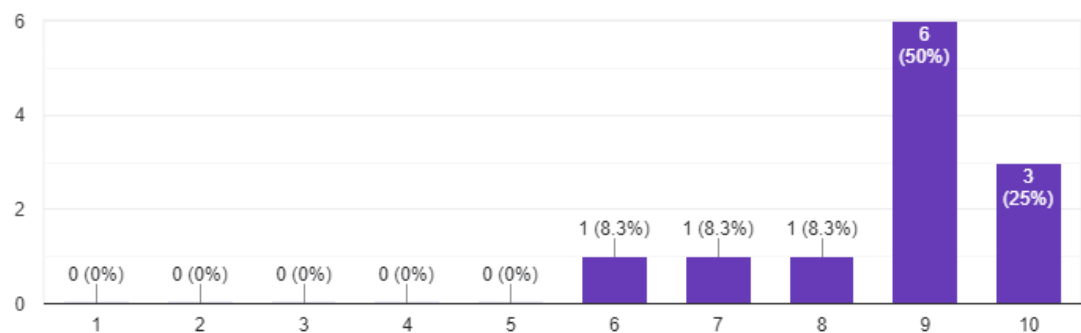
2. **Explain hardware setup to user and confirm that the user is comfortable with it:** I will explain the hardware setup to the user, including any devices or software that we will be using for the test. I will confirm that the user is comfortable with the hardware setup and that they are able to use it without any difficulties.

3. **Have the user complete the respondent Profile (pre-test) Questionnaire:** Before starting the test, I will ask the user to complete a pre-test questionnaire that will help me understand their background, experience, and any relevant information about their demographics. This will also help me to understand their current familiarity with the application.

4. **Ask the user if they have any questions:** Once the user has completed the pre-test questionnaire, I will ask them if they have any questions about the test or the tasks they will be performing. This will ensure that the user fully understands what is expected of them during the test.

5. **Hand the list of tasks to user:** After confirming that the user understands the test and their role in it, I will provide them with a list of tasks that they will be asked to complete while using the application.

6. **List of tasks requested of the user:** The list of tasks will be a step-by-step guide that the user will follow to complete each task on the application. The tasks will be relevant to the purpose of the application and will help the user to visualize what they need to accomplish.

7. **Ask the user to wait until instructed to begin the first task:** After providing the list of tasks, I will ask the user to wait until I instruct them to begin the first task. This will allow me to ensure that the application is ready to use and any necessary instructions are provided before the user starts.

8. **Verify home page ready and tell the user to begin:** Once the application is ready for use, I will verify that the home page is displayed correctly, and I will instruct the user to begin the first task. As the user progresses through each task, I will monitor their behavior and collect data to evaluate their performance.

9. **Ask user to complete the Final (post-test) Questionnaire:** After the user has completed all the tasks, I will ask them to complete a post-test questionnaire. This will help me to gather feedback and suggestions from the user about their experience with the application, and any changes they would suggest.

Appendix B: Participant Profile Questionnaire

Wise Route User Testing Questionnaire

Scenario: Imagine that you are a busy professional/ college student with several projects and personal responsibilities at home to manage. You need a way to keep track of all your tasks and schedule to ensure you stay organized and on top of your priorities. You are looking for a user-friendly interface/application that facilitates seamless navigation through various frames and enables you to complete tasks by clicking buttons. It should be noted that the prototype being discussed does not include the capability to enter or fill in any information via text input forms.

Application Link: https://www.figma.com/proto/BQM7DUOBSIpq0Ew7RseOpw/WiseRoute?page-id=0%3A1&node-id=15-5&viewport=518%2C446%2C0.48&scaling=scale-down&starting-point-node-id=15%3A5

This form is automatically collecting emails from all respondents. Change settings

---

Participant Profile Questionnaire

Description (optional)

Name

Short answer text

Age

Short answer text

Profession

Short answer text

Gender

○ Male

○ Female

○ Prefer not to say

Appendix C: Test Evaluation

User 1:Ishika Gupta

Opinions of the usability/friendliness and aesthetics of the website expressed by the user:

Users appreciate the clear instructions and self-explanatory icons, which enhance the user-friendliness of the application and facilitate understanding, especially for first-time users.

The soothing and subtle aesthetics of the color palette provide a calming experience, which is highly valued by users.

Areas of improvement or suggestions:

The community forum and chat feature need improvement, as some users have reported issues with these features and suggest enhancements to improve their functionality and usability.

User 2:Prachi Jirimali

Opinions of the usability/friendliness and aesthetics of the website expressed by the user:

Users find the application to be user-friendly and visually appealing, particularly those residing in apartments where task allocation is crucial. The organization of information and navigation are intuitive, with a dashboard enabling easy access to tasks, calendar, and settings options.

To enhance user engagement and motivation, users suggest the inclusion of a reward system, providing incentives and a fun experience for using the application. Additionally, users suggest the inclusion of a check-off feature to track completed tasks, promoting a sense of accomplishment.

Areas of improvement or suggestions:

Although the application offers easy navigation and accessibility, users suggest adding more features to the calendar, such as reminders, notifications, and the ability to invite others to events, to improve its functionality and usefulness.

User 3: Narayan Nalige

Opinions of the usability/friendliness and aesthetics of the website expressed by the user:

Users have praised the application for its ease of use and user-friendly interface, citing clear text and buttons that are easily visible. Navigation is also straightforward and uncomplicated, allowing users to easily find and access the features they require.

Furthermore, the organization of information within the application is intuitive and logical, further contributing to the application's ease of use. Users find it easy to locate their tasks, access the dashboard for tracking purposes, view the calendar, and manage settings, without any confusion or complications.

Areas of improvement or suggestions:

However, users have suggested that the application's calendar could benefit from additional features and functionality. Specifically, users would like to see the ability to set reminders and receive notifications, as well as the capability to invite others to events. These added features would further enhance the usefulness of the application for scheduling and task management.

Appendix D: Final Questionnaire

Launch the application using the link:
https://www.figma.com/proto/BQM7DUOBSIpqOEw7RseOpw/WiseRoute?page-id=0%3A1&node-id=15-5&viewport=518%2C446%2C0.48&scaling=scale-down&starting-point-node-id=15%3A5

You will be at the landing page so click on "Get Started", once you start the application you can log in/register. Were you able to successfully execute the task?

○ Yes

○ No

On scale of 1-5, how easy was to perform the above task? *

	1	2	3	4	5	
Very difficult	○	○	○	○	○	Very easy

Login/Register options are available where you input the required set of details or the credentials of the already existing account. There also exists an option in case you forgot your password. Were you able to successfully execute the task?

○ Yes

○ No

On scale of 1-5, how easy was to perform the above task? *

	1	2	3	4	5	
Very difficult	○	○	○	○	○	Very easy

Summarize in a few words; what made it easy to create/login into an account? *

Long answer text

Have you experienced any difficulties while attempting to create a new account? Can you share if there were any issues you encountered during the registration process? *

Short answer text

Were the steps for resetting a forgotten password straightforward and easy to follow?

	1	2	3	4	5	
Very difficult	○	○	○	○	○	Very easy

:::

After clicking on the login button, you will be able to view your assigned tasks on the dashboard, and add new tasks using the "+" button. Were you able to successfully complete the tasks assigned to you? *

○ Yes

○ No

On scale of 1-5, how easy was to perform the above task? *

	1	2	3	4	5	
Very difficult	○	○	○	○	○	Very easy

Could you describe the ease of creating a new task using the "+" button on the dashboard? Were you able to create a new task without any difficulties or confusion?

Short answer text

At the bottom of the screen, there is a status bar that offers four different options: Groups, Calendar, Settings, and Logout. When selecting the Groups option, the existing groups are displayed, and it also provides the ability to create new groups. Were you able to complete this task successfully, and did you encounter any issues while doing so? *

○ Yes

○ No

On scale of 1-5, how easy was to perform the above task? *

	1	2	3	4	5	
Very difficult	○	○	○	○	○	Very easy

Within a specific group, there is a list of individuals involved and a breakdown of tasks assigned. Additionally, it is possible to add new members or tasks to the group. Were you able to complete this task without any issues or challenges? *

○ Yes

○ No

On scale of 1-5, how easy was to perform the above task? *

	1	2	3	4	5	
Very difficult	○	○	○	○	○	Very Easy

Could you pinpoint any particular aspect of the prototype that made it difficult or frustrating for you to locate tasks within a group and view associated details of each task? *

Short answer text

Were you able to successfully use the calendar feature to view a monthly summary and were you able to access and customize your account and notification preferences through the Settings page? *

○ Yes

○ No

On scale of 1-5, how easy was to perform the above task? *

	1	2	3	4	5	
Very difficult	○	○	○	○	○	Very easy

Could you successfully navigate to the account and notification settings within the prototype? *

Short answer text

In your opinion, do you believe that utilizing this application would have enhanced task completion efficiency and fostered greater accountability within your group? *

	1	2	3	4	5	
Strongly disagree	○	○	○	○	○	Strongly agree

In your view, what are some of the problems that could potentially be addressed through the use of this application? *

Short answer text

Out of the following options, which one word would you choose to describe the most significant improvement you would make to this prototype?

○ Appearance

○ Navigation

○ Trustworthiness

○ Usefulness

What is the level of value that this application can provide in terms of assisting groups of individuals with planning and organizing their tasks in an efficient and productive manner?

	1	2	3	4	5	
Not at all satisfied	○	○	○	○	○	Very satisfied

Post-Test Questionnaire
Description (optional)

What aspect of this application caused you the most frustration during your use of it?

Short answer text

If you were given the power to improve this application, what specific changes or enhancements would you make to it?

Short answer text

What were some aspects of the application that you found enjoyable or satisfying during your use of it?

Short answer text

How likely are you to recommend this site to a friend or colleague?

	1	2	3	4	5	6	7	8	9	10	
Not at all likely	○	○	○	○	○	○	○	○	○	○	Very likely

Appendix E: Test Tasks

1. Navigate to the provided link and click on "Get Started" to launch the application. Log in or register for a new account. Rate the ease of this process. [Success: Yes, No] [5-point rating scale: Very difficult to Very easy]

2. Describe the login/register options and rate the ease of this process. [Success: Yes, No] [5-point rating scale: Very difficult to Very easy]

3. Summarize in a few words what made it easy to create/login into an account. [Written Response]

4. Did you encounter any issues while registering a new account? [Verbal Response]

5. Rate the ease of the steps to change the password in case of a forgotten password. [5-point Rating scale: Very difficult to Very easy]

6. On the dashboard, you can see your assigned set of tasks, and new tasks can be added using the "+" button. Rate the ease of this process. [Success: Yes, No] [5-point rating scale: Very difficult to Very easy]

7. How easy was it for you to create a new task? [Verbal Response]

8. The status bar at the bottom provides 4 options: Groups, calendar, settings, or logout. Clicking on the groups option displays existing groups and allows you to add new groups. Rate the ease of this process. [Success: Yes, No] [5-point rating scale: Very difficult to Very easy]

9. What made it easy for you to find tasks in a particular group? [Verbal Response]

10. In a particular group, you can see the people involved and the list of tasks. You can also add new people/tasks to the group. Rate the ease of this process. [Success: Yes, No] [5-point rating scale: Very difficult to Very easy]

11. What part of the prototype made it frustrating or hard to locate tasks in a group and check details associated with the task? [Written Response]

12. The calendar displays month details, highlighting the days you have been assigned a task. The settings page offers different options to update, and the Contact Us page provides hyperlinks to external sites to connect with the team. Rate the ease of using these features. [Success: Yes, No] [5-point rating scale: Very difficult to Very easy]

13. Were you able to find and adjust your account and notification settings? [Verbal Response]

14. Rate how much you agree that using this application would help improve group productivity and accountability. [5-point Rating scale: Strongly disagree to Strongly agree]

15. Describe in a few words what problems you think can be resolved with this application. [Verbal Response]

16. Select one word from the list (Appearance, Navigation, Trustworthiness, Usefulness) that describes the biggest improvement you would make to this prototype. [Multiple choice]

17. Rate how valuable you think this application is for helping people plan and organize tasks efficiently and productively. [5-point Rating scale: Not at all satisfied to Very satisfied]