AutoFix Scheduler – Figma Usability Testing Report (Participant 1)

User Testing Script

Participant: Harsh K Parmar
Observer: Sarath Saji
Notetaker: Sarath Saji

Introduction (2-3 mins):
Hi Harsh, thank you for joining me today. My name is Sarath and today we're testing a prototype of a web app called AutoFix Scheduler – a car service booking platform. You're helping us understand how easy it is to use.

This is a test of the design, not of your abilities — so there are no wrong answers!

Please think out loud as you complete each task — say what you're trying to do, what you're expecting, what you're confused by, etc.

The goal is to observe how someone naturally uses the interface.

Task Execution (10–15 mins)

Task 1: Book a Service Appointment

You are a new user and you want to book an Oil Change service for your car.

What we're testing:
- Clarity of service selection and booking process
- Visibility of booking confirmation
- Time it took to complete task

Time Taken: 1 min
Did the participant complete the task? Y
Positive Comments: Easy to select service and book, clean design
Negative Comments: Booking button wasn't clearly visible on homepage
Additional Comments: Consider adding "Book Now" button under each service card

Task 2: Log in as a Customer

Now try to log in as a returning customer using your email and password.

What we're testing:
- Login form clarity and feedback
- Visibility of error messages

Time Taken: 45 sec
Did the participant complete the task? Y
Positive Comments: Login form was simple and clean
Negative Comments: No visible feedback after clicking login (e.g., loading icon)
Additional Comments: Add login progress indicator or success message

Task 3: View Appointment History

Try to access your previous service appointment history from the customer dashboard.

What we're testing:
- Navigation flow
- Label clarity and dashboard layout

Time Taken: 1 min
Did the participant complete the task? Y
Positive Comments: Good dashboard layout with past bookings listed
Negative Comments: Confused between "My Bookings" and "Dashboard" tabs
Additional Comments: Merge or clarify tab names for better UX

Wrap-Up Questions

What part of the process was most confusing?
Ans: The placement of the booking button; expected it directly under the service card.

Was there anything that felt really smooth or enjoyable?
Ans: The booking form flow was smooth and felt modern.

If you had to use this app in real life, what would you want to be different?
Ans: Real-time mechanic availability, more visual feedback for user actions.

AutoFix Scheduler – Figma Usability Testing Report (Participant 2)

User Testing Script

Participant: Neeraj
Observer: Sarath Saji
Notetaker: Sarath Saji

Introduction (2-3 mins):
Hi Neeraj, thank you for joining me today. My name is Sarath and today we're testing a prototype of a web app called AutoFix Scheduler – a car service booking platform. You're helping us understand how easy it is to use.

This is a test of the design, not of your abilities — so there are no wrong answers!

Please think out loud as you complete each task — say what you're trying to do, what you're expecting, what you're confused by, etc.

The goal is to observe how someone naturally uses the interface.

Task Execution (10–15 mins)

Task 1: Book a Service Appointment

You are a new user and you want to book an Oil Change service for your car.

What we're testing:
- Clarity of service selection and booking process
- Visibility of booking confirmation
- Time it took to complete task

Time Taken: 50 sec
Did the participant complete the task? Y
Positive Comments: Straightforward process and service cards were helpful
Negative Comments: Didn't notice the booking tab in top nav right away
Additional Comments: Recommend making booking button more visually prominent

Task 2: Log in as a Customer

Now try to log in as a returning customer using your email and password.

What we're testing:
- Login form clarity and feedback
- Visibility of error messages

Time Taken: 40 sec
Did the participant complete the task? Y
Positive Comments: Clean and simple interface
Negative Comments: Missing "forgot password" link
Additional Comments: Suggest adding tooltip or helper text near password field

Task 3: View Appointment History

Try to access your previous service appointment history from the customer dashboard.

What we're testing:
- Navigation flow
- Label clarity and dashboard layout

Time Taken: 55 sec
Did the participant complete the task? Y
Positive Comments: Easy to locate history section
Negative Comments: UI felt a bit tight on smaller screen size
Additional Comments: Recommend testing dashboard responsiveness

Wrap-Up Questions

What part of the process was most confusing?
Ans: Didn't see the "Book" button in navigation immediately.

Was there anything that felt really smooth or enjoyable?
Ans: The appointment history was laid out in a very clear and user-friendly way.

If you had to use this app in real life, what would you want to be different?
Ans: More mobile-friendly design for dashboards and easier access to account settings.

Results of the Feedback

Participants responded positively to the booking experience and dashboard interface. However, the placement of the booking button, lack of visual feedback during login, and confusing dashboard labels were noted.

Key Action Points:
- Add "Book Now" buttons under service cards on the homepage and services page.
- Include a loading animation or success message for login feedback.
- Clarify or merge "Dashboard" and "My Bookings" sections to reduce navigation confusion.

How I Plan to Act on the Feedback

1. Improve visibility of key actions like booking by using CTAs directly in service cards.
2. Provide visual indicators (e.g., spinners or alerts) for login and booking status.
3. Update dashboard labeling to make "My Bookings" the default and most visible view.
4. Continue usability testing to further refine minor layout and user flow details.