



OLIVE

Usability Test Plan

Yijing Sally Hong

Introduction

1st round mobile prototype testing on March 28 - 30, 2021 via Zoom

Background

Olive is an AI-driven responsive web application that provides personalized recommendations to help our users stay on top of their wellness. Whether you want to build healthy eating habits or resume exercise at home or track your emotional well-being, we will help you kick start your wellness journey based on your goals and needs with timely tips and a trackable progress report. No need to juggling between multiple apps and websites as you now have a self-care "one-stop-shop" and a smart wellness companion!

Goals

This study aims to evaluate the user-friendliness of our app, observe how first time users interact with the app and how's their overall user experience. Specifically, the study will assess how efficiently and successfully users can complete 3 core tasks, and reveal any core usability issues and errors. Finally, I want to find out if users understand and are related to the app's purpose, and whether they think the app is helpful and enjoy the process.

Test Objectives

1. Sign up

- Can users complete the sign-up process?
- Will users fill out personal info or they tend to skip the customization part? Why?
- Do users hesitate at any point during the sign-up? Why?

2. Find a class through "Discover" feature

- Can users easily understand three search functions (manual, short-cut, filters & sort) when they explore the "Discover"?
- Do users think the categories under "Sort by" and "Filters" are well-defined? If not, what are some missing selection criteria?
- Are users satisfied with the search result? Why or why not?

3. Complete a Check-In through "Me" feature

- Do users find the check-in process too long?
- Are users confused or offended by any question during the check-in?
- Do users like the personalized recommendations when they complete the check-in? Why or why not?

4. Explore sub-features such as “Check-in History”, “My Progress” and “Achievements” under the feature “Me”

- How do users feel about the placement of the navigation bar on top of “Me”?
- Can users easily switch between different tabs on the navigation bar on top?
- Do users find those infographics in the “Check-in History” a good reflection of their previous check-in results?
- Do users like the point-based “Achievement” system? If not, what are some incentives that might encourage them to use the app more often?

Methodology

Moderated remote task-based sessions

Participants

- A total 6 participants will be recruited.
- Ideally, participants are non-US born young professionals and/or international students who live in the U.S by themselves.

Schedule

Online session planned between March 28 - 30, 2021

Session

15-20 minutes each

Equipment

Laptop, Smartphone, Zoom or any software that supports screen sharing and recording

Metrics

I will use Jakob Nielsen's rating scale to measure errors:

- 0 = I don't agree that this is a usability problem at all
- 1 = Cosmetic problem only: need not be fixed unless extra time is available
- 2 = Minor usability problem: fixing this should be given low priority
- 3 = Major usability problem: important to fix and should be given high priority
- 4 = Usability catastrophe: imperative to fix before the product can be released

Learnability will be assessed using the success rate formula for each task:

$(S + (P \times .5)) / \text{total number of task attempts} = \text{Success Rate \%}$

Test Script

Introduction

Hi _____, thank you again for taking the time to participate in this study.

I'm Sally, the designer working on this project and I'll be guiding you through the session today. Before we begin, I'm going to give you a brief overview of the test and how it will work.

This session is pretty straightforward — I'll ask you to try out a new prototype of a wellness management app called Olive. You will complete 4 tasks using the app features, and I'll ask you questions as we go along. Before I tell you the task, I'll give a little bit of context behind it, such as why you might be doing it and what we hope to achieve.

Olive is an AI-driven responsive web app that helps users stay on top of their wellness. With the app, users can search for wellness resources, track goals and progress, receive customized recommendations after check-in, and invite friends to join the wellness journey. We want to create a wellness “one-stop-shop” for users so there's no need to juggle between multiple apps and websites.

It's important to know that this is a test of the design, not you. You can't do or say anything wrong here. So feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings. Your candid feedback will help me improve the design for future users.

Also, I'd like you to “think aloud” as much as possible. By that, I mean that I'd like you to speak your thoughts as often as you can. For example, when you're looking at a page, and suddenly see something you didn't see before, and want to click on it. In that case, saying something like “this caught my eye so I'm going to see what it is” would be very useful.

If at any point you have questions, please do not hesitate to ask. Do you have any questions so far?

Ok, Let's get started.

Personal demographic questions

I'd like to ask you a few personal demographic questions - again, this information will remain completely anonymous and will only be used by me for this project. If you don't feel comfortable answering any of these questions, please do just say 'pass' or 'next'. That will be totally fine.

- What is your age range? (21-25, 26-30, 31-35, 35+)
- How do you describe your gender?
- What's your race?
- What is your occupation?
- What town/city/country do you live in?
- What is your relationship status?
- Do you live by yourself or live with a roommate(s)?
- Is English your native language?

Background questions

Before we look at Olive, I have a few short questions I would like to ask you to help me understand how you might use Olive:

- Do you extensively use one or multiple wellness apps? If so, how do you use them? If not, why?
- How do you decide what wellness app to use?
- What's your thoughts on the accessibility feature of the apps that you've used?
- **For non native-English speaking participants:** Would you be interested if the app provides audio/video content in your native language?

Open-ended questions

Thank you for answering those questions. Now, we are going to start the usability test! I am excited to see your initial impressions of the app, and please remember this is not a test on you in any way – So try to enjoy yourself during this test. Please open the link provided.

Now, we are at the welcome page of the Olive. Before you start doing anything, just click through the first series of screens also known as Onboarding screens, and tell me:

- What's your first impression?
- What you like and do not like?
- What do you think about the information displayed?
- Any other thoughts you might have?

Thank you. Now, I am going to give you a set of scenarios and tasks. I want you to be as open as you'd like.

Focus Questions & Scenarios

I will now give you three scenarios and their corresponding activities. As you complete each task, I would like you to think out loud and tell me what you are thinking and feeling as you navigate through the app.

Scenario One

COVID-19 has made you start to prioritize your wellness. You want an app where you can easily navigate different wellness resources until you find one that works for you. A friend recommended Olive - a wellness management app, and you have decided to download it.

Task 1: Create an account

Q: What are your thoughts on this?

Did it meet your expectations?

How difficult did you find this task?

*SEQ: 1 (Very difficult) - 7 (Very Easy)

Scenario Two

You have created your Olive account and start exploring the app. As a yoga beginner, you want to quickly find resources that address your needs.

Task 2: Find a class through “Discover”

Q: Did you have any doubts during the process?

What are your thoughts on three search functions (manual, short-cut, sort & filters)?

How difficult did you find this task?

*SEQ: 1 (Very difficult) - 7 (Very Easy)

Scenario Three

You felt a bit nervous about an upcoming presentation, so you decided to try the yoga class to clear your mind. After practice, you felt more relaxed. You are happy that you found a good coping method, so you want to record your mood transitions today.

Task 3: Complete a Check-in through “Me”

Q. What are your thoughts on this?

Were you confused or offended by any question during the check-in?

How difficult did you find this task?

*SEQ: 1 (Very difficult) - 7 (Very Easy)

Great! You've completed all three tasks. Congratulations!

Wrap-up

Okay! That is the end of the test. Thank you again for participating and helping me better understand how Olive can be improved. Before you go, do you have any final questions or feedback for me?

Have a great day, let me know if you would like to stay updated with any news on Olive!