

Task one: Add a new Expense of Exotic Butters

Persona: Alex Singh (they/them) – Senior Developer

Frame	Will the user form this goal?	Is the user able to locate the correct command/button	Will the user know that this command will execute the action that they want	Will the user understand the system feedback
1	yes	no (they clicked the profile icon)	No, Abby was impulsive willing to try things.	yes
2	yes	yes	yes	yes
3	yes	yes	yes	yes
4	Yes	yes	yes	yes

Transcript

(0:00) Okay, sweet. Awesome. All right so I should create a new expense.

Page 1

(0:05) Okay, so first impressions, I immediately see the plus icon at the bottom there, which I'm assuming would make a new expense. So, I'm going to click that.

Clicks the new expense button

Page 2

(0:15) Okay, it brought me to a form, seems self-explanatory to fill out.

Confidently navigates around the form

(0:22) So put in exotic butters and the amount and who gets paid to and from cool and then equally split is okay.

(0:34) And then I'll click, uhhh.

Shows some visible confusion after filling the form

(0:40) It took me a little while to find the check arrow in the top right, but I'll go click the check arrow on the top right, which I'm assuming confirm the expense.

Clicks the plus icon

Page 3

(0:49) And then I get back to the transaction page where it shows this shows the new transaction which I logged so yes.

Key Notes:

- Acting as Alex, they showed confidence even with changing instructions.
- However, they still ran into problems when things in the form didn't follow an intuitive pattern. This was when the form had to be confirmed.

Task Two: View Last Weeks Expenses

Persona: Bob Dylan (he/him) – 1st Year Uni Student

Frame	Will the user form this goal?	Is the user able to locate the correct command/button	Will the user know that this command will execute the action that they want	Will the user understand the system feedback
1	yes	no (hard to find transactions, not clear that it was a button, especially for Bob Dylan)	No, confusing that it was a button	yes
2	yes	yes	yes	yes
3	yes	yes	yes	yes

Transcript

(0:00) Cool, so I want to view the history of all the expenses for the last month, I'm Bob Dylan.

Page 1

(0:08) Okay. So, I would umm click...

Bob Dylan Scans the page for a few seconds, a bit confused

(0:17) Ok, so it's a little bit confusing of way to go first, I would probably click the recent transaction history to see all expenses because it's underlined, so its probably where to go.

Clicks the Small button

Page 2

(0:27) Ummm, I'm assuming that worked. Uhh Okay, cool.

(0:34) And I see I'm looking at my April expenses now. I'll probably click the left arrow to go back to match expenses. So, I'll click that.

Clicks the Left Arrow

Page 3

(0:40) And cool yeah, see my match expenses now. So, cool because, and then yeah.

(0:48) Yeah now that makes sense to me.

Key Notes:

- Bob Dylan is quite tech illiterate, so that may reflect the usability of the interface for less capable users. However, he spent several seconds confused at the interface before identifying where to go, and whether it would respond.
- After the first page, he found it easy and intuitive to navigate.

Task Three: Adding a New Flatmate

Persona: Abby Jones (she/her) – PhD student

Frame	Will the user form this goal?	Is the user able to locate the correct command/button	Will the user know that this command will execute the action that they want	Will the user understand the system feedback
1	yes	no (they clicked the profile icon)	No, Abby was impulsive willing to try things. She wasn't sure of the outcome	yes
2	yes	yes	yes	yes
3	yes	yes	yes	yes
4	yes	yes	yes	yes

Transcript

(0:00) This task is adding a new flatmate to the app by giving them a unique join link. I will be acting as Abby Jones, all right.

Page 1

(0:10) So, my first thought would probably be to go to the user icon in the top right to go to flat settings.

Super impulsively and quickly clicks the screen.

Page 2

(0:19) And then when I'm there, I see add member but so I'll probably click that too.

Clicks add member quickly.

Page 3

(0:26) It gave me a link that gives me the option to copy or share the link.

Copies link quickly

(0:32) So, I click copy to copy it. And then yeah, I can send that link to other people.

Key Notes:

- Abby with her impulsiveness found it weird to navigate. Found the aesthetics of the icon is what drew them towards the profile.
 - This meant that she didn't go towards where she had to go (the house icon)
- Future recommendations would be to use a combination of icons as well as text to help reinforce information, directing them towards their tasks.