Assignment 3

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Part 1 — List of app Functionalities

1. Ability to view current, up-to-date COVID-19 statistics

2. Accessibility an Privacy Options

3. Language options

4. Profile management for both Volunteers and Normal users (more on this)

5. COVID-19 Alerts specific to your geographical location

6. Local statistics filtering for you

7. Geo-Filtered COVID-19 news for all your important areas (parents, friends, family)

8. Volunteer program/portal for elderly and immunocompromised to get assistance with many services including grocery and medicine pickup

9. Dashboard for summary of daily information intakes (constant)

10. Background services delivering real-time data updates so that you always have the newest, most accurate information available.

11. Settings page so the user can customize the app with a variety of options

12. Profile customization

P1.1 Bonus Features

1. Self-Assessment mini-application within the app

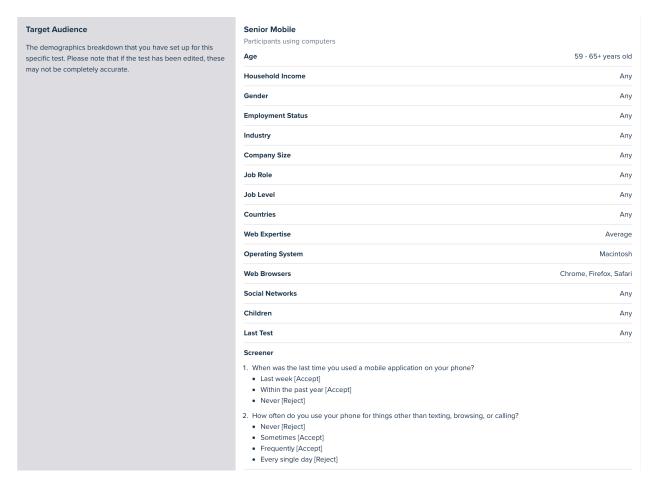2. Testing facility locator

3. Test results integration and history

P1.2 Deliverable

Top 5 Functionalities

1. Real-time COVID statistics dashboard

2. Real-time geolocation news

3. Volunteer/Help program for volunteers to get into volunteering for the needy

4. Alerts

5. Testing Facility Locator

P2 Deliverables

See below for the user testing Test Plan for Elderly Scenario (59+)

Target Audience

The demographics breakdown that you have set up for this specific test. Please note that if the test has been edited, these may not be completely accurate.

Senior Mobile

Participants using computers

Age	59 - 65+ years old
Household Income	Any
Gender	Any
Employment Status	Any
Industry	Any
Company Size	Any
Job Role	Any
Job Level	Any
Countries	Any
Web Expertise	Average
Operating System	Macintosh
Web Browsers	Chrome, Firefox, Safari
Social Networks	Any
Children	Any
Last Test	Any

Screener

1. When was the last time you used a mobile application on your phone?
   - Last week [Accept]
   - Within the past year [Accept]
   - Never [Reject]

2. How often do you use your phone for things other than texting, browsing, or calling?
   - Never [Reject]
   - Sometimes [Accept]
   - Frequently [Accept]
   - Every single day [Reject]

Participant Profile (Target Audience

Introduction

We are going into lockdown, you realize that it might be difficult and dangerous to even go shop for groceries in a store. You remember someone telling you about this COVID-19 app. Imagine you have just downloaded it. You are running the Covid-central application...you want to sign up as a normal user (not volunteer) and find any current COVID Alerts in your area. After this, you want to create a new task for a volunteer to assist you with.

Tasks

1. **Read all tasks out loud and remember to share your thoughts as you perform each task.**
2. First navigate to the "sign up" page [Success: Yes, No]
3. Sign up with a Google+ Account [Success: Yes, No]
4. Check alerts in your area through the app and describe which alert is currently showing on the screen. [Success: Yes, No]
5. Now navigate to the volunteer help portal and create a task for a volunteer to assist you with. [Success: Yes, No]
6. Locate your profile page [Success: Yes, No]
7. Finally, find any COVID news and statistics you would be interested in on the app and describe what you found. [Success: Yes, No]
8. What did you think of the overall experience in terms of navigating the app? [5-point Rating Scale: Poor to Excellent]

Questions

1. Share your final comments or thoughts on the app.
2. How likely are you to recommend this app to a friend or colleague (0=Not At All Likely, and 10=Very Likely)?

Participant Profile:

3 Participants (using smartphones since this is an App).

Aged 59+ years old (targeting elderly for this scenario

Language: English Speakers

Screener Questions:

Q: When was the last time you used a mobile application on your phone?

Options: Last week, Within the past year, Never

Q: How often do you use your phone for things other than texting, browsing or calling?

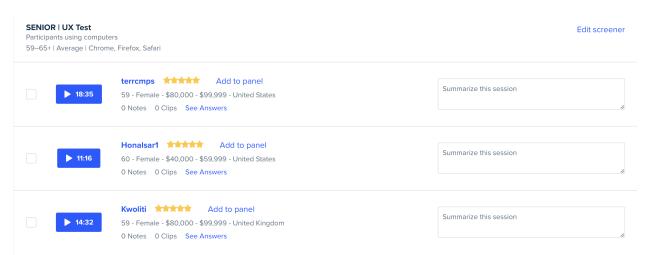**Options**: Never, Sometimes, Frequently, Every day

P3 Deliverables

Note: Waited for a very long time and a 3rd participant never showed up

Selected Usability Metrics

- Success Rate
- Time to complete task
- User Satisfaction

Metric	User 1 (Score)	User 2 (Score)	User 3 (Score)
Success Rate (x/6)	6/6	5/6	3/6
Average Time to Complete Task	1- 0:47 2- 0:40 3- 0:20 4- 1:36 5- 1:35 6- 0:54 7- 1:02	1- 2:17 2- 0:43 3- 1:08 4- 1:36 5- 2:29 6- 1:37 7- 2:16	1- 3:54 2- 1:00 3- 1:39 4- 2:16 5- 2:54 6- 2:05 7- 2:47
User Satisfaction (out of 10)	7	10	10

Responses

SENIOR | UX Test
Participants using computers
59–65+ | Average | Chrome, Firefox, Safari

Edit screener

▶ 18:35   **terrcmps** ★★★★★   Add to panel
59 - Female - $80,000 - $99,999 - United States
0 Notes   0 Clips   See Answers

Summarize this session

▶ 11:16   **Honalsar1** ★★★★★   Add to panel
60 - Female - $40,000 - $59,999 - United States
0 Notes   0 Clips   See Answers

Summarize this session

▶ 14:32   **Kwoliti** ★★★★★   Add to panel
59 - Female - $80,000 - $99,999 - United Kingdom
0 Notes   0 Clips   See Answers

Summarize this session

Link:

Metrics Averages (calculations)

Metric	Average
Success Rate	(6+5+3) / 3 = ~78%
Task Completion Time	0:59 (MM:SS) + 1:43 (MM:SS) + 2:22 (MM:SS) = 1:41 (MM:SS)
User Satisfaction (out of 10)	9

Written Feedback:

User	Question	Answer
1	Final Comments	I think the bottom navigation icons can be a bit confusing, i.e. stats & ? icons. I thought the sign-up page was a bit limiting as it appears you can't sign up with e-mail. I was confused that the Volunteer request was under the '?'.
1	Likelihood of recommendation	7/10
2	Final Comments	I had trouble with the prototype, but what I saw looked very useful.
2	Likelihood of recommendation	10/10
3	Final Comments	Good app, makes me feel safe, informed and protected.
3	Likelihood of recommendation	10/10

Study Discussion:

Based on the results of this study I conclude that my app would require only minor modification to UX. This result was actually quite unexpected since, In the mind of the designer I suppose, the app was very easy to navigate, but there were definitely some icons that I thought to be intuitive that the users did not agree with whatsoever.

We can see this is a problem as well on the navigation tasks (time to complete) since they are longer than other task completion times (~20-40s longer) and this obviously should be the part that takes the user the least amount of time since the user should be spending the majority of their time performing their intended tasks, not navigating. Although navigation times being slightly higher is also expected on a prototype application because there is little more to do in the prototype than navigate.

The Users did seem to usually complete the tasks successfully too (78%), which was nice to see. Especially considering my participants were 59+ years old and the design is still fairly modern, meaning that the positioning of UI elements still were clear enough for users who are used to more legacy software can still navigate.

What to do in a further renditions of the application?

I think the major struggle for users wasn't actually using the features of the app (prototype) once they got there, but rather with actually finding the path to the features they wanted to use in the app. As stated earlier, I think this is largely due to the use of a more modern UI designed better for youth users who are more attuned to this sort of design (experimental, as stated in our lecture notes). For this reason I think a minor navigation overhaul may be necessary in further iterations of this design. Possibly adding a tutorial or something at the beginning to ease the users into the use of the app and show them all the core features of the app. Also adding some useful hints that pop up to help the user make decisions of where to go for the info they are searching for might help. Primarily making the same navigation bar available on ALL views of the app is essential according to the user feedback. Also adding persistent names for each navigation item instead of the expandable menu would also improve clarity and number of clicks to navigate.