

Usability Test Report - LoFi Prototype

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Contents

Version History	2
1 Introduction	3
1.1 Executive summary	3
1.2 Participants	3
2 Procedure	4
2.1 Goals	4
2.2 Methodology	4
3 Results	7
3.1 SUS Results	7
3.1.1 Questions and Average rating	7
3.1.2 Participants SUS-score	8
3.2 Key comments	8
3.3 Tests	8
3.3.1 Test 1	8
3.3.2 Test 2	9
3.3.3 Test 3	11
3.3.4 Test 4	12
3.3.5 Test 5	13

Version History

Version	Date	Name	Change
1.1	2020-11-24	Fredrik Thorsson	Corrected the Version Log according to the version handling document. Adding internal links to table of contents.
1.0	2020-11-23	Fredrik Thorsson	Converted the google document to LaTeX
0.2	2020-11-22	Matthew Soulaka Fredrik Thorsson	Analyzed all the data from the interviews, concluded the scores from SUS, wrote summary and conclusions
0.1	2020-11-04	Alma Cederbland Matthew Soulaka	Formulated questions and created test scenarios

Chapter 1

Introduction

1.1 Executive summary

The participants did most of the tasks/scenarios with the minimum amount of clicks needed to complete a task/scenario which indicated that the overall design of the application is understandable and easy to understand. Overall the participants felt that they like the design and that it's clean, easy and contains just the right amount of information. The participants emphasized the importance of a minimalistic design in application for these contexts and believed that it was achieved with this application. Some of the participants had a few tasks which took more clicks to complete due to misunderstanding of the task or, most often, due to the icons. All of the participants believed that the icons for the Home- and Profile-page were clear and optimal but most of them also thought that the History- and Goals-icons could be improved. These improvements could be done by either changing icons or implementing an initial guide that pops up during the first launch of the application. None of the participants had a perfectly clear understanding of what Streaks are. However, some of the participants had a good understanding and compared it to other applications such as Duolingo. One of the participants did not recognize the word or the concept from before.,

1.2 Participants

- Participant 1: Female, age 33
- Participant 2: Female, age 38
- Participant 3: Male, age 55
- Participant 4: Male, age 56
- Participant 5: Male, age 25

Chapter 2

Procedure

2.1 Goals

The goal with this Usability Testing is to test our overall logic and design of the application. This to test the product concept and reveal and catch potential confusing experiences with the product in an early stage. The test participants will give the Company indications of how the navigation of the application feels and where improvements can be made.

2.2 Methodology

The participants will take part in the usability test remote by getting a link to our prototype and screen share the whole test process. The test leader will ask the participants to do some tasks or give the participants a scenario to complete. The participant is asked to think out loud when the task/scenario is conducted.

The tasks/scenarios/questions were:

1. You want to change your password. How will you proceed?
2. You want to enter a new value for your blood sugar level. How do you proceed?
3. You filled in that you were out walking this morning, but now you realized that you entered the wrong value. You want to change your previously entered value to the correct value. How do you proceed?
4. You have just disagreed with your cousin Amanda, who you previously gave permission in the app to see all your medical data you register in the app. But now you do not want Amanda to have access to this anymore. How do you proceed?
5. You want to see your goals related to diabetes. How do you proceed?
6. You want to see all your previously registered activity values. How do you proceed?
7. You want to see all your previously achieved achievements. How do you proceed?

8. You wonder what the trees in the application are for. How do you find information about this?
9. You have understood that the trees in the application are a form of gamification, how do you go about reducing the degree of gamification in the application?
10. You want to follow up your progress in one of your set goals "Lose 5 kg". How do you proceed?

Upon completion of the tasks, the participants were asked to fill in a form with the questions presented below. Participants answered through a likert scale from one to five where one means strongly disagree and five means strongly agree. This scale was then used for measuring the SUS of the application.

1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think that I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
6. I thought there was too much inconsistency in this system.
7. I would imagine that most people would learn to use this system very quickly.
8. I found the system very cumbersome to use.
9. I felt very confident using the system.
10. I needed to learn a lot of things before I could get going with this system.

The participants will also after the test be asked some post-test questions to gain a deeper understanding about how they felt about the product overall.

These questions are:

- What's your spontaneous impression of the application?
- What do you like most about the application?
- What do you dislike the most about the application?
- If you had to change one attribute in the design, what would you change?
- Did the navigation between different pages in the application feel natural?
- Was any task/scenario difficult to perform? why?

- Do you think that the English language of the application might have had an impact on your test, and if so how?
- What do you think Streaks mean?

Since the test leader will conduct the tests alone due to some resource restraints each test will be recorded to make sure that the report includes everything. Lostness (amount of clicks and on what nodes), current thinking out loud and answers to questions will therefore be transcribed from a recording and be rewritten into this report.

Chapter 3

Results

3.1 SUS Results

The application received an average SUS-score of 82.5 which is considered to be a Good score according to the numerical SUS Scale. Below tables represent a breakdown of the SUS calculations.

3.1.1 Questions and Average rating

Question	Average rating
I think that I would like to use this system frequently	4.2
I found the system unnecessarily complex	1
I thought the system was easy to use	4.2
I think that I would need the support of a technical person to be able to use this system	1.6
I found the various functions in this system were well integrated	4.2
I thought there was too much inconsistency in this system	1.4
I would imagine that most people would learn to use this system very quickly	4
I found the system very awkward to use	1.6
I felt very confident using the system	3.6
I needed to learn a lot of things before I could get going with the system	1.6

3.1.2 Participants SUS-score

Participant	SUS score
1	90.0
2	92.5
3	60.0
4	80.0
5	90.0
Average SUS score	82.5
Standard deviation	13.5

3.2 Key comments

POSITIVE	CONSTRUCTIVE
I strongly like the fact that the application has a minimalistic design	I think that the icons for Goals and History might be improved
The icons for the Home and Profile page are optimal and represent the content of the pages good	I think it's vital to have a initial guide in the beginning to explain what Streaks are and how to navigate
I believe that the navigation felt natural and I liked the fact that there was not too many options to click on after entering a page	I thought that achievements could be found under the History page

3.3 Tests

3.3.1 Test 1

Date:	21/11
Location:	Remote
Test Leader:	Matthew Soulaka
Test Person	Participant 1, Female 33
SUS Score	90/100

Summarization from scenarios and questions

Overall the participant had no major issues with navigating through the application and completing the given tasks. The participant commented that the overall logic and navigation felt natural and nothing was out of the ordinary. The participant also liked the trees and gamification features of the application. This is also reflected in the high SUS-score of 90. However, the participant believes that the application needs more color and it should come with an initial guide so that the users can get familiar with the nav-bar icons and what they represent.

Results from test scenarios

1. The participant understood quickly that the password can be changed under the profile-page

Amount of clicks: average

2. The participant quickly navigated to the Home page and pressed on add new val

Amount of clicks: average

3. The participant immediately saw the pen icon representing the edit-function and clicked on it

Amount of clicks: average

4. The participant clicked on the profile page and after reading the possible alternatives pressed on the relatives-button

Amount of clicks: average

5. The participant first clicked on the home page and tried to click around there to find goals but realized after a while that they have to try to click on the star icon

Amount of clicks: more than average

6. The participant first clicked on the home page and tried to find alternatives but realized after a while that the second icon on the nav-bar is the way to go

Amount of clicks: more than average

7. The participant remembered that goals could be found under the star icon and found achievements there too

Amount of clicks: average

8. The participant immediately clicked on the home page and then on the tree

Amount of clicks: average

9. The participant quickly navigated to the correct button

Amount of clicks: average

10. The participant quickly navigated to the correct page

Amount of clicks: average

3.3.2 Test 2

Date:	21/11
Location:	Remote
Test Leader:	Matthew Soulaka
Test Person	Participant 2, Female 38
SUS Score	92.5/100

Summarization from scenarios and questions

Overall the participant had no major issues with navigating through the application and completing the given tasks. The participant commented that the overall logic and navigation felt natural and

nothing was out of the ordinary. The participant strongly liked the minimalist design features of the application. All of this is reflected in the high SUS-score of 92.5. However, the participant believes that the application needs more gamification and a better icon for the history page (or a guide that teaches users what each icon stands for). The participant had a relatively good understanding of what streaks stands for and compared it with Duolingo.

Results from test scenarios

1. This task was completed with no issues
Amount of clicks: average
2. This task was completed with no issues
Amount of clicks: average
3. The test participant struggled with finding the edit-function and clicked around in the home-page and profile-page for a while before realizing where the pen icon was. The participant would have wanted more indications of where one could change previously imputed values.
Amount of clicks: more than average
4. This task was completed with no issues
Amount of clicks: average
5. The participant clicked first on the home-page but then navigated to the Goals-page after realizing that no goals could be found on the goal page
Amount of clicks: more than average
6. The participant clicked on the home-page and then the profile-page before realizing where to actually find the previously entered measurements. The participant commented that the icon for the history page might be improved
Amount of clicks: more than average
7. The participant clicked on the goals page and found the goal with no issues
Amount of clicks: average
8. This task was completed with no issues
Amount of clicks: average
9. This task was completed with no issues
Amount of clicks: average
10. This task was completed with no issues
Amount of clicks: average

3.3.3 Test 3

Date:	21/11
Location:	Remote
Test Leader:	Matthew Soulaka
Test Person	Participant 3, Male 56
SUS Score	90/100

Summarization from scenarios and questions

Overall the participant had no major issues with navigating through the application and completing the given tasks. The participant had trouble with some of the tasks and did not fully understand them but could with some explanations proceed as normal. The participant commented that the overall logic and navigation felt natural and nothing was out of the ordinary. The participant strongly liked the minimalist design features of the application and believes that they are a major key to a successful application in these settings. All of this is reflected in the high SUS-score of 90. However, the participant believes that the icon for the goals page could be misinterpreted and does not reflect what it's content is and should therefore be seen over (or implement a guide that teaches users what each icon stands for). The participant had an good understanding of what streaks mean.

Results from test scenarios

1. This task was completed with no issues
Amount of clicks: average
2. This task was completed with no issues
Amount of clicks: average
3. This task was completed with no issues
Amount of clicks: average
4. This task was completed with no issues
Amount of clicks: average
5. The participant clicked first on the home-page and clicked around with no results. The participant then managed to navigate correctly after some guidance from the test leader. The participant commented that the star-icon was not something he believed is an optimal icon and should be improved.
Amount of clicks: more than average
6. The participant clicked on the home-page before realizing where to actually find the previously entered measurements. The participant commented that the icon for the history page can be improved.
Amount of clicks: more than average
7. The participant navigated first to the home-page and realized that nothing could be found there and after a while clicked on the goals page where achievements were found immediately.
Amount of clicks: more than average

8. This task was completed with no issues

Amount of clicks: average

9. The participant had a hard time understanding what gamification was in this context and needed some guidance before quickly navigating to the correct page.

Amount of clicks: more than average

10. This task was completed with no issues

Amount of clicks: average

3.3.4 Test 4

Date:	21/11
Location:	Remote
Test Leader:	Fredrik Thorsson
Test Person	Participant 4, Male 56
SUS Score	60/100

Summarization from scenarios and questions

It was generally hard for the test person to overview the application and its content. Icons didn't match the participants' recognition, which made it hard to navigate through the application. The language was a contributory factor for the difficulties the participant encountered. Words as gamification and streaks were completely new to the test person. The star icon was associated with favorites.

Results from test scenarios

1. The participant understood the icon for the profile page and could easily change his password.

Amount of clicks: average

2. The participant could instantly see the upcoming measurement on the home page to enter a new value for blood sugar levels.

Amount of clicks: average

3. The participant finds it easy to edit his done measurement from the home page.

Amount of clicks: average

4. The participant had because of lacking english skills problems with finding the relative settings. After explanation the participant thought it was logic.

Amount of clicks: more than average

5. The participant didn't associate the star icon with goals. Instead he thought it was somehow related to favorites.

Amount of clicks: more than average

6. The participant easily found the history page and could with no problems find this registered activity value.

Amount of clicks: average

7. Again the participant had problems with associating the star with goals. After entering the goals page the participant had some issues with locating the achievements button.

Amount of clicks: more than average

8. The participant went to the help page to find information about the help page. He searched for information explaining what the trees are used for. He didn't think it was sufficient information just clicking on the oak sapling.

Amount of clicks: more than average

9. The participant could easily find where to change the gamification levels.

Amount of clicks: average

10. Again the participant had issues with the star icon. After entering the goals page the participant first went to achievements.

Amount of clicks: more than average

3.3.5 Test 5

Date:	21/11
Location:	Remote
Test Leader:	Fredrik Thorsson
Test Person	Participant 4, Male 56
SUS Score	80/100

Summarization from scenarios and questions

Would like to use the application if there was a need, like the purpose. Could take some time to learn the application, but after using it a while the layout feels logical. Understood the term streak. Had never heard the word gamification before. The icons for history and goals don't feel logical, relating the star to favorites. The layout of the home page together with the navigation bar gives the user a good overview.

Results from test scenarios

1. The participant had no problems with changing the password entering the profile page instantly.

Amount of clicks: average

2. The participant easily found the upcoming measurements.

Amount of clicks: average

3. The participant easily found the edit icon for done measurements.

Amount of clicks: average

4. The participant easily navigated to the profile page and found the settings for authorized relatives.

Amount of clicks: average

5. The participant didn't associate the star icon with goals. However, after finding the goals page he could easily find the related goals to diabetes.

Amount of clicks: average

6. The participant didn't agree with the chosen icon for history, however he could find the page and see his registered activity values.

Amount of clicks: average

7. The participant first went to the history page and the activity subpage. After entering the goals page the participant could easily find the achievement page.

Amount of clicks: more than average

8. There was some confusion if the information about the trees were located in the help section or after clicking the tree. However, both locations could easily be found.

Amount of clicks: average

9. Found the settings for gamification on the profile page without problems.

Amount of clicks: average

10. Again, the participant went to the history page. After navigating to the goals page he clicked on achievements. After going back he found the goals for Lose 5 kg.

Amount of clicks: more than average