# User Research Plan

**Code Slayers**

**2021S1\_JUNE\_WD\_03**

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# **Introduction**

This app is designed to provide banking services and there are some issues when using. As the customers, our team also using this app and we decided to upgrade it furthermore to fix the shortcomings we saw in it. As the first step, we selected problems in interfaces and shared them with team members. Our goal is to fix those selected problem areas and make it an easy-to-use app. for that we expect to use the opinions of two real users to further validate the various issues here, and we hope to rebuild the application and provide a better service based on that data.

# **Test Objectives**

* To see how user friendly the app is.
* To identify the overall user experience about the mobile application and whether it is pleasant to use.
* To see how much time users can save using this app.
* To find out what problems users have encountered while using this app.
* To see if users can easily do their work using the existing app.
* To see how far customers are using the services that are available in this app.

# Methodology

# We have prepared to interview two users to identify some issues that may occur while using this application. The purpose here is to obtain data to further enhance this application using the ideas and suggestions received from them.

## Interviewing

**Register**

+Hello ms. Tharindi welcome to our user research interview.

* Hello there!

+ Did you register to the app using boc mobile app did you visit the bank physically?

* I visited the bank to get registered to the online banking.

+ Can you check the register interface of the app before we continue?

* Yes give me a minute<after few seconds>. Okay I am done.

+ If you register to the mobile app using the app what difficulties do you think you face during that process?

* I think there is an unnecessary page while registering. Further, buttons aren’t that great and doesn’t have a modern look. Interfaces can be improved for better a user-friendliness. That’s all I saw about it.

+Okay thank you. Let’s move on to the other interface

**Login**

+Now we are going to ask about the login interface. As a start can you login to the boc mobile app now?

* Okay, sure. <after few seconds> Okay I am logged in to the app.

+ Okay! Based on your experience with this login feature I would like to ask some questions. Is that okay with you?

* Okay fine.

+ In weekly basis, how frequently do you use boc mobile app?

* Actually, I use boc mobile app 4-5 times weekly.

+ As a regular user of the app, what good points do you see when you use the login interface?

* When it comes to security, it’s a good thing that account gets blocked when we attempt to login with wrong credentials for 3 times. Because of that, another user can’t login to the app using my credentials.
* It’s good thing that we have to change password occasionally as well.
* It’s easy to reset the password since there is a clear call-to-action right on the login screen.

+ Do use see any weak points in the login interface? If so, can you briefly tell us about that?

* Because of the placement of forgot password text, most of the time I find myself clicking that text while trying to click the Sign In button. It’s very hard to click the Sign In button so it would be great if forgot password link can be placed in somewhere else in the screen.
* When using, Sign In button is not appealing enough to click right away, other details on the screen take more attention and it’s disturbing sometimes.
* Overall, the interface and the user experience in the login screen is not great and could be improved in my opinion.

+ Okay that’s all for the login function thank you for your feedback!

* You are welcome.

**Display Account details**

+ Hi Ms. Tharindi, I am going to ask some questions regarding Display account details

Function and reminder function. Hope you fine with it?

* Absolutely!

+ As a start can you come back to the dashboard and navigate to the account details section?

* Sure, give me a second<after few seconds>. Okay I’m in the account details section.

+ If you see any anything that need to be improved or added can you tell us about those?

-First thing I noticed was that these interfaces are not user friendly further, there are unnecessary details on this interface as well. Apart from that, when I click “details” button I only want is my accounts details but there is unwanted transaction details. That’s all.

+Okay that’s it for the account details function, let’s move on to the reminder function.

**Reminder**

+ Have you seen an icon which is a calendar that is for managing reminders?

* No, where is it located?

+ Can you login to the app and check this feature?

* Yes of course. Give me a moment to do so.

+ When you navigate to the dashboard you can see a calendar icon in the middle menu bar that is located in between alert icon and message icon.

* Okay I found it.

+ Can you click it and navigate to reminder section.

* Okay, now I am on the reminder section.

+ Okay now you can click the plus button in the top right corner and add a reminder.

* Okay give me a minute. I can’t see an option to put a time to remind me.

+ Yes, there isn’t such option. Can you please click the submit then it will navigate to the previous page again?

* Okay sure!

+ While you filling the form do you see any problems of issues on it?

* As I have told earlier there isn’t any option to add a time, so this won’t notify me which makes this feature useless. Further, I can’t see the reminder I have just added.

+ Yes, that function doesn’t work properly we just needed to know whether this feature is a useful one or not.

* I didn’t even know about this function though I use this app often however, if this could work, I think it would be very useful for me for sure.

+ That’s all for the reminder function. Thank you very much for your time and effort. Your contribution helped us to conduct this user research.

* You are welcome.
* **Budget Calculator**

+ Welcome Mr. Kamal.

* Hi there!

+I am going to ask some questions regarding the budget calculator feature and loan details function available in the boc app and hope to get your contribution.

* Sure, let’s proceed.

+ Have you used the budget calculator at least once?

* Yes, I use it monthly.

+ Can you bare few seconds to login to the app and go to the budget calculator section?

* Yes of course!

+ Before asking my questions can you just observe the interface of the budget calculator for second?

* Okay give me some time.<after few seconds> Okay I am done.

+ Do you find this feature useful when it comes to banking app?

* Absolutely. As a businessman, I use this calculator to make rough estimates regarding my monthly budget.

+ Do you think that available features are enough to use it?

* For now, it gets the job done. However, I think that more input fields can be added to make it even better.

+ Can you suggest what can be improved?

* Mainly, it would be great if daily and weekly options available when adding expenses rather than only limiting it to monthly basis.
* Further, if I can see my previous monthly expenses, I can use them to get an idea about the current month.
* Sometimes, I think that if I can download the results of the budget calculator then I can use those later without having to login to the app again.
* There is an unnecessary screen between the calculator and the home page which makes no sense. That kind of navigation gives me a bag experience when use the app.

+ Okay Mr. Kamal that’s it for budget calculator function. Next function is loan detail’s function.

**Loan details functions**

+ Okay now I am going to get your opinion about loan details function.

* Okay!

+Can you navigate from dashboard to the loan details section?

* Yes, give me a minute<after few seconds>. Okay I am in loan details section.

+ Can you tell me about your experience regarding this interface and the function?

* Actually, these interfaces are not modern and user friendly because some buttons and texts are hard to see. If those interfaces can be improved a bit more then this function and ui would be fine in my opinion.

+ Okay thank you for your feedbacks.

**Add utility bill**

+ Welcome Mr. Kamal, I am going to ask some questions about utility payment feature and add account function, hope you can give your contribution to that.

+ Do you normally pay your utility bills using pay utility option in the app?

* Yes, as a businessman I regularly pay my office and home utility bills and payments with this app.

+ If you don’t mind, can you navigate to the utility payment feature from the dashboard and observe the interfaces of the utility payment function?

-Give me some time to do that.<after few seconds> Okay I observed the interfaces.

+ Okay then, what do you think as advantages of this feature?

* The ability to make payments and reloading option is very useful. Because of this pandemic I use this feature very often to reload my mobile and my employees’ phones.

+ Do you think that there is something that needs to be added or improved?

-Yes, I think.

+ Can you briefly explain about those issues?

* First thing comes to my mind is that there are lots of interfaces I must go through to do a simple payment.
* If there is one time payment option, it would be great because when trying to make a simple payment I have to fill several forms to add my payee details. Then only I can do the payment. If this process can be shortened, it would save me a lot of time.

+ Okay Mr. Kamal, That’s all for this function let’s go to the add account function.

**Add Account**

+ To check the add account function, can you navigate from dashboard to the add account section?

* Okay.<after few seconds>I am in the add account section.

+ Can you go to the add third party accounts and add a sample account?

* Yes give me a minute<after few seconds>.Okay I am done

+ Now you can give your opinions on add account function and interfaces.

* First, I think that interfaces can be improved more according to today’s standards. Further, I had to go through so many.

+ Okay, thank you for your time and contribution to this interview.

* You are welcome!

## Video recording

## <https://drive.google.com/file/d/1kNlMGHy5qkAGcriFProGSEB--ipd7OAe/view>

## Questionnaire

**Register**

* Did you register to the app using boc mobile app did you visit the bank physically?
* If you register to the mobile app using the app what difficulties do you think you face during that process?

**Login**

* Can you login to the app?
* As a regular user of the app, what good points do you see when you use the login interface?
* Do use see any weak points in the login interface? If so, can you briefly tell us about that?

**Display Account details**

* As a start can you come back to the dashboard and navigate to the account details section?
* If you see any anything that need to be improved or added can you tell us about those?

**Reminder**

* Have you seen an icon which is a calendar that is for managing reminders?
* Can you please click the submit then it will navigate to the previous page again?
* While you filling the form do you see any problems of issues on it?

**Loan details functions**

* Can you navigate from dashboard to the loan details section?
* Can you tell me about your experience regarding this interface and the function?

**Add utility bill**

* Do you normally pay your utility bills using pay utility option in the app?
* If you don’t mind, can you navigate to the utility payment feature from the dashboard and observe the interfaces of the utility payment function?
* what do you think as advantages of this feature?
* Do you think that there is something that needs to be added or improved?
* Can you briefly explain about those issues?

**Add Account**

* To check the add account function, can you navigate from dashboard to the add account section?
* Can you go to the add third party accounts and add a sample account?

**Common questions** (these questions were asked by each use only one time via a google form)

* How old are you?
* On a scale from 1 – 5, rate how easy this app was to complete your tasks?
* What do you think about the security of banking applications?
* How many times a week do you use the BOC Mobile Banking app?

**Other questions** (below 4 questions were asked for each function)

* Are you satisfied with the placement of the buttons in the user interface?
* What do you think about the design of the interface?
* How satisfied are you with the interfaces and functions?
* Overall feedback about the interface design?

# Participant Profiles

|  |  |  |
| --- | --- | --- |
| Name | Demography | Location, Date and Time |
| Tharindi | * Age – 24 * Gender – Female * Background – university student | Location – Keaglla  Date - 17.08.2021  Time - 8.00 PM |
| Kamal | * Age – 36 * Gender – Male * Background – Businessman | Location – Colombo  Date - 18.08.2021  Time - 8.00 PM |

## User Research – Tasks/Scenarios

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Task Instruction** | **Target** | **Probes** |
| 01  02  03  04  05  06  07  08 | Check the register interface  Login to the app  Navigate from dashboard to account details section  Go to the reminder section and add a reminder.  Go to the budget calculator and check the interface.  Navigate from dashboard to loan details section.  Navigate to the utility payment section from dashboard.  Navigate from dashboard to add account section and add a sample account | To find issues in the interface  To find issues in login interface  To observe unnecessary screens.  To find weather reminder feature is working or not  To find weather budget calculator is useful or not.  To get an idea about interfaces and the relevancy of them.  To find the usefulness of the feature.  To observe the navigation process. | They found button placement aren’t good.  They found button placement aren’t good.  Too many screens distracted them.  Function didn’t work.  Didn’t see saving options.  Hard to find the navigation.  Too many screens made them hard to navigate.  Too many screens. |

# Plan for Data analysis

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| Questionnaires Detail analysis plan |
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