FITQUEST UX Testing and Reflection
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TEST PROCESS
1. Proceed to create an account and input your personal information to create the account
2. Edit your profile and change your name
3. Input your weight and height into the program
4. Input your goal into the program, including your difficulty setting
5. Check your performance compared to others in the global leaderboards
6. Connect with your friend
7. Check your performance compared to others in the friends leaderboards
8. Check your streak
9. Visualize your progress on the graph

QUESTIONS
1. How was the process in creating an account and logging in and out?
2. Did you encounter any difficulties in navigating between pages?
3. Were all aspects clearly visible on the pages?
4. Were you able to input information into the program easily?
5. In general, was this application easy to use? How could we have made it more engaging to use?

OBSERVATIONS TO BE MADE
1. Duration it takes for a user to complete each task
2. Any pages that the user gets stuck on
3. Any questions or clarifications that the user asks
4. Any comments or observations made by the user
5. Any difficulties the user encounters in navigation
6. Any aspect that the user struggles to see/visualize

TESTING RESPONSIBILITIES
- Varsan will hand over tasks and provide clarifications as instructed
- Nabil will measure the time it takes for tasks and any moments where a user gets stuck
- Farhaan and Shaurya will record observations that are descriptive
- Zayed was the tester deployed to other groups

FEEDBACK CONSOLIDATION AND UPDATES
In general, most testers reported that they were able to easily access most features. However, we noticed that certain parts of the program were more difficult to access. These navigational issues made it harder to access certain parts of the app, and demonstrates that revisions were needed to our overall program. More specifically, there were issues in steps 1, 3, 6, and 9. According to a tester, these issues made our program a little confusing to operate, which we know we need to improve. In summary, the changes that we made were to make navigational clarity easier to understand and create a more seamless transition between various elements of the program.

In regards to step 1, the tester encountered issues with creating the account and logging in. They got confused with the text that was within the text boxes and the process for logging in. This issue was understandable, so we needed to make the sign in process easier. We changed the text within the thing to indicate the process, and this would make it easier to run the process. This would give additional clarity to the user, and make everything easier to navigate upon opening the application. Creating an account and logging in is the most important process for a user, since it is basically the first impression. If that stage is confusing, a user is increasingly likely to believe that using the application itself is very confusing. This is something that we would like to avoid, so we changed the text within the application and made all the details on the login easier to understand. Many applications need a strong initial login page. Chances are that the user is likely using an application for the first time. As a result, it should be very easy for the user to use. When implementing the application in future versions, we wish that the login screen is more easy to use. An additional future feature we could add is a guide to the application. This guide would detail a user's process to create the application and how to find certain features and functions. Showing this to the user when they are creating the account would give a greater understanding of how the app works, enabling them to better stick to their own program.

With regards to inputting weight and height, this issue was not related to clarity. Rather, it was about making the units more compatible for various groups. Various countries use different systems of measurements. For example, in Canada we use the metric system of measurement. In contrast, the United States uses the imperial system of measurement. When this app is deployed in various settings, it is likely to have a larger audience. As a result, targeting a greater number of people through compatibility with different measurement systems will enable anyone to use this. This would also allow us to make the application more profitable, since more countries can use it. When we were making our actual program, we did not expect that this would be brought up. Most of the designers have lived in Canada or other countries that use the metric. However, the tester's feedback that he wished he could change the unit enlightened us as developers. We created a toggle on the settings page in order to change the system of measurement. This toggle is easy to find, since settings are where all of the controls of the program are. This also makes our settings more useful, since increased customization is always better. When people are able to tailor an application to their own individual needs, it makes them more likely to stick with it. For example, on an android a user can customize a lot of settings. This makes everything from appearance to application to volume controllable. As a result, every android phone is tailored to the person who uses them. Mobile devices like these are typically retained until the death of the device. We incorporated various settings for the user, such as security controls and account status.

Our greatest concern that was highlighted was in step 6. The tester needed to connect with a friend. The purpose of this feature was that connecting with fellow friends is very important to create local competitive spirit. However, this feature needs to be found easily. To do this, originally this was in settings. The friends leaderboard was found in the same spot as the settings dashboard, so this made the tester believe that clicking on the leaderboard would enable them to add friends. However, the actual process was to go to the profile page, find friends and link up with the friends on that setting. This was more difficult to find. If this had been implemented, the entire friends feature could have become meaningless. A feature that is difficult to find is nearly pointless because there is no use for it. As developers, we instantly knew that it needed to be better connected if we want to maximize that. We needed a refined connection between the dashboard and the friends profile. This would be easily done if there was a button which connected to the page. As a result, a button was programmed which transitioned the page from the dashboard to the friends page. This means that even from the friends leaderboard, or

any leaderboard, a person could add a friend. It made that entire process more clear and understandable. We did not remove the link from the profile to the friends page, because adding friends is also an option for users. However, we wanted to create a better connection tool.

Finally, we noticed numerous issues with the final step. The objective of this step was to check on data and numbers by going to the graph. This was to find the quantitative method by which we showed the data. This was important because it provided additional motivation for individuals to work on. We highlighted in the marketing plan that seeing goals in a visual form served as a better tool to motivate progress. However, this needed to be easily found. The first issue in this task was that the graph terminology was a bit confusing. This is an oversight on the test procedure which was created. The terminology graph is very unclear, since it does not address what in specific is being asked. The graph could represent anything, from the time a user spends on the program to relationships between two distinct variables. Our actual task question should be to visualize the data from the last 7 days visually. Being confused, he tried going through leaderboards to find if any data was found. Eventually, he thought that it would be in the profile, and that was correct. We needed to make this connection just as clear as what we did for friends. Being able to see data is a crucial motivator of progress, and seeing all time records contribute to the gaming experience. To resolve this, we did the same approach we did in the friend's confusion in step 6. We created a button from the dashboard that directly went to this data. We needed to create these additional clarifications because there should be a seamless flow between the different aspects of the application. Actual large scale applications have numerous connections from page to page. These connections are important to enable a seamless flow. It also makes the application have greater capabilities. We did not want to make changes to the labels, since adding the buttons resolves the issue to enough of a level. Changing the entire layout would not be beneficial, especially considering the feedback from other testers that the overall flow of the website was satisfactory.

Some changes that could be made for the overall design are adding a better assistance system. There needs to be help features to guide people to do different tasks. The AI chatbot is an additional feature, but having an app assistance system is just as crucial. So, adding a free app help system would be a really beneficial improvement that we could add to the conceptual idea. When they click on the chatbot, they can select either the premium chatbot or the general helpbot. The help bot would not have typed responses, since that would require us to incorporate an additional AI model. AI is a premium feature which is a source of income. However, assistance for a tool should not be restricted. This is a component of the implementation process, since once the program is maintained it must be easy to use. The help bot would have certain frequently asked questions, such as how to get to certain features. After giving a typed response, it would change the display of the screen and use arrows to show users where they need to click.

Going through the testing process also highlighted the importance of testing. As people use the application, they may want to give feedback. Creating a feedback portal would allow us to make changes as developers. This is also more likely to motivate people to stick to the app, since it demonstrates that as developers we are listening to user feedback. Furthermore, when using different tools there may be bugs or issues that must be resolved. Otherwise, people are likely to turn away from the application and give negative reviews, which would hurt our overall impression. This additional feature would be incorporated as time progresses, and all feedback would be collected and stored until it is reviewed as developers.

TESTER 1 Observations

TEST	OK	Comments
1	DIFF	Searched around for register for a bit
2	EASY	
3	DIFF	Other units of measurement must be better incorporated
4	EASY	
5	EASY	
6	DIFF	Friends leaderboard
7	EASY	
8	EASY	
9	EASY	

TESTER 2 Observations

TEST	OK	Comments
1	DIFF	Did not understand how to login due to confusing text inside textbox
2	EASY	
3	EASY	
4	EASY	
5	EASY	
6	EASY	
7	EASY	
8	EASY	
9	DIFF	Searched around it for a bit, bit difficult to locate without clarification