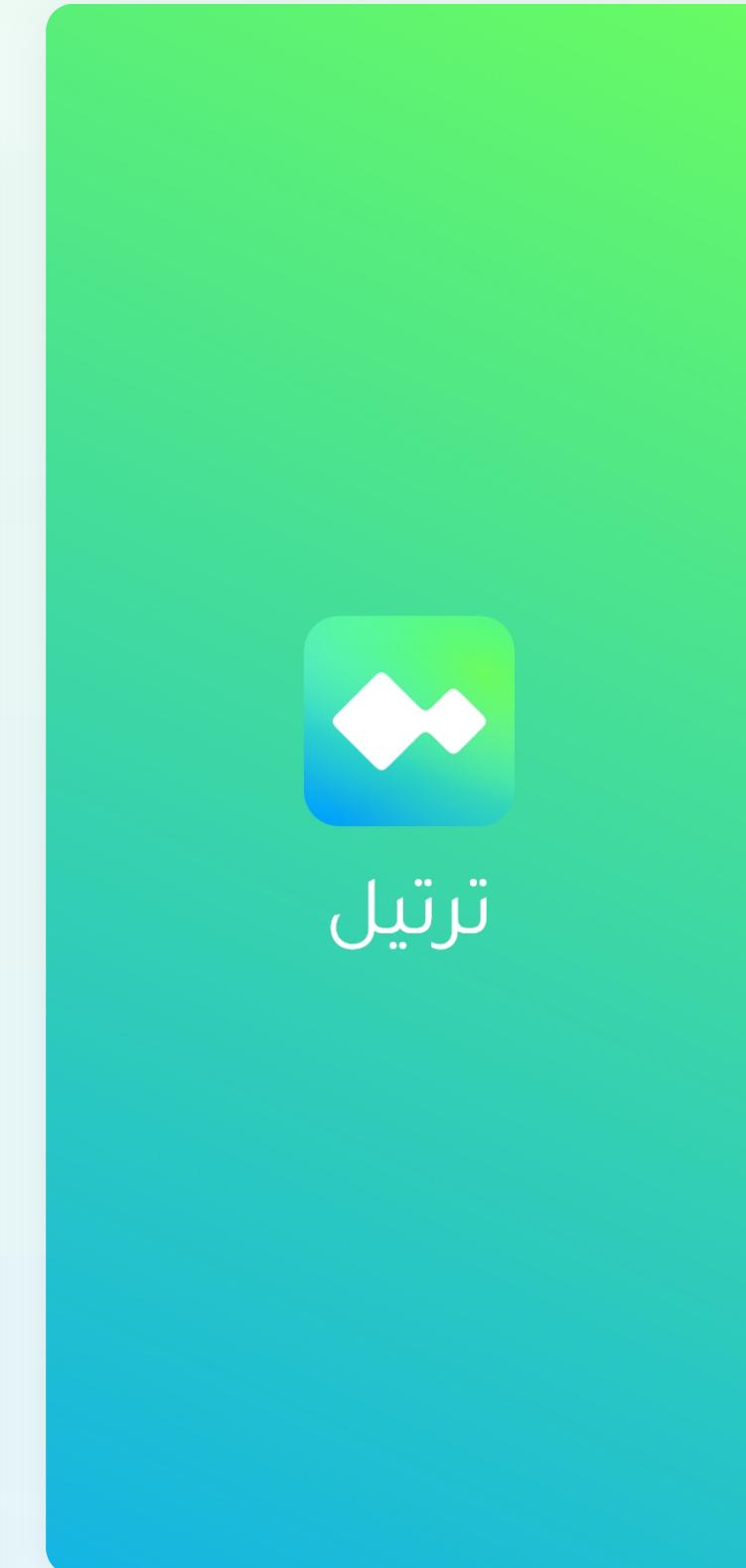
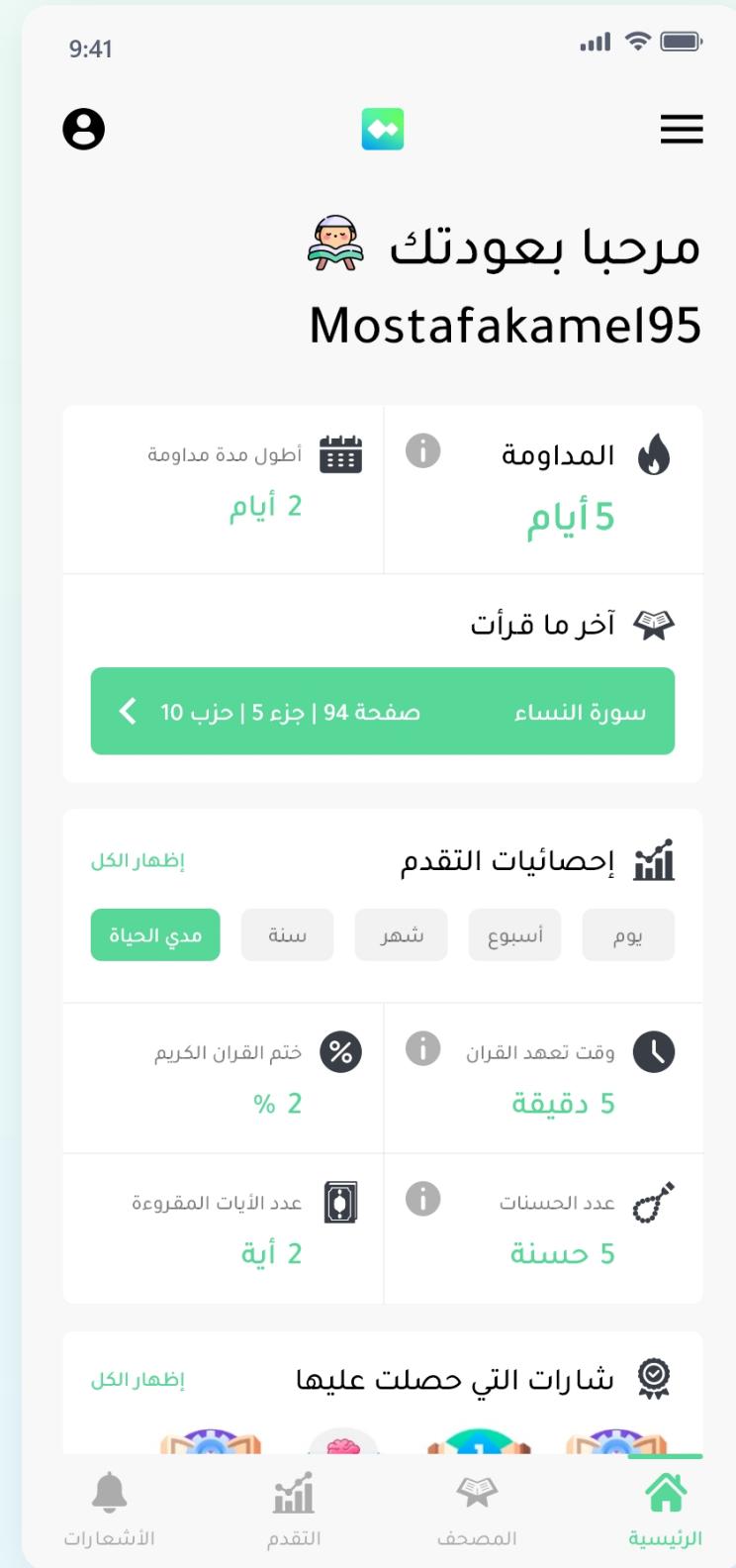




## Tarteel App - UX Case Study



## About the Case Study

This is a case study that explains how I did usability testing **“Do-It-Yourself”** on the [Tarteel app](#), what methods and tools I used to make this test, How I created the plan to help me to do the test, what problems I found and how I solved them.



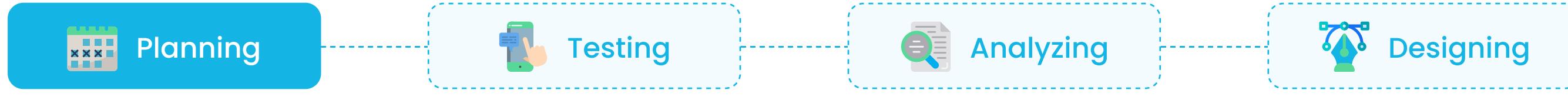
## About the Tarteel App

Tarteel is an Android and IOS app that helps you engage with the Quran, it has many features like Locate and Learns, Recite, Reading Enhancement, and when purchasing a premium subscription for detailed analytics and insights on your Quran sessions.

## My Role and Test Duration

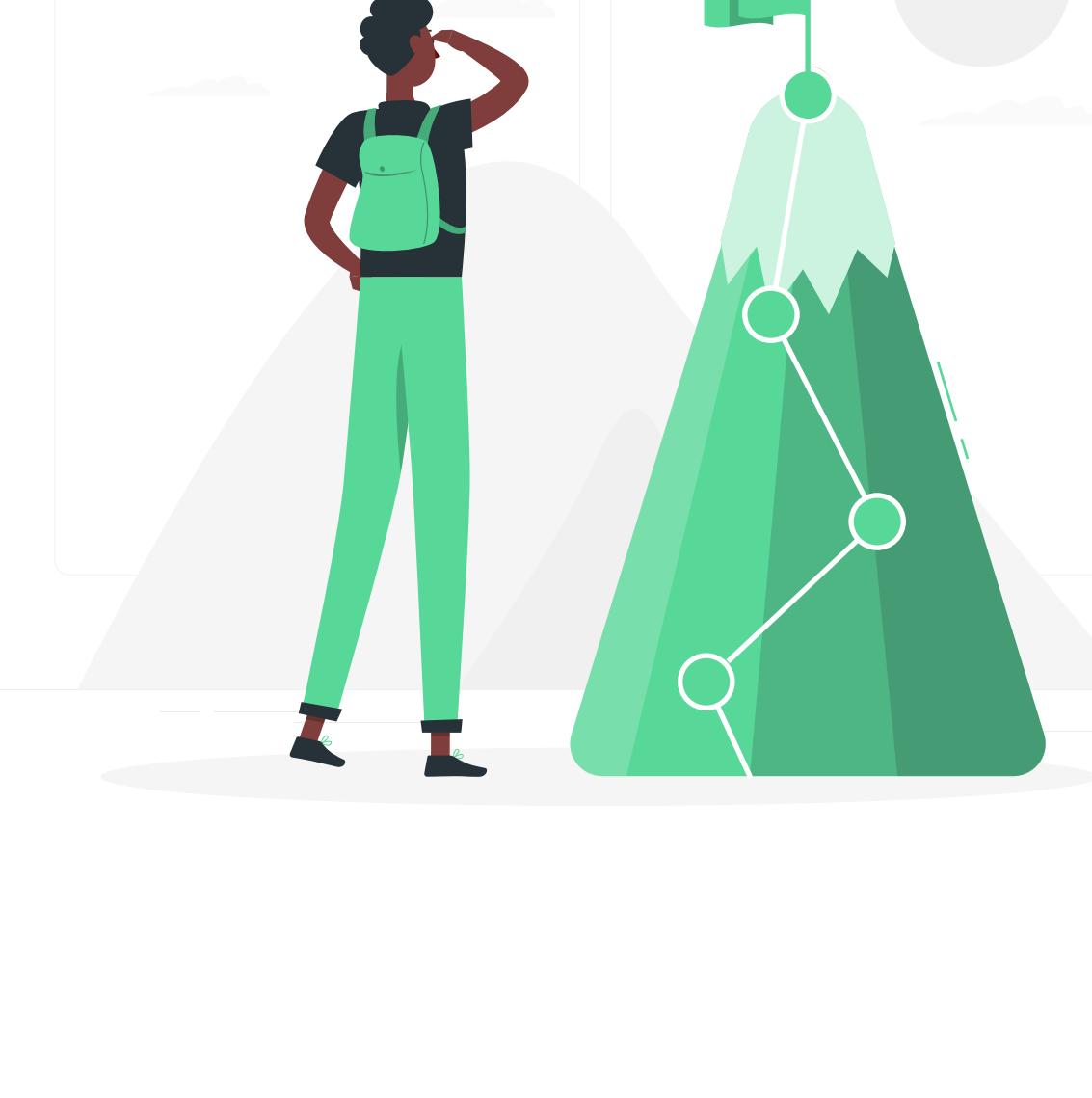
My Role : [Moderator, Observer, and Designer](#)

Test Duration : [1 Week](#)



## Goals and Objectives

- 1 Identify accessibility issues.
- 2 Benchmarking user performance.
- 3 Assessing learnability of the app's core functionality.
- 4 Determine the level of comfort in using the application.



## Participants characteristics:

- 1 Age: 18-45 years old.
- 2 we anticipate testing **three** participants.
- 3 Muslim, want learn and recite the Quran.
- 4 Test Type : Remotely using **Lookback** Website.

## Methodology

### Usability tasks

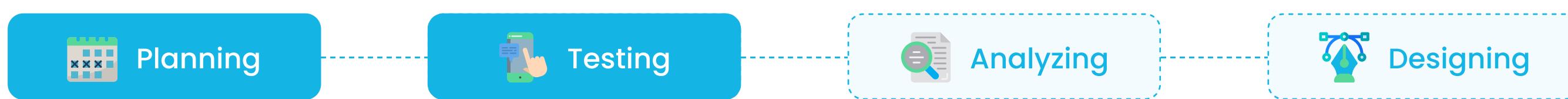
Tasks	Scenario	Successful Completion Criteria
1 Create a new account	One day you wanted to learn and recite the Qur'an online, a friend of yours told you that there is an application that will help you do that. You can download it from Google Play. It is a recitation application, but you must create a new account to use the application.	Participant opens the app, clicks on signup button and completes steps required to create a new account.
2 Search for any verse in the Quran	You heard from one of the sheikhs reciting the Qur'an, and you found that you do not know where it is and what is the name of the surah, so search for it.	Participant clicks on search button and clicks on microphone or write the verse in field.
3 Share verses and Tafser with friends	Your friend asked you about the meaning and interpretation of the verse and you did not know, so you searched for this verse and you want to share it with him.	Participant clicks on search button and clicks on microphone or write the verse in field and click on the search result and clicks on share icon.
4 Change the font size	You have a problem with poor eyesight and always when reading the Qur'an the font must be large, but when using the application I found that the font size is small and you want to make it larger.	Participant clicks on setting icon and clicks on search button and change the size.
5 Use the memorize feature and upcoming verses	You have decided to memorize the Quran using this application and you want to test your previous memorization, so you used this application to help you.	Participant clicks on setting icon and clicks on search button and change the size.
6 Find about Tarteel page	You entered the application and wanted to know more about what is the Tarteel application and what is this company and its social channels.	Participant clicks on Logo icon and clicks on about Tarteel button and open the page.
7 Change the Quran print	You always read by printing a Quran. I found in this application that it uses a different printing, but you want to change this print.	Participant clicks on setting icon and clicks on recite button and change the print

### Script

Hello, \_\_\_\_\_ I'm Mustafa Kamel, and I'll guide you in today's test session. Before we get started, I have some information to tell you to make sure I covered everything. You may have an idea of why I asked you to take the test, but I'll tell you it again. I'm asking people to try Tarteel to see if the app is working properly or not. The session will take about an hour. The first thing I want to make clear is that we are testing the app, not you. You can make any mistake at your convenience. Worried about errors. And when you use the app, I will ask you as much as possible to try to think out loud. She says Albtchovoa, and Albttriv work, and Ptfrk it. It will be of great help to me. And please don't worry that you will embarrass me or anything. We are doing this test to improve the app, that's why I really need to hear your feedback. If you have any questions during the test, you can ask them, as I can not reply to you, because I am interested in how people appreciate it when someone is sitting with you. But if you still have any questions, I will answer them after we finish. And if you ever need to take a break, say it and we'll stop. Record the screen and our conversations. I'll just use the registry to help me see how to improve the app. This will help me because I can't take notes right now. Have any questions yet? Before we start the test, I will ask you a quick question.

1. what is your job? And what do you do all day?
2. Approximately how many hours a day do you spend using the Internet, at work and at home?
3. What types of applications do you use daily?
4. Do you have any favorite apps?

OK. We're done with the questions, and we can start now.



## Testing Interviews

### Recruiting

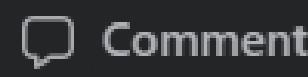
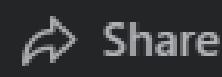
When I wanted to make an usability testing interviews with users, I wrote a post on Facebook to recruit people to test the Tarteel App with them.

### Post Content

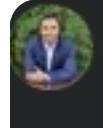
 **Mostafa Kamel**  
July 17 at 11:43 PM · ④

السلام عليكم ورحمة الله  
في أبليكشن يساعد الناس في حفظ وتلاوة القرآن، حالياً يسعى لتطويره  
ومعمرقة أهم المشاكل، فكنت محتاج 3أشخاص يكون لهم معرفة او يستخدموا  
أي تطبيق قرآن على الموبايل أعمل معاهم اختبار بسيط علشان اعرف ايه هي  
المشاكل، فهل من مساعد؟  
شكراً 😊

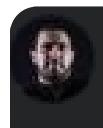
9 Comments 2 Shares

  9  
  

### People Comments

 أنا يا درش مستعد  
Love · Reply · 1w

 تحت امرك اي وقت  
Love · Reply · 1w

 تمام، معاك  
Like · Reply · 1w

 معاك  
Like · Reply · 1w

### Tool

I used [Lookback](#) website to make an remotely interview with the users I recruited, so I sent the session link to share their mobile screens when I was giving them the task and seeing where they were going.

Dashboard Help ⚙️

← ALL PROJECTS  MK Mostafa Kamel ae

Tarteel

New Round New Highlight Reel

LiveShare

Invite to Remote Start In-Person Edit ⋮

	⌚	⌛	⌚	≡	☀️	
LiveShare with Marwan	53:00	5h	Android	 Link	<input type="checkbox"/>	
LiveShare with Ibrahim	58:07	Jul 23	Android	 Link	<input type="checkbox"/>	
LiveShare with Mahmoud	21:45	Jul 23	Android	 Link	<input type="checkbox"/>	
LiveShare with Mahmoud	19:13	Jul 23	Android	 Link	<input type="checkbox"/>	

Created on Jul 19

 2



Tarteel → LiveShare → LiveShare with Marwan

Feedback 4:49 Min. Session Feed

00:00 Participant issues cleared up

00:05 Participant has technical issues

00:12 Participant microphone is silent

00:12 Participant issues cleared up

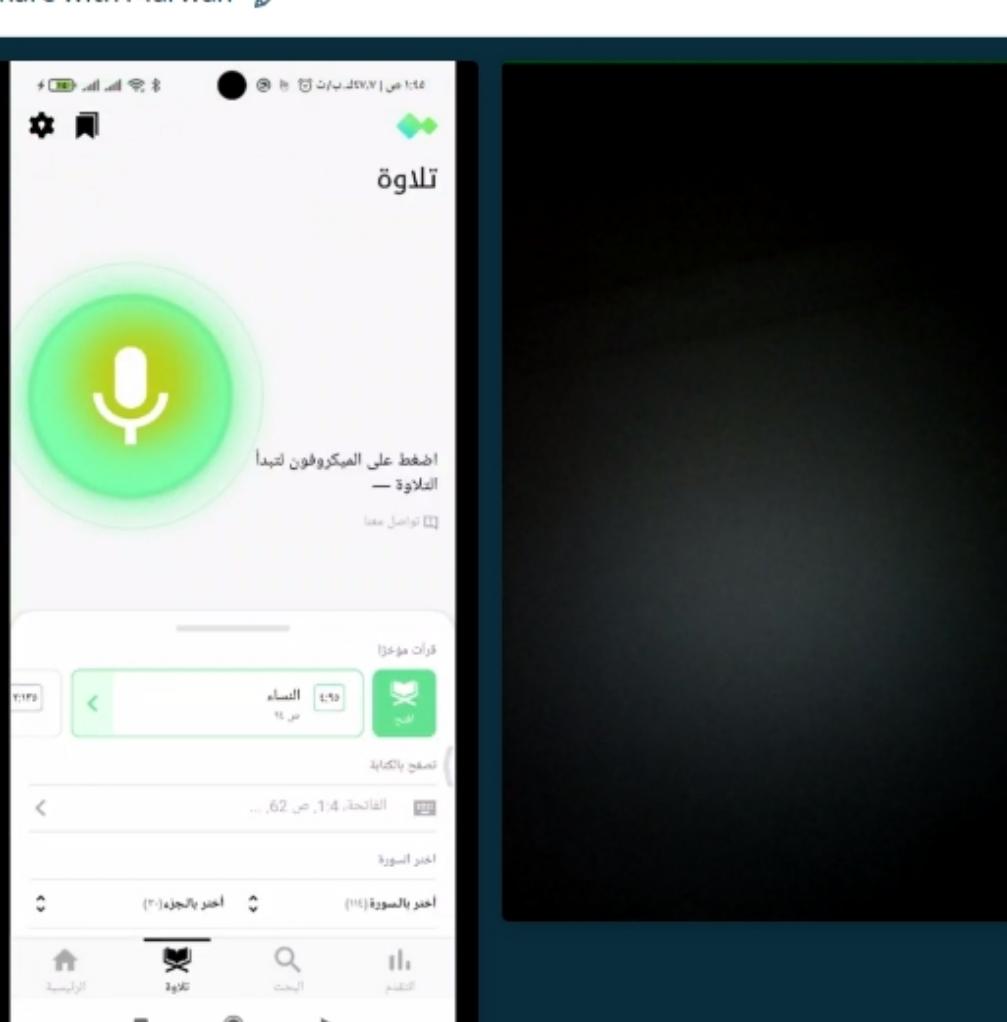
00:38 Participant has technical issues

00:45 Participant microphone is silent

00:47 Participant issues cleared up

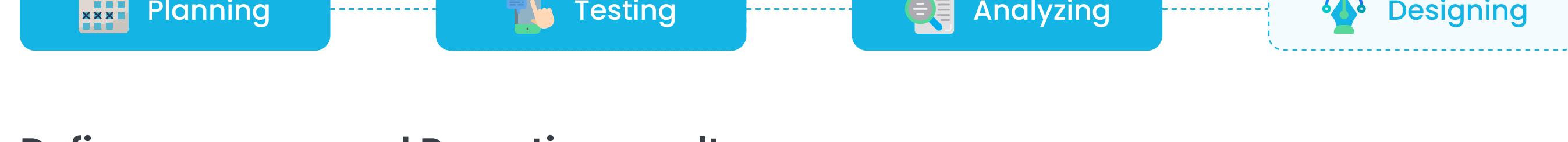
Type a note...

Note Chat



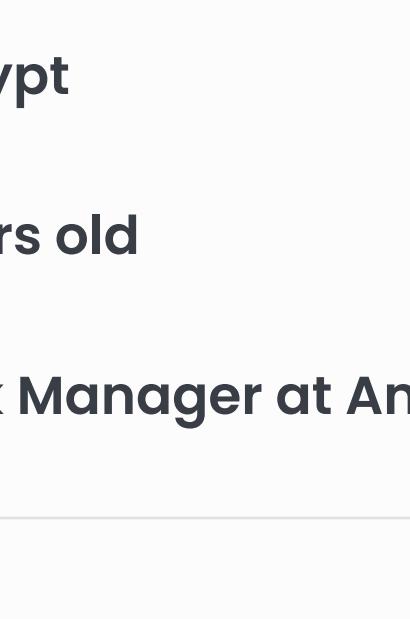


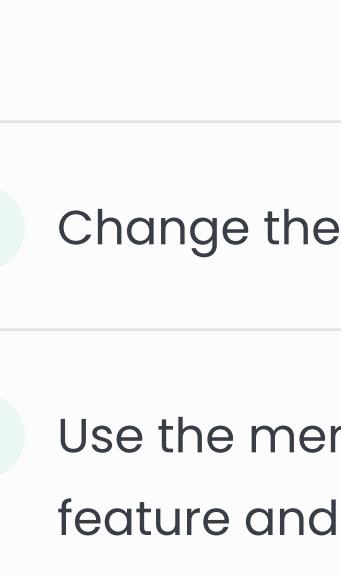
End session



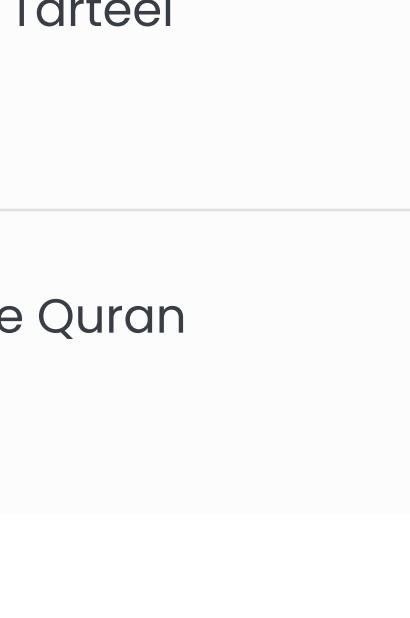
## Define personas and Reporting results

### The First Persona

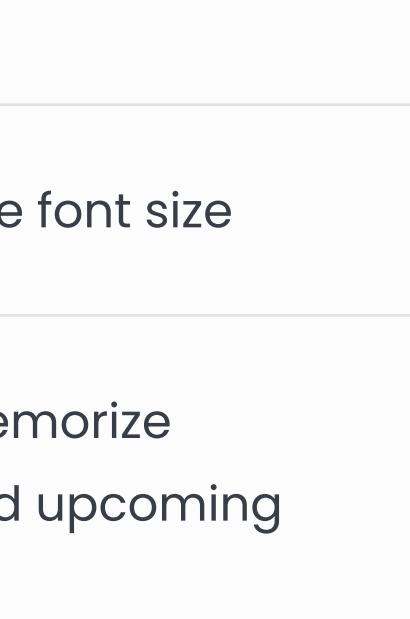
 <p>Name: <b>Ibrahim</b></p> <p>Country: <b>Egypt</b></p> <p>Age: <b>32 years old</b></p> <p>Job: <b>Instcok Manager at Amazon.com</b></p>	<p><b>Top Three Problems:</b></p> <ol style="list-style-type: none"> <li>1 He can't share or copy the tafsir text.</li> <li>2 Didn't get to the About Tarteel page.</li> <li>3 Didn't understand memorize feature.</li> </ol>
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<p><b>The best App:</b></p>  <p>Quran App</p>	<p><b>Goals:</b></p> <ol style="list-style-type: none"> <li>1 Listen the Qur'an from several sheikhs.</li> <li>2 The App Will be more usable.</li> <li>3 Rotate the phone when reading the Quran.</li> </ol>
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Tasks	Completion	Notes
1 Create a new account	Pass	<ol style="list-style-type: none"> <li>1 Didn't know how to write username.</li> <li>2 Didn't see login button.</li> </ol>
2 Search for any verse in the Quran	Pass	<ol style="list-style-type: none"> <li>1 Took much time.</li> <li>2 Didn't understand search filed.</li> </ol>
3 Share verses and Tafsir with friends	Failure	<ol style="list-style-type: none"> <li>1 Took much time.</li> <li>2 He can't share or copy the tafsir text.</li> </ol>
4 Change the font size	Pass	<ol style="list-style-type: none"> <li>1 Didn't see font preview.</li> </ol>
5 Use the memorize feature and upcoming verses	Failure	<ol style="list-style-type: none"> <li>1 Didn't know what this feature do?.</li> </ol>
6 Find about Tarteel page	Failure	<ol style="list-style-type: none"> <li>1 Didn't find the side menu icon.</li> </ol>
7 Change the Quran print	Pass	<ol style="list-style-type: none"> <li>1 None</li> </ol>

 <p>Name: <b>Mahmoud</b></p> <p>Country: <b>Egypt</b></p> <p>Age: <b>29 years old</b></p> <p>Job: <b>Designer at Dubai Company</b></p>	<p><b>Top Three Problems:</b></p> <ol style="list-style-type: none"> <li>1 Difficulty accessing the Qur'an.</li> <li>2 Didn't get to the About Tarteel page.</li> <li>3 He didn't know where he stopped last time.</li> </ol>
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Tasks	Completion	Notes
1 Create a new account	Pass	<ol style="list-style-type: none"> <li>1 Didn't know how to write username.</li> </ol>
2 Search for any verse in the Quran	Pass	<ol style="list-style-type: none"> <li>1 Appear wrong message when use microphone.</li> <li>2 Didn't understand search filed.</li> </ol>
3 Share verses and Tafsir with friends	Failure	<ol style="list-style-type: none"> <li>1 Took much time.</li> <li>2 He didn't know share the tafsir text.</li> </ol>
4 Change the font size	Pass	<ol style="list-style-type: none"> <li>1 Didn't see font preview.</li> </ol>
5 Use the memorize feature and upcoming verses	Pass	<ol style="list-style-type: none"> <li>1 Didn't understand the icon.</li> <li>2 Took much time.</li> </ol>
6 Find about Tarteel page	Failure	<ol style="list-style-type: none"> <li>1 Didn't find the side menu icon.</li> </ol>
7 Change the Quran print	Pass	<ol style="list-style-type: none"> <li>1 Need more prints.</li> </ol>

 <p>Name: <b>Marwan</b></p> <p>Country: <b>Egypt</b></p> <p>Age: <b>21 years old</b></p> <p>Job: <b>Student at MTI University</b></p>	<p><b>Top Three Problems:</b></p> <ol style="list-style-type: none"> <li>1 Didn't get to the About Tarteel page.</li> <li>2 Difficulty read the walkthrough pages.</li> <li>3 Can't see forget password and login buttons.</li> </ol>
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Tasks	Completion	Notes
1 Create a new account	Pass	<ol style="list-style-type: none"> <li>1 Didn't see login and forget password buttons.</li> </ol>
2 Search for any verse in the Quran	Pass	<ol style="list-style-type: none"> <li>1 Didn't expect search result.</li> </ol>
3 Share verses and Tafsir with friends	Failure	<ol style="list-style-type: none"> <li>1 Took much time.</li> <li>2 He didn't know share the tafsir text.</li> </ol>
4 Change the font size	Pass	<ol style="list-style-type: none"> <li>1 He wanted to change the Madina print size.</li> </ol>
5 Use the memorize feature and upcoming verses	Pass	<ol style="list-style-type: none"> <li>1 Expect memorize icon.</li> <li>2 Took much time.</li> </ol>
6 Find about Tarteel page	Failure	<ol style="list-style-type: none"> <li>1 Didn't find the side menu icon.</li> </ol>
7 Change the Quran print	Pass	<ol style="list-style-type: none"> <li>1 None</li> </ol>

## Design Solutions

	Before	After
1 Difficulty reading the language of the walkthrough pages.		
2 Can't see forget password and login buttons.		
3 Didn't access to the side menu.		
4 He didn't know where he stopped last time.		
5 Difficulty accessing the Qur'an pages.		
6 He can't share or copy the tafsir text, and there is no button to do that.		
7 Didn't understand memorize feature icon.		
8 Listen the Qur'an from several sheikhs.		
9 There are many setting icons.		
10 Can't change username and password.		

THANK YOU