UX FUNDAMENTALS

#1.6 Usability Testing

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Usability Test Plan

SCOPE

Test Usability for a Language Learning App

SCHEDULE

Skype meeting or other video call app

SESSIONS

about 15 min meeting with 3 users

EQUIPMENT

Computer, Android phone

METRICS

Jakob Nielsen's severity rating scale

Direct Tasks

1. Users will join the app for the first time
2. Users will take a vocabulary lesson
3. Users will talk to a bot (chat scenario)
4. Users will add their own vocabulary words
5. Users will check their today's progress.

Scenario Tasks

1. You are looking to learn a new language, so first you need to sign up to create a new account.
2. You have successfully created an account and now have access to the app anywhere and anytime, how would you go through to take a vocabular lesson?
3. You want to start using what you have learned from the lessons you have been taking by engaging in a conversational scenario with the integrated bot in the app. You are out in public and don't want to disturb people. How would you access having a message chat with the bot?
4. A friend recently taught you a funny word you would like to add to your lessons. Where would you go and add new words?
5. Now you have done your part for today and want to quickly check how far you have come. How would you check your daily achievement?

> " If you out and about going through a bunch of screens is annoying and time consuming. "

Kyle, 28, Aircraft Technician

"Personally, I dont like when apps send a bunch of notices. Maybe one a day max. Sometimes it seems duolingo sends 5 a day. An option for this during sign up and in settings might be nice to set a time. So it dosnt happen at work or something."

Task 1, join the app for the first time

Standard routine for app sign up, easy and quickly done

Task 2, take a vocabulary lesson

Easy to do. Having both programmed lessons through app and being able to create own flashcards and sentences is very handy. User knows best thier weaknesses and strength so this could make easy transition between concentration areas and keeping it fresh.

Task 3, talk to a bot (chat scenario)

This is pretty straight forward to access. I like the option of having different scenarios. It would be nice to have a selection of different call scenarios.

Task 4, add their own vocabulary word and learn how to create a deck

Since I didn't have a deck already, it was a little confusing to click on manage cards, when I have none. This lacks a quick add option. Having it close to main menu would be handy.

Task 5, check their today's progress

This is really quick to access from the home screen. Maybe you can create an option to select a daily goal. Like 5 or 15 minutes a day. Or maybe 80 percent accuracy goal.

> "This one needs to be a bit streamlined. It's too much tapping at the moment."

Steven, 28, Retail

Task 1, join the app for the first time

Quick and easy signung up. Facebook and Google sign up is very handy.

Task 2, take a vocabulary lesson

Really easy to figure out. Got there very quickly.

Task 3, talk to a bot (chat scenario)

Again, I like that "start a conversation" is right on the home screen. Very clear how i might start a chat.

Task 4, add their own vocabulary word and learn how to create a deck

Honestly, this one needs to be a bit streamlined. I'd be adding new cards every day, learning slang and other things not already in the app. I reckon a small deck of cards in the corner of the home screen to instantly add new vocab would be far better. It's too much tapping at the moment.

Task 5, check their today's progress

Checking my progress was easy too. Right there on the home screen.

> "
> I definitely think there should be an easy search menu somewhere accessible at most points in time in the app.
> "

Max, 25, Student

Pretty easy integration to sign up or log in with facebook or google. and also the option to sign up with just an email is a nice touch.

Task 2, take a vocabulary lesson

The vocabulary lessons with the visual cards are very easy to follow and get the creative juices flowing. It would seem easy to take a vocab lesson.

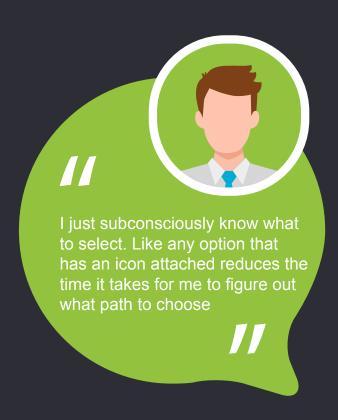Task 3, talk to a bot (chat scenario)

The chat options are easy to identify with the chat icon and having it written directly on the page simplifies the usability of the app.

Task 4, add their own vocabulary word and learn how to create a deck

I definitely think there should be an easy search menu somewhere acessible at most points in time in the app. Especially form the home screen if possible. This would mean that it is really easy to just open the app , tap one button and search for a word, and have the option to create a new one.

Task 5, check their today's progress

Checking the daily progress is very quickly accessible on the home screen, making it a great way to keep track and save time. Maybe you could also have some sort of longterm progress so you can compare both and see how far you have gotten.

Chris, 30, Media Buyer

> I just subconsciously know what to select. Like any option that has an icon attached reduces the time it takes for me to figure out what path to choose

"I do like the simplicity of it all though, I think you did a great job with that. Definitely looks very clean. Especially with the icons, those make the selection much easier. I don't have to think when I make a selection"

Task 1, join the app for the first time

Signing up for an account was easy , but I may suggest two screens as main screen with the "quick logins" to push people to use FB/Google/etc, then a button with "sign up via e-mail". Which would bring you to a new page with the option to sign up with email. But that is just a nuance I suppose, I think apps would rather have people use those apps because it gives them more data. But overall the sign up process was very easy.

Task 2, take a vocabulary lesson

This is easy as well, there is a button for it right when you get to the home screen. There isn't a back button on the "take a lesson" page which I think would be nice.

Task 3, talk to a bot (chat scenario)

This too is very straight forward and easy, I like the use of the large icon and text. Makes it easier to quickly identify each option.

Task 4, add their own vocabulary word and learn how to create a deck

Overall the flow is again very nice and easy however I would have a few suggestions. One "Manage Cards" is a bit ambiguous, maybe use "Vocab Cards" or something similar to it's easier to understand what it means. Two I'm not a huge fan of using arrows and then also x's, I'm not sure if one does one thing and one does the other. Three on the card final does the "Add Another" save your current card and add another or erase your work? It's a bit unclear. I think maybe adding manage cards to the home screen would be nice. It could remove a lot of the path. Like not the bottom bar, but along with those first three options

Task 5, check their today's progress

This is a nice flow, easy to find no complaints here.

Usability Test Report

Task #	Observation	Severity	Recommendation
1	User suggested to have two screen as main screen with the "quick logins" to push people to use FB/Google/etc, then a button with "sign up via e-mail". Which would bring you to a new page with the option to sign up with email.	0	The current login process seemed pretty straight forward to users. A two screen login could be considered if there is more time for refining the app.
2	User misses a back button on the "take a lesson" page	0	There already is a short cut in the bottom nav bar to access the Vocab trainer.
3	User suggests to have a selection of different call scenarios.	2	This is already considered in the app by being able to skip calls and move to another. Perhaps this needs to be made more obvious.
4	Users think it is too much tapping and lacks in a quick add new vocab option. User misses a way to search quickly for words. User thinks "Manage Cards" sounds a bit ambiguous User is not a huge fan of mixing arrows and also x's User is confused whether "Add Another" would save your current card or erase your work	4 3 1 1 3	Find a way to shorten the process. For example have a small icon to instantly add new vocabs from home screen Create an easy search menu Use other word like "Vocab Cards" or "My Vocabs" Decide for either x or arrow Make it more obvious that it does not erase your work. Find a different way to add more cards to a deck.
5	User wants to see longterm progress and be able to compare.	3	Add to see longterm progress. Add a way to select daily goals, 5 or 15 minutes a day or 80 percent accuracy goal.

Jakob Nielsen's severity rating scale
0 = I don't agree that this is a usability problem at all, 1 = Cosmetic problem only: need not be fixed unless extra time is available on project 2 = Minor usability problem: fixing this should be given low priority , 3 = Major usability problem: important to fix, so should be given high priority 4 = Usability catastrophe: imperative to fix this before product can be released