Task 1.6 Usability Test

UX Fundamentals
Christine Tsai

SCOPE

Test Usability for Language Vocab App

SCHEDULE

Coffee Shop / Skype Meeting

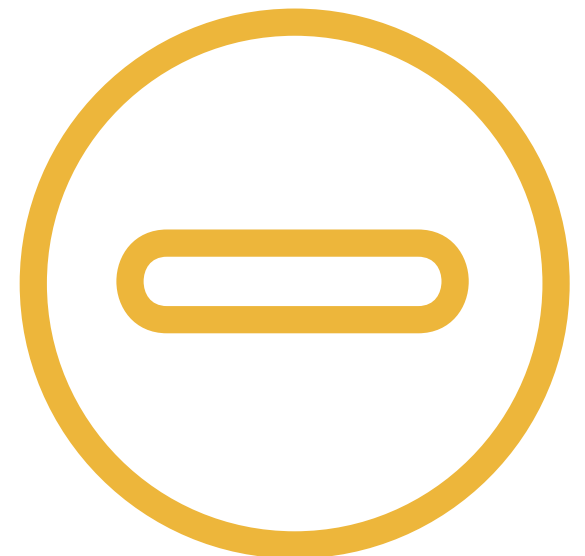## SESSIONS

10 - 15 mins per session

EQUIPMENT

Iphone 8, Prott App

METRICS

Jakob Nielsen's Rating Scale: 0-4

Revised prototype

Original prototype

Usability Test Script

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DIERCT TASKS

1. Sign up process
2. Taking a lesson
3. See Progress Summary
4. Study Own Vocabulary Set
5. Adding/ Editing Vocabulary Set

SCENARIO TASKS

1. You have found this app which can help you learn new languages and practices your vocabularies. You have never used this app before, how would you start as a first time user?

2. Now that you have created an account and can automatically log in from your phone anytime you want. How would you take your first language lesson?

3. Now you have taken several lessons, where would you go to find your progress summary?

4. Now you want to study your own UX vocabulary set, Using a flashcard, how would you do so?

5. Now you want to adjust your own UX vocabulary set, how would you add new vocabulary or edit old ones? Or even change the languages of the set for pronunciation?

Kevin, 29

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Start-Up Director

> "I like the simplicity of the app - very smooth flow, don't need to overthink to use"

> "The tutorial is hard to understand just with wireframe"

💡 Task 1: Join the app for the first time / Sign up

1. Sign up is easy
2. Add a title of onboarding - it was confusing from the drawing
3. It's very easy and fast to learn for the app.
4. Cannot understand the drawing of F, T, G

💡 Task 2: Take a language lesson

1. It's easy to take the lesson once you button - everything is very straight forward.
2. but the dashboard was very confusing since it's the first time using, I would expect the dashboard is empty.

💡 Task 3: See progress summary

It is very easy to see all your progress on the dashboard home page.

💡 Task 4: Study Own Vocabulary Set

1. it is very easy to navigate to study set, very straight forward to find the set I want and study it. (Via dashboard).
2. I didn't understand what was "set", would be easy if it was stated Vocabulary Set

💡 Task 5: Add / Edit Vocabulary Set

1. I like the edit option at the right-hand corner of the set. It is very straight forward to navigate.
2. However, I think the button dashboard should be in most pages, so I can always go back or join the lesson quickly.

Rob, 36

Gym Owner

"I don't mind clicking buttons, as long as I don't need to re-do them by mistake."

"Where can I edit?"

Task 1: Join the app for the first time / Sign up
1. Sign up process is natural, especially with Facebook. Preferable have facebook on the top.
2. Onboarding is good, short and easy - however, I prefer to have the tip while using the apps.

Task 2: Take a language lesson
I was confused by the dashboard - there was no join lesson from the lesson page. The command options at the bottom were my last resort to start a lesson

Task 3: See progress summary
It is very easy to navigate, and I like the progress is visible at the dashboard.

Task 4: Study Own Vocabulary Set
I like the " Study this set" button is easy to click, and I like you can use a different method to study.

Task 5: Add / Edit Vocabulary Set
The icon was no feasible enough, could not found the edit option

Dina, 27

Marketing Manager

"I prefer to have a gaming kind of study experience!"

"Your app doesn't need me to overthink! I love using this kind of app!" .

Task 1: Join the app for the first time / Sign up

The login function is straightforward, I use Twitter to log in for almost all my apps. I prefer actually to have Facebook, Gmail, Twitter at first - then an option of "log in with your email." I don't like to have a lot of forms to fill at one screen before the start.
A beautiful background would be nice I think, I think visual attraction at sign up page is significant. At least that is what attracts me most of the time.

Task 2: Take a language lesson

I think the " plus icon" was told at the tutorial screen then things were clear. However, I prefer to have a "join the lesson" button at first in the dashboard. I like the learn how to use the app by doing so sometimes I don't really want to read through all the tutorial stuff. A button at dashboard would help!
I like the lesson process - I love that you sort out by categories, I can imagine myself using the app on a plane on the way to a journey. And the achievement/summary, at the end of the lesson, was good for me to understand how much I remembered so I could decide if I want to retake the lesson again!

Task 3: See progress summary

I can't tell what would be in on the process summary, but I like the idea that it is on the dashboard! It would be great to see my progress right when I open the app - cause it kind of pushes me to work harder or makes me feel right about how far I've gone! If you can design it to make it cuter or smarter - like a game, that would be awesome.

Task 4: Study Own Vocabulary Set

Studying the vocabulary set is effortless. I like that you have a flash card & a matching method to choose from. Since you haven't designed in detail how they would turn out, would it be possible to develop it with a self-grading function? So I know, which one I actually understand afterward. I found it hard for me to remember which one I was having difficulties when I use the paper flashcards. The whole studying process was extremely nature - I just have to click, and it will take me where I want to go. Love it!

Task 5: Add / Edit Vocabulary Set

It took me a min to find where that was - but I like the idea it was there! It's similar to most of the app - on the right upper corner. I love the idea that I don't have to keep switching the different screen to edit cards. Scrolling is natural too - it's just nature.
I don't know how much I would edit cards - but if there were a small hint at the first time regarding of icon, it would save me a lot of time to find the option!

Usability Test Results

Task	Observation	Severity	Recommendations
1	When user clicked sign up page, they were confused by the F,T,G button. They could not understand what that meant.	3	Change to Facebook, Twitter, Gmail logo
1	At the onboarding process, user was confused of what that was since it was just a simple wireframe	1	It should be resolved after the context was in
1	A user wants the log in page a more cleaner feel	1	Could adjust the layout
1	A user is very attracted by the modern UI	1	Could adjust the layout
2	User wants to be able to join lesson at the dashboard page the first time they use the app - so they can get familiar to the app at the same time.	4	Create a "join your first lesson" button at dashboard if the user hasn't joined any classes before.
3	They would like to see in the progress summary on where they are at the lessons, and how many time they've spent so far - or weekly strike.	3	Can indicate those at the dashboard summary page
3	Some users would like to be able to set their own goal per day - Ex: how many lessons do they want to complete, or how many vocabularies they want to review	2	Can set up goal right after sign up / and edit them set the setting page Can have " Day, Week, Month. To this date sorting option"
3	Some users are attracted by certain style of the summary process	2	Will make sure the process summary is fun & creative
4	Some users want to be able to grade themselves while studying their own vocabulary set.	2	Will implement grading system - Ex: This was easy, need time to think, or I couldn't remember
4	Some users are expected to see how well they've done in the end of the study	2	Will implement the summary at the end of each study session
5	A user cannot find the edit button in set page	4	Will change the setting onboarding