

User Experience

Milestone 5 - User Testing

Design Minds (A-16)

Submitted By

Ali Mansoor (21I-0593)

Amina Rafi (21I-0742)

Momina Ali (21I-2521)

Submitted To

Dr. Fehmida Usmani



Department of Computer Sciences

National University of Computer and Emerging Sciences

Islamabad, Pakistan

User Test Report & plan

1. Executive Summary

This report summarizes the findings from the usability testing of the Mood Mosaic mobile application. The purpose of the test was to evaluate the app's user interface (UI), task completion success, and overall user satisfaction. The testing sessions involved a diverse group of participants, focusing on tasks such as creating mood mosaics, navigating the app, and interacting with community sharing features.

Overall, the results revealed that participants found the app to be generally intuitive, though some difficulties were observed in specific areas such as account setup and mood color selection. Participants showed a strong interest in the app's potential for tracking moods over time, but several suggested improvements for navigation clarity and better community interaction features.

2. Introduction

The Mood Mosaic application was designed to help users track and visualize their moods over time through customizable 'mood mosaics.' This usability test aimed to identify any usability issues and gauge user satisfaction with the app's core features. The key features tested included the onboarding process, mood mosaic creation, the mood timeline, and community sharing functionalities.

3. Methods

Participants:

- 5 participants (3 male, 2 female)
- Age range: 18–40 years
- Experience: All participants had prior experience with mobile apps, and 3 out of 5 had used mood-tracking apps before.

Test Tasks:

- **Task 1:** Account creation and sign-up process.
- **Task 2:** Profile completion and navigation to the Home Dashboard.
- **Task 3:** Creating a mood mosaic by selecting mood colors.
- **Task 4:** Saving the mood mosaic and viewing it in the Mood Timeline.
- **Task 5:** Exploring community mosaics and interacting with the shared community page.
- **Task 6:** Reviewing mood insights and trends over a selected period.

Testing Environment:

- Location: Remote testing with video calls.
- Devices: Each participant used their own device (Android or iOS).
- Test Duration: Each session lasted approximately 30 minutes.

4. Findings and Recommendations

Account Creation and Onboarding (Task 1)

Recommendation : Ensure that the "Sign-Up" button is clearly visible and perhaps use a more standardized position on the screen for easier recognition.

Mood Timeline (Task 4)

Issue : All participants successfully completed this task, though one participant requested that the timeline be more visually distinct with time stamps for better reference.

Recommendation : Enhance the timeline's visual design by including clear time markers and possibly a smooth scroll feature to navigate between different moods over time.

Community Sharing (Task 5)

Issue : The ability to interact with other users' mosaics felt limited.

Recommendation : Improve the community interface with added functionalities like liking, commenting, or sharing mosaics. Users also requested a filter to view specific mood types or trends.

Mood Insights and Trends (Task 6)

Issue : While the mood insights were appreciated, 1 participant requested more detailed data, such as tracking changes in mood over weeks and providing actionable recommendations.

Recommendation : Expand the Mood Insights screen to include trend charts and comparisons between different periods, such as weekly and monthly summaries.

5. Limitations

Sample Size : The test was conducted with a small group of 5 participants, which may not fully represent the app's broader user base. A larger sample size would yield more diverse feedback.

Test Duration : Limited time for each participant to explore the app in-depth may have resulted in incomplete feedback on some less frequently used features.

Device Variability : The study was conducted on different devices (iOS and Android), and the user experience may vary slightly across platforms.

6. Conclusion

The Mood Mosaic app is generally user-friendly and meets its core goals of helping users track and visualize their moods. However, there are several key areas for improvement, particularly around color selection, community sharing, and the clarity of navigation. By addressing these issues, the app could provide a more intuitive and engaging experience for users.

The feedback gathered from the test sessions will be valuable for refining the app, particularly for making the onboarding process smoother, improving the community interaction features, and enhancing the mood tracking capabilities.

7. References

Nielsen, J. (1994). *Heuristic Evaluation*. In J. Nielsen & R. L. Mack (Eds.) *Usability Inspection Methods*. New York, NY: John Wiley & Sons.

Rubino, E., & Pires, A. (2020). *User Testing in UX Design: Methods & Best Practices*. *Journal of Usability Studies*, 15(4), 200-213.

ISO 9241-210:2010 - *Ergonomics of human-system interaction – Part 210: Human-centered design for interactive systems*. International Organization for Standardization.

Nielsen, J. (2012). *Usability Engineering*. San Francisco, CA: Morgan Kaufmann.

8. Appendices

A. User Test Plan Overview

The goal of the user test is to evaluate the usability of the 'Mood Mosaic' app, with particular emphasis on the user interface and experience of creating, saving, and sharing mood mosaics. Participants will be asked to perform a series of tasks based on specific screens in the app. The test aims to gather feedback on user interactions, identify usability issues, and measure user satisfaction.

Recruiting Criteria: Participants should have basic experience with mobile apps and an interest in mood tracking or journaling. They should be at least 18 years old.

The test will consist of 4 core tasks, including logging in, creating a mood mosaic, viewing mood trends, and sharing mosaics with the community.

B. Consent Form

I agree to participate in the usability study for the Mood Mosaic mobile application. I understand that this test is for research purposes and that my responses will be used for analysis of the user experience. I understand that my participation is voluntary and that I may withdraw at any time. Any data collected will be confidential and will not be shared outside the context of this study.

Date: _____

Please print your name: _____

Please sign your name: _____

C. Logging Sheet

User Test Logging Sheet

Test Name: Mood Mosaic User Test

Participant ID: _____

Task Number: _____

Logger: _____

Date: _____

Task Success: Yes/No

Clock Time Event Code Notes

TASK START Be sure to log start time for syncing later

D. User Test Script

Pretest Checklist:

- Clear cookies
- Login with email: (provided)
- Remove login saved memory
- Fill in test details
- Start screen recording

Introduction to Demo:

Moderator: Thank you for participating in today's test. The goal is to assess your experience with 'Mood Mosaic.' I'll guide you through the tasks, but feel free to ask questions if needed. The goal is to gather feedback on your experience and challenges while interacting with the app. Your feedback will help improve the app's design.

Task Instructions:

1. Log in to the app.
2. Create a mood mosaic by selecting mood colors and saving it.
3. Review your saved mosaic and view trends over time.
4. Share a mosaic with the community.

E. Post-Test Questionnaire

Please rate the following questions on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree):

1. I think that I would like to use this system frequently.

1 2 3 4 5

2. I found the system unnecessarily complex.

1 2 3 4 5

3. I thought the system was easy to use.

1 2 3 4 5

4. I think I would need the support of a technical person to be able to use this system.

1 2 3 4 5

5. I found the various functions in this system were well integrated.

1 2 3 4 5

6. I thought there was too much inconsistency in this system.

1 2 3 4 5

7. I would imagine that most people would learn to use this system very quickly.

1 2 3 4 5

8. I found the system very cumbersome to use.

1 2 3 4 5

9. I felt confident using the system.

1 2 3 4 5

10. I needed to learn a lot of things before I could get going with this system.

1 2 3 4 5