Usability Report (Balanced Box - Equity App)

[Prototype Link](#)

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Introduction

Summary

Balanced Box is food resource app that provides college students with free weekly food box that contains fruit, vegetables, and more, which can be delivered, or picked up. It also provides access to find nearby food resources such as food banks, and allows students to chat with community members who may have entra resources.

Summary (Test #1)

The majority of the users understood what to do

- All 5 of the participants said to make the sign up text larger
- 2 of the 5 participants wanted an X icon on the Successfully Created Account page
- 1 of the 5 participants was confused about the log in page, and thought they were logging in

Summary (Test #2)

The participants understood what they needed to do when told what task they needed to complete. There were just a few bugs that they encountered

- All the participants thought creating an account was straightforward once they started
- 1 participant of the 5 mentioned the lack of feedback when adding to food to the box

Summary

100%

of the participants wanted the sign up button larger

100%

of the participants were more likely to refer this app

80%

of the participants experienced bugs

Demographic

All participants tested the prototype on their laptop

Test #1

- All 5 participants were undergraduate college students; the target audience for this app

Test #2

- 4 of the 5 participants were undergraduate college students
- 1 of the 5 participants was a high school student, who has a sibling in college

Tasks

Tasks

Task 1: Creating an account

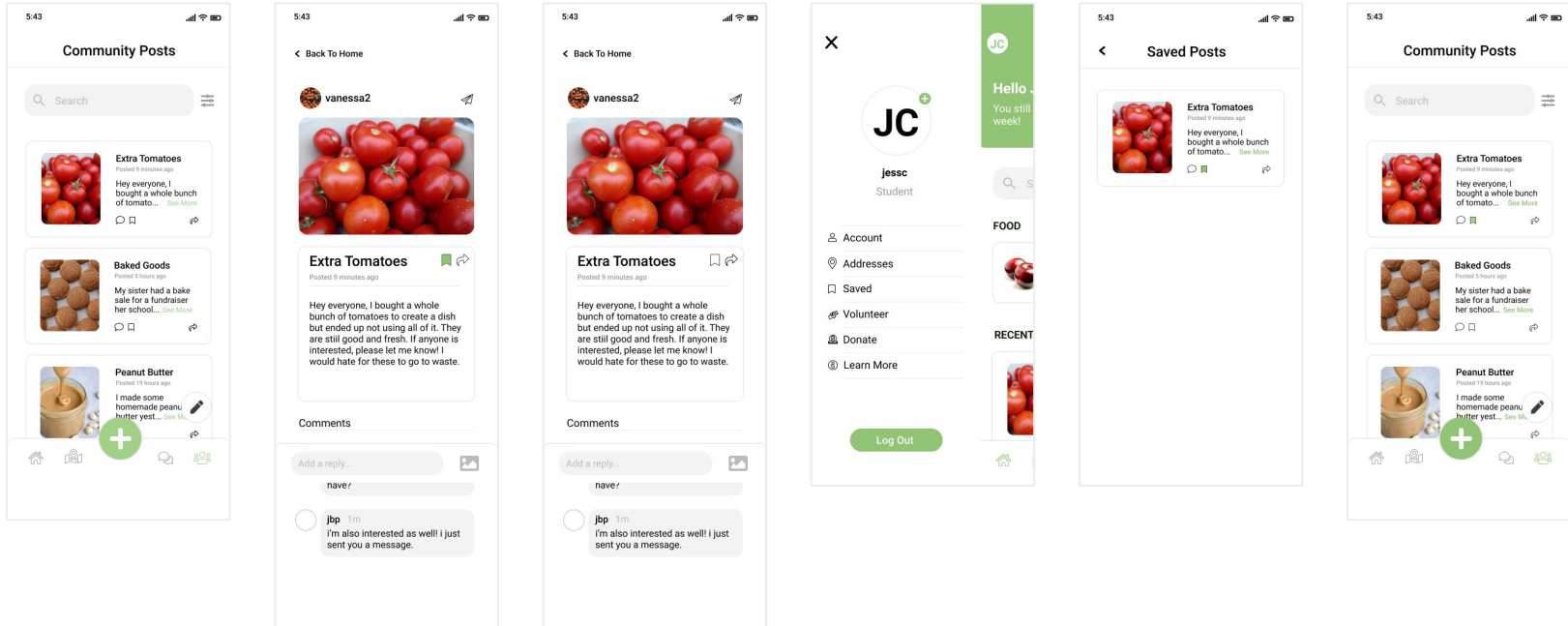**Task 2:** Saving a community post, and finding the saved post in your account

Task 3: Adding items to you box, and seeing what is in your box
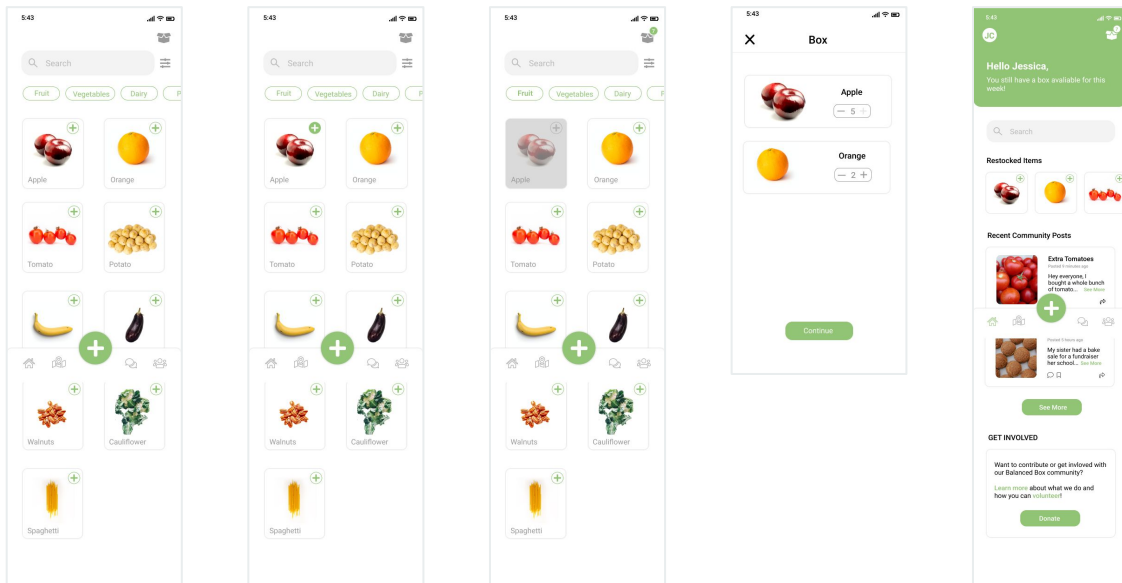
Task 1: Creating an account

Task 2: Saving a community post

Task 3: Adding items to your box, and seeing what's in your box

Results

Bugs

- Header bar with time and battery status moves when scrolling
- Some pages, like the home page weren't linked on certain pages
- Repeated images for some of the food
- Invisible box on page that is clickable and leads to another page
- The option to edit the items in your box was not live

Usability Problems (Test #1)

- Sign up text was too small. Users had trouble seeing it
- Should have the option to see password when creating an account
- Gray text was a little too light
- Participants wanted an X icon on the Successfully Created Account page

Usability Problems (Test #2)

- User wanted an indication from sign up button that you could not click them until you typed in some text
- Lack of feedback when adding food to your box
- The saved post did not indicate that it was saved on other pages besides the page the user saved the post on
- The number of items in the box did not stay once you went back to the home page indicating that there were no longer items in there
- There was not an option to add a post in the community section
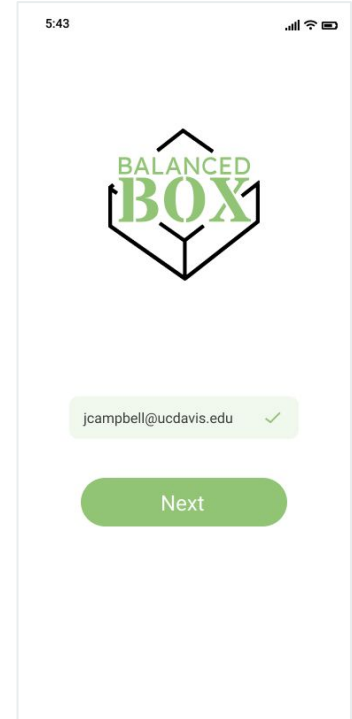
Usability Problems

100%

of the participants completed the tasks

60%

of the participants initially had trouble with the first task as there was confusion with the log in and the sign up button being very small

Other Feedback

- Overall, the app was good
- Liked the feedback with forgot password troubleshooting (text turned red)
- Liked the feedback after typing in email password (text turned green, with a green checkmark next to it
- Liked that once you created an account, there was a pop up saying that they account created was successful
- The app was straightforward

Post Test Questions

Post-Test Questions

1. Overall what was your experience?
   - Smooth
   - Cool
   - Pretty straightforward and neat
   - Interesting; the design of the app was nice
   - It had a good variety of functions and the navigation was easy

Post Test Questions

2. If you could change one thing, what would it be?

- Being able to add more to your box
- Having lighter button until you type something and then brightening them to indicate that you can now click it
- Features are useful, don't have anything to change
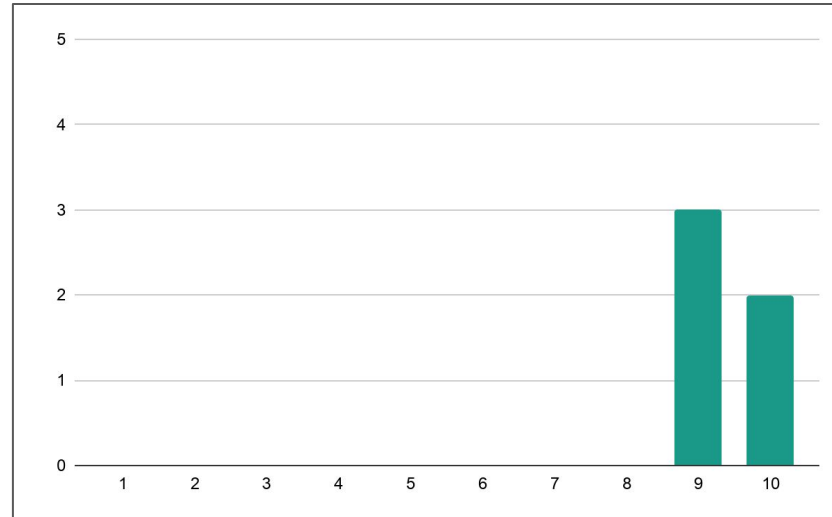- Be able to unsave posts afterwards

Post Test Questions

3. What would stop you from using this app?

    ● Nothing
    ● If there were no foods that that I liked or if I did not need anything

Post Test Questions

4. How likely are you to refer this app? On a scale of 1-10

Improvements

Improvements (Test #1)

The improvements I made addressed all the usability issues the participants faced

- Made the sign up text larger
- Added the option to see password when creating an account
- Used a darker gray color
- Added an X icon on the Successfully Created Account page

Improvements (Test #2)

The improvements I made addressed all the usability issues the participants faced

- Added feedback when adding items to box
- Addressed bugs
- Saved posts can now be seen on all pages with to show that post is saved
- You can now see how many items are in your cart after going back to the homepage
- Added an icon to indicate that you can post in the community sections
- Lightened the button until user typed in text when creating an account