

Usability Test Report

Introduction

I conducted 6 moderated remote & in-person usability testing sessions for the desktop and mobile prototypes of **TotalHealth**, an app that allows users to centralize all their health and medical information, track appointments, and sync other health apps together in one application. The problem I'm solving with this app is that people with more health concerns need a way to track all of their physical and mental health data in a way that supports and simplifies their regular health management.

Goals & Objectives

In this study I tested the desktop and mobile application navigation and structure. The goal of this study was to understand the learnability and efficiency of the app in its current high-fidelity prototype state. I wanted to observe how many errors the participants make and how their emotional state changes while navigating the app (satisfaction).

The specific features I needed to test were:

1. Adding a new appointment to calendar (desktop)
2. Sharing records with a new doctor (desktop)
3. Viewing Trends & Progress chart for with selected data (desktop)
4. Uploading a new record by taking a photo (mobile)
5. Syncing an app with another health/fitness app (mobile)

Methodology

I recruited 6 participants of varying ages, backgrounds, occupations, and gender for moderated usability test session of 10-15 minutes remotely and in-person.

Participants

- **Thomas** – 65-75, male, retired
- **Gabrielle** – 18-24, female, UX Design student
- **Kyle** – 25-29, male, medical writing editor, works remotely
- **Mary** – 55-65, female, retired
- **Angie** – 30-35, female, childcare worker
- **Julia** – 30-35, female, accountant

Test Plan & Script

<https://www.dropbox.com/s/e552gdmigqu2utu/4.4%20-%20Usability%20test%20plan%20and%20script.pdf?dl=0>

Usability Test Results

In general, the participants were relaxed and seemed to enjoy the sessions, though there were some technical issues with the older participants. The largest issues related to navigation and clarity of icons. The overall structure and features of the application were well-received and easily understood.

Issue #1 – Missing home screen icon on mobile app (very severe)

Suggested solution: Add home icon 🏠 to bottom navigation bar on the mobile app

Evidence: 83% of participants couldn't return to the home screen between tasks. This is a very severe problem and will be the top priority fix.

Issue #2 – Icons on mobile app are not clear (severe)

Suggested solution: I'll first try to add text in addition to the icons, but if that's too cluttered then I'll include instructions in the onboarding that defines each icon for the user on their first time through the app.

Evidence: 50% of the participants needed prompting as they tried to sync an app because they didn't recognize the icon.

Issue #3 – No confirmation after adding new appointment or sharing records (moderate)

Suggested solution: Add confirmation pop-ups to assure the user their task was completed

Evidence: 33% of the participants indicated they would feel better if they saw a confirmation, otherwise they might try to do the task again

Issue #4 – Tasks missing back buttons (moderate)

Suggested solution: Add back buttons to screens where needed to aid navigation

Evidence: Only one participant commented on this but it's an easy and important fix

Issue #5 – Redundant home screen on desktop app (low)

Suggested solution: Remove tabs from home screen that repeat the information below

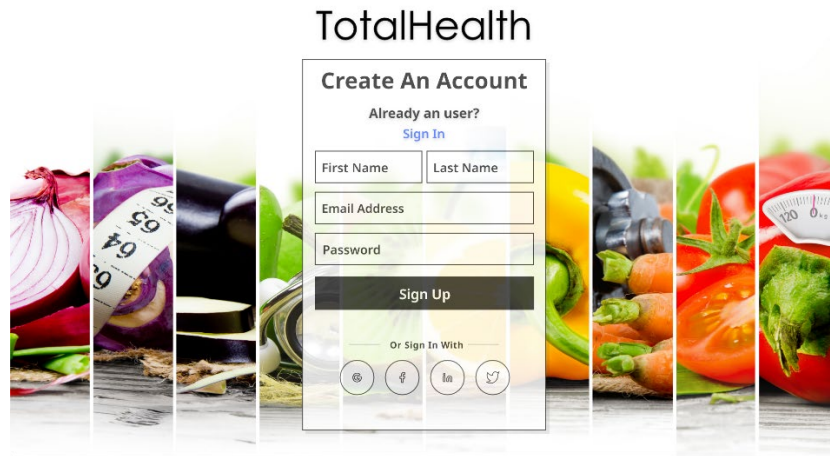
Evidence: Only one participant commented on this, so it's my lowest priority. However, I agree that it would be better to streamline the layout.

Conclusion & Next Steps

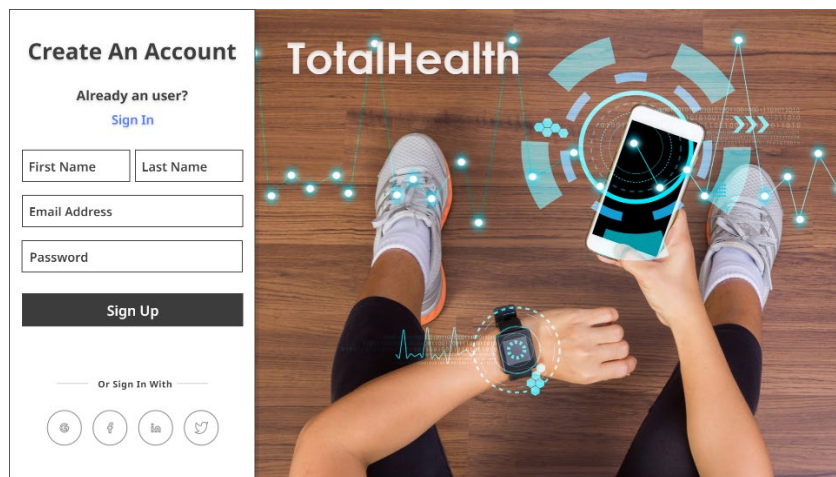
The usability tests provided valuable results for my design process. The participants helped me make design decisions, but most importantly, I discovered I overlooked some major components to the navigation and experience. These changes will create a clearer process for the user and make using the mobile and desktop apps more enjoyable. With these fixes integrated into my prototype, the next steps for the project would be another round of testing with the goal of catching smaller issues in the app not visible due to the larger issues in the previous.

Preference Test Results

I created two different versions of the desktop introduction screen with slightly different layouts and two different images. I was curious to know if users would prefer the colorful image or the more neutral image that conceptually relates to the app more closely:



Desktop Intro screen #1



Desktop Intro screen #2

Using UsabilityHub.com, I recruited 25 participants, and the results were very close: **52% preferred screen #2 and 48% preferred screen #1**. So, I referred to the comments to better understand the close split. One participant said: “The smartwatch and connection to the phone in the picture is indicative of the features available.” A few others mentioned preferring the opaque account sign-up box in screen #1. Those who preferred screen #1 mostly cited its colorfulness and the centered sign-up box. In the end, I agree screen #2 is the better choice since it’s cleaner and more representative of the app itself.

[Updated desktop prototype](#)

[Updated mobile prototype](#)