

GoodNotes 5 Usability Report

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Summary:

This is a usability test that was conducted over the course of two weeks from November 11 to 22, 2024 by a group of graduate students at Carnegie Mellon University. The purpose of this study was to determine how intuitive the “How to Use GoodNotes 5 on your IOS Devices” procedure document was to use and if the document gave them the support they needed to use the GoodNotes app.

Four participants were chosen to participate in this study. Each participant filled out a pre-questionnaire with their demographic information, a questionnaire with four prompts to go through, and a post-questionnaire survey to rate the overall experience.

All participants were asked to speak aloud as they went through the procedure document so that the moderator could take notes. At the end of each session, each participant was asked to fill out a post-questionnaire survey.

All four users generally reacted positively to the procedure document, but everyone ran into the barrier with the sign-in process. Users had to fill out their basic demographic information in the app first before they could begin the usability testing. In the next testing phase, it is crucial to include the sign-up process in the document since new users need to complete that step before they could use the GoodNotes app.

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Background

This study was done to test how streamline and clear the procedure document is as an introduction to GoodNotes for new users. There has not been any previous studies done for this procedure document and this study will help the moderator, Anna Tran, further refine the document for future use.

Methodology

This was a moderated study. A moderated study, also known as moderated usability testing, is a type of user research where participants interact with a product, service, or prototype with the guidance of a moderator.

The study was prepared in advance, and participants completed it at their own pace, and on campus of Carnegie Mellon University. Users were using an IOS device to complete this study, which includes iPhones and iPads.

There were 4 users that completed this study. They are graduate students at Carnegie Mellon University and they were personally recruited by the moderator. The study took 20-25 minutes for each user. Each user was instructed to fill out a pre-questionnaire, a questionnaire during the study, and a post-questionnaire.

Test Goals and Objectives

Goal:

The goal of the usability test is to see how streamline and easy it is to follow the procedure document in navigating the GoodNotes app.

Metrics:

This study was measuring user experiences with the procedure document and the GoodNotes app. The success criteria was measured using the following key performance indicators (KPIs):

- User error rates
- Time on task
- System usability scale (SUS)

Participants:

Age	Location	Highest education attained	Gender	Occupation
21	Pittsburgh, PA	Bachelor's	Man	Student
22	Pittsburgh, PA	Bachelor's	Woman	Student
24	Pittsburgh, PA	Master's	Woman	Student
27	Pittsburgh, PA	Bachelor's	Woman	Student

Tasks/Scenarios

Participants had to fill out a questionnaire (appendix) as they went through the procedure document. Participants answered a total of four questions as they went through the document.

[Link to Google Form](#)

Script

Introduction:

Hello and welcome and thank you for being a participant in my usability test study. The goal is to see how streamline and easy it is to follow the instructions in the procedure document and to see how intuitive the GoodNotes app is. There are no right or wrong answers. All comments and criticism are appreciated.

This study will not bring any harm to you and will take no longer than 20-30 minutes to complete. You will be sent an email with a Google form and PDF version of the procedure document. Please take a moment to have these materials open to prepare for this usability study. Additionally, please remember to orally talk through your process as you go through this usability study.

Pre-Questionnaire:

Once you have completed the pre-questionnaire, please let me know before we move onto the usability test.

During the usability study:

This is where you'll begin testing. Please prepare and open your IOS device before you begin. Once you have your device ready, please click next in the Google Form survey and continue with the usability test prompts. You will answer a set of four questions to complete some tasks in the GoodNotes app. Please inform me once you have completed all four questions in the usability testing section.

Post-test questionnaire:

Thank you for completing this usability test. You will now be required to fill out a quick questionnaire regarding your experience and feelings with the procedure document and the GoodNotes app. Once you have completed the post-test questionnaire and submitted the Google Form, you will be good to leave. Thank you for testing out my procedural document.

Test Findings/Results

Overall, participants enjoyed their experience with both the procedure document and the app itself. However, there were issues that popped up that made the document not as user friendly as it should have been. These findings will be compiled in a table here:

	Study findings	Recommendations	Completion Date
1	4 out of 4 users found that they needed to complete a sign-up process within the app before they could fully use it.	Include steps that prepare users for the new user sign-up process.	11/21/2024
2	2 out of 4 users were confused because they navigated the GoodNotes app on an iPhone, which has a different interface from the iPad.	Specify in the procedure document that it is for the iPad specifically, not just any IOS device.	11/21/2024
3	4 out of 4 users found the app intuitive and easy to navigate.	Continue to go through the app and procedure document and include other features that users may want to use,	11/21/2024
4	2 out of 4 users would recommend this procedure document to others.	Revise the procedure document to fix the sign-up process and continue to edit for the iPad interface.	11/21/2024

Post-test results

A post-test questionnaire (appendix) was filled out by the four participants after the study concluded. Participants filled out a system usability scale and gave a rating from 1 to 5, with 1 being strongly disagree and 5 being strongly agree.

[Link to Google Sheets results](#)

Recommendations

Many participants found the overall experience to be easy and streamline, but mainly because of how intuitive the app is.

2 out of 4 users found it difficult to get to the first section of using the notebooks right away because of the “new user sign-up process”. I will be addressing these user concerns in the order of the [test findings](#) before the final portfolio is due.

Next steps

For the next steps, I will include a new users sign-up process section that participants had to go through before they could really use the procedure document. I will also make sure to specify that this document is only for iPad devices, rather than all IOS devices.

Appendix

Pre-test questionnaire

1. What is your name?
2. How old are you?
3. Where are you located?
4. What is your highest level of education?
5. What is your gender?
6. What is your occupation?

Usability study questionnaire

Prompt 1: Read the "Get Started" section in the procedure writing and follow those steps closely. Download the GoodNotes app.

1. How was the process for downloading the GoodNotes app? Describe the process.

Prompt 2: Following the "Creating Notebooks" section, create your first notebook in the app.

2. Were you able to complete this task? Describe the process.

Prompt 3: Read through the "Pens" section under "Using your Notebook" in the procedure document.

3. Prompt 3 follow-up: Now write something in your notebook and circle that word in highlighter. How easy/difficult was this task?

Prompt 4: After you have written something, erase it all at once (using the biggest eraser).

4. How easy/difficult was this task?

Post-test questionnaire

Follow Up Questionnaire *

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I found the sign-up process in the App Store quick and easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found it easy to navigate through the app overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe that the instructions in the procedure writing were clear and straightforward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this procedure writing to other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the instructions that I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>