

# 1.6 USABILITY TESTING



By: Ashlie Pounds

# USABILITY TEST PLAN

- **Scope:** I am testing the vocabulary study application Studyscape's login, add class, create study set, and create song features.
- **Schedule:** I will meet with the first participant on 5/3/2020 in person at her home, and the other two participants on 5/4/2020 online via video messenger.
- **Sessions:** My sessions will be 10 minutes in length. A total of 3 participants will be tested separately.
- **Equipment:** Participants will use the low-fi prototype from the POP website on their laptop or phone. I will record written notes about their interactions using three, separately printed usability templates provided by Career Foundry. I will not be recording them.

## DIRECT TASKS:

- 1.) Sign in
- 2.) Activate night mode
- 3.) Add class
- 4.) Create song using your own terms

# USABILITY TEST SCRIPT

- **Hi, \_\_\_\_\_. My name is Ashlie, and I'm going to be walking you through this session today. We're conducting usability tests in order to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10 minutes.**
- **The first thing I want to make clear right away is that this is not a test. You can't do or say anything wrong here. You will be testing an incomplete prototype that likely has errors and mistakes - that's why we're test it out! If you have any questions as we go along, just ask them.**
- **OK, let's get started. I'd like to ask you just a few quick questions about yourself before we get started with completing a few tasks.**

## SCENARIO TASKS:

- 1.) You have just downloaded a new study app on your phone and want to sign in using your Google account.
- 2.) You are on an overnight flight and your eyes are tired, however, you need to keep studying. Switch to night mode.
- 3.) You have just signed into study scape and want to add the classes you are taking this semester. You do not know your class number and need to search through your University. Add a class to your classes.
- 4.) You have finished adding your classes and want to create your first study set! Create your first study song using your own added terms.

# TATIANA



- **Age:** 42
- **Location:** Origin- São Paulo, Brazil Current- Orlando, FL
- **Education:** D.V.M- University of São Paulo
- **Profession:** D.V.M. Doctor of Veterinary Medicine
- **Languages:** Portuguese, English

## SCENARIO TASKS:

- 1.) **You have just downloaded a new study app on your phone and want to sign in using your Google account. (0)**  
-Login was smooth and successful. Participant states it was easy.
- 2.) **You are on an overnight flight and your eyes are tired, however, you need to keep studying. Switch to night mode. (2)**  
-She successfully went to the menu lines in the top left corner, however, clicked directly on settings without reading further down the menu options for night mode.
- 3.) **You have just signed into study scape and want to add the classes you are taking this semester. You do not know your class number and need to search through your University. Add a class to your classes. (3)**  
-She was confused about the initial search for University on the opening search screen. The search bar in addition to the drop down selections threw her off. She did not understand first clicking the plus sign to then get to the search for University. She was typing in the name of the university and expected choices to drop down from search bar. She did know to go back to Home to check if the class was added to her classes.
- 4.) **You have finished adding your classes and want to create your first study set! Create your first study song in a set using your own added terms. (4)**  
-She was extremely confused from the start. She first wanted to name the song and did not understand naming a set. She then wanted to pick the melody of the song before selecting terms. She did understand uploading terms from an existing term library vs. adding them manually into the song. She also wanted to be able to edit and arrange the order of the words during preview before creating.

# CARLEE



- **Age:** 26
- **Location:** Origin- Ontario, Canada Current- Orlando, FL
- **Education:** pursuing A.A. at Valencia College
- **Profession:** Veterinary Technician, Student
- **Languages:** English

## SCENARIO TASKS:

**1.) You have just downloaded a new study app on your phone and want to sign in using your Google account. (1)**

-Login was smooth and successful. Carlee stated she did not mind the intro screens or on boarding tutorial, but felt that others may want to skip those parts.

**2.) You are on an overnight flight and your eyes are tired, however, you need to keep studying. Switch to night mode. (0)**

-She successfully went to the menu lines in the top left corner and located night mode within menu.

**3.) You have just signed into study scape and want to add the classes you are taking this semester. You do not know your class number and need to search through your University. Add a class to your classes.(2)**

-She initially clicked the CREATE icon instead of SEARCH. Once in the search screen, she clicked the plus icon indicating adding a class. She then located the university dropdown menu through the plus icon and then elected the university to further search for a class. She appropriately clicked the add icon and returned to home screen to ensure class was added to My Classes.

**4.) You have finished adding your classes and want to create your first study set! Create your first study song using your own added terms. (3)**

-She successfully clicked create and toggled through to select song at the top. She followed prompts to name the set, and song. She became confused when it came time to add the terms and song. She couldn't understand the upload, song and add button initially in a line, but did know to click the plus circle to add her own terms vs. the upload button. She laughed when the song result was produced and sang it out loud.

# JENELLE



- Age: 33
- Location: Origin- Port of Spain Trinidad and Tobago Current- Orlando, FL
- Education: D.V.M (Doctor of Veterinary Medicine) from University of Trinidad, West Indies
- Profession: Veterinary Technician at MetroWest Veterinary Clinic- currently studying for NAVLE
- Languages: English, intermediate French, intermediate Spanish

## SCENARIO TASKS:

- 1.) You have just downloaded a new study app on your phone and want to sign in using your Google account. (0)

Jenelle was able to successfully navigate through the sign in process without any questions.

- 2.) You are on an overnight flight and your eyes are tired, however, you need to keep studying. Switch to night mode. (0)

Jenelle located night mode through the menu lines without issue.

- 3.) You have just signed into study scape and want to add the classes you are taking this semester. You do not know your class number and need to search through your University. Add a class to your classes.(3)

She located adding classes through the Search icon and selected "My Classes" through the toggle icons at the top. She did not understand to first select the add option to be brought to a search screen with drop down menus. She selected the university through the drop down and clicked the add button to add the class. She then went back to home after this.

- 4.) You have finished adding your classes and want to create your first study set! Create your first study song using your own added terms. (3)

Jenelle located creating a song through the Create icon and toggled through the top until Song was selected. She seemed confused about the set name (and did not know what a set was) and then song name before even creating a song. She did not understand the tunes button next to Terms. She did know to select the add button to add her own terms. She was very amused by the final outcome generated as a song.

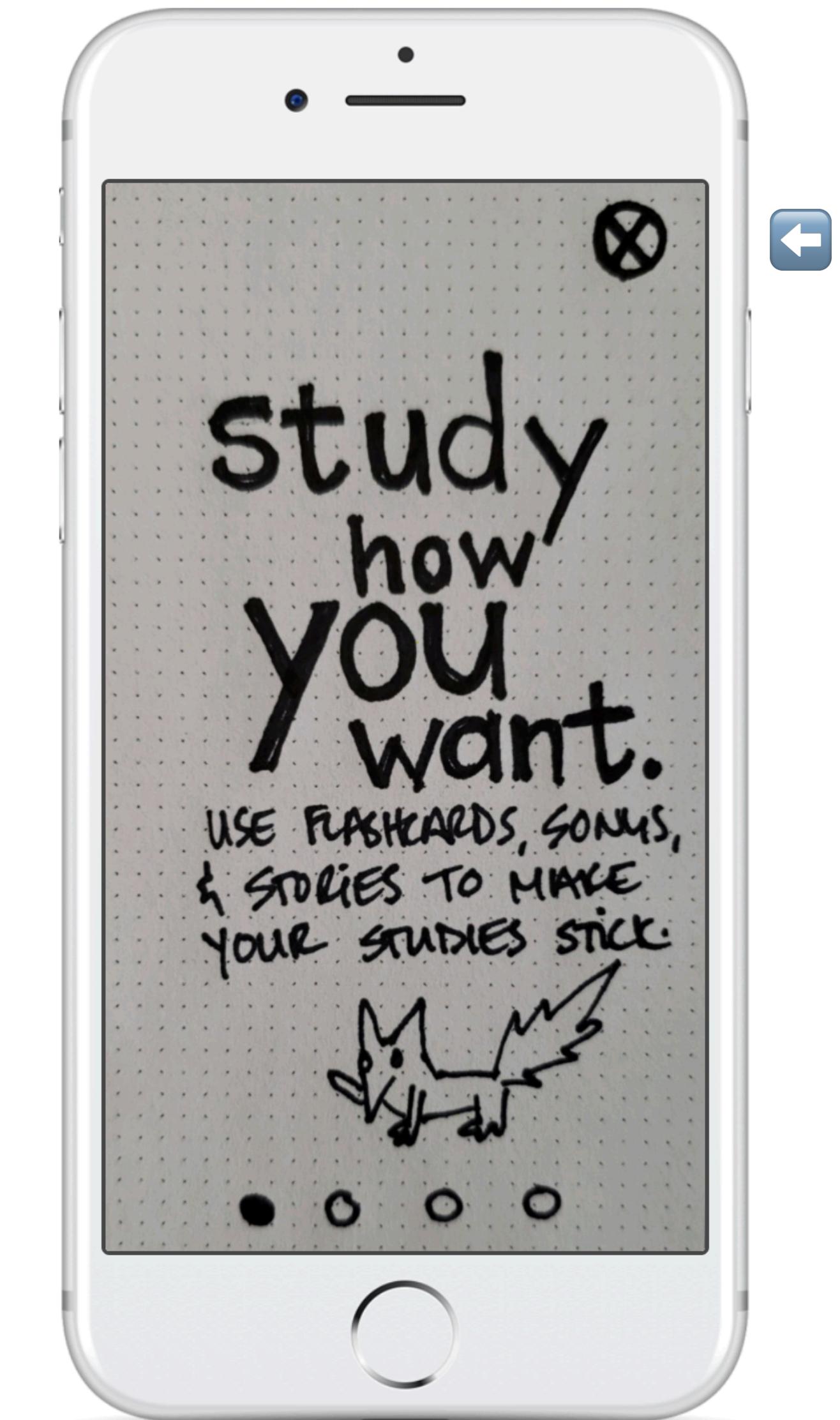
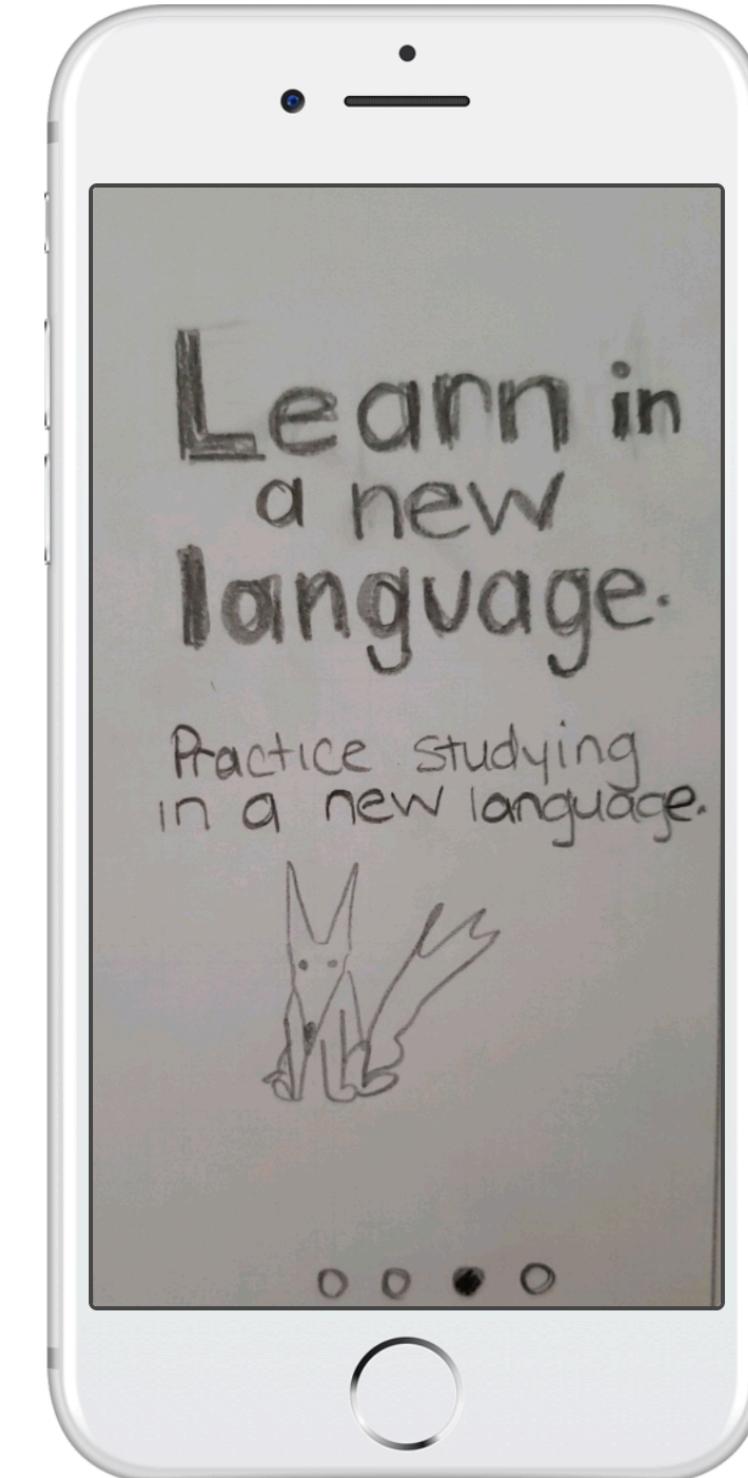
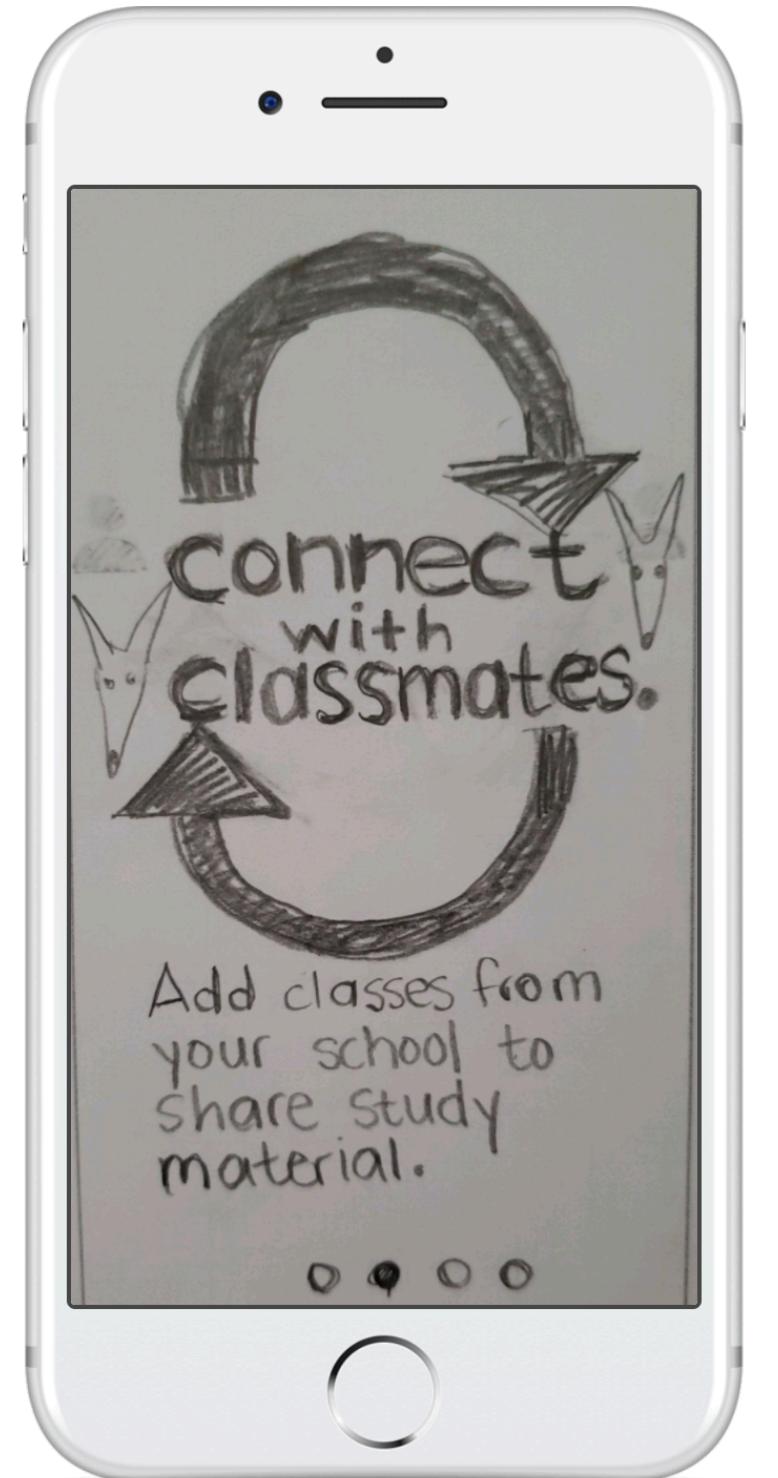
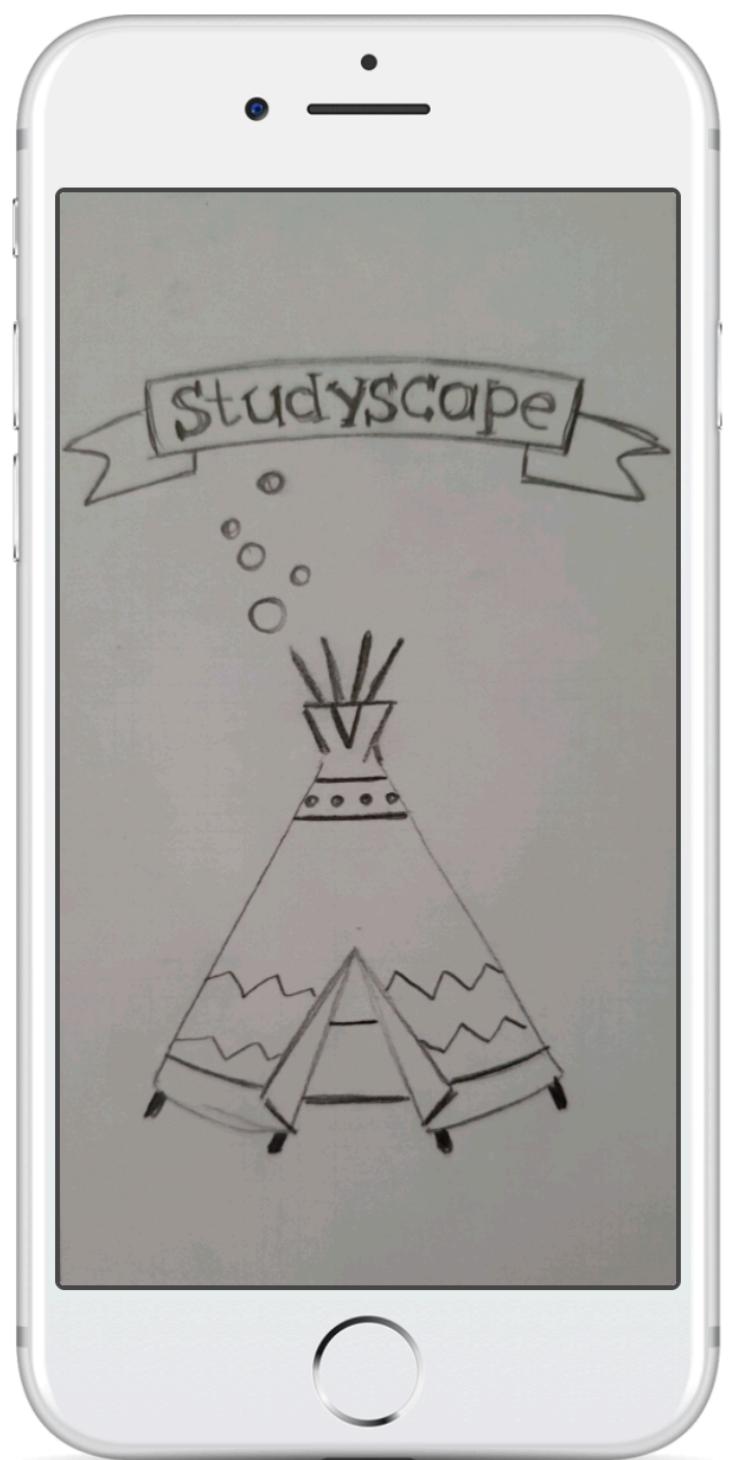
# Usability Test Report

| Task # | Observation   | Severity | Recommendation   |
|--------|---|----------|--|
| 1      | The option to skip introduction screens would be a bonus, however, is not a major usability problem. It was only pointed out by one of the participants, and she personally did not mind the introduction.  | 2        | Allow introduction screens to be skipped by providing exit option on each screen.  |
| 2      | Night mode was easily located by selecting the menu lines by all participants. However, one participant immediately selected “Settings” before reading further down the menu.   | 1        | Place “Night Mode” before “Settings” in the menu to allow for easy selection and efficient completion of task.   |
| 3      | One of the participants immediately clicked the “Create” icon instead of “Search”. All participants understood to toggle through the main icon button until “My Classes” was selected. Another participant was very confused by the initial search screen containing a search bar and “add” button. She did not immediately select “add” to go search for a class by university.  | 3        | The create icon can remain the same, as a high fidelity approach will be clear. The search bar does not serve a purpose and can be removed completely. Also, adding an action indication within the main icon will allow the user to understand what page (home, search, or create) and task they are completing. All aspects of adding and searching a class should be on one page. The “add” icon serves its purpose.                                      |
| 4      | Adding a song proved to be confusing for all participants. All participants located the create button and toggled through to the main “Song” icon. One participant found it easier to follow the prompts as they appeared on the screen and did not question the order of information or information itself, but one of the participants did not understand the point of adding a Set Name, then a Song name, then having Terms pop up with an upload, tunes, and add selection next to it. One participant had a clear path in mind of how a song should be made and did not understand why all the options to input information to create a song were not present on the screen. The option to edit a song was important to two participants. | 3        | An action indication within the main icon will help the user to identify what task they are completing from that page. Combining everything needed to create the song on one screen will allow for a more direct process. Eliminating naming set will avoid confusion. Also, laying out the composition of a song in a different order may be ideal for more users. Providing an edit option from the preview screen allows for a more comfortable creation. |

# TASK 1: SIGN IN

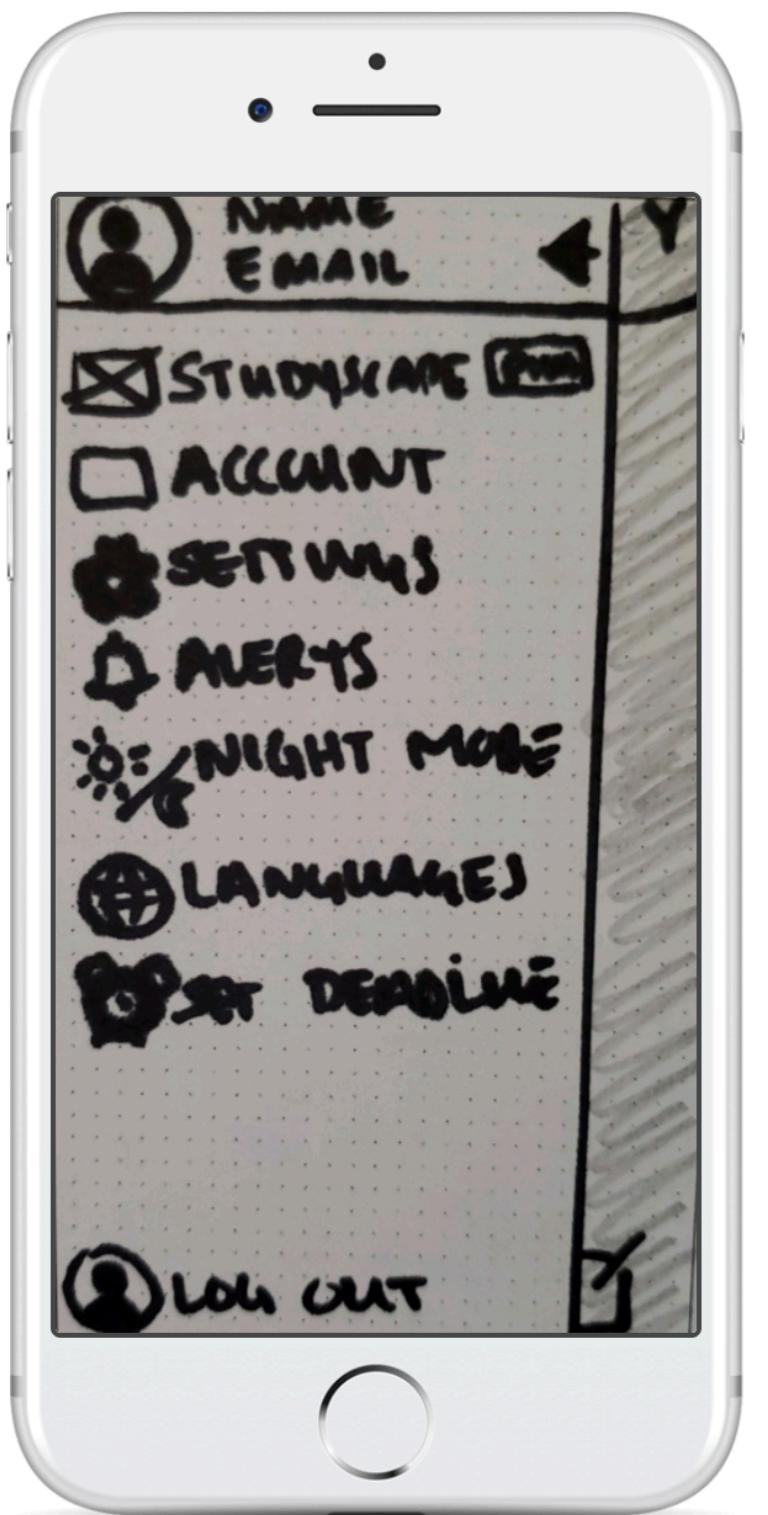
NEW

OLD



**-Option to completely skip introduction screens and go directly to sign in.**

## TASK 2: ACTIVATE NIGHT MODE

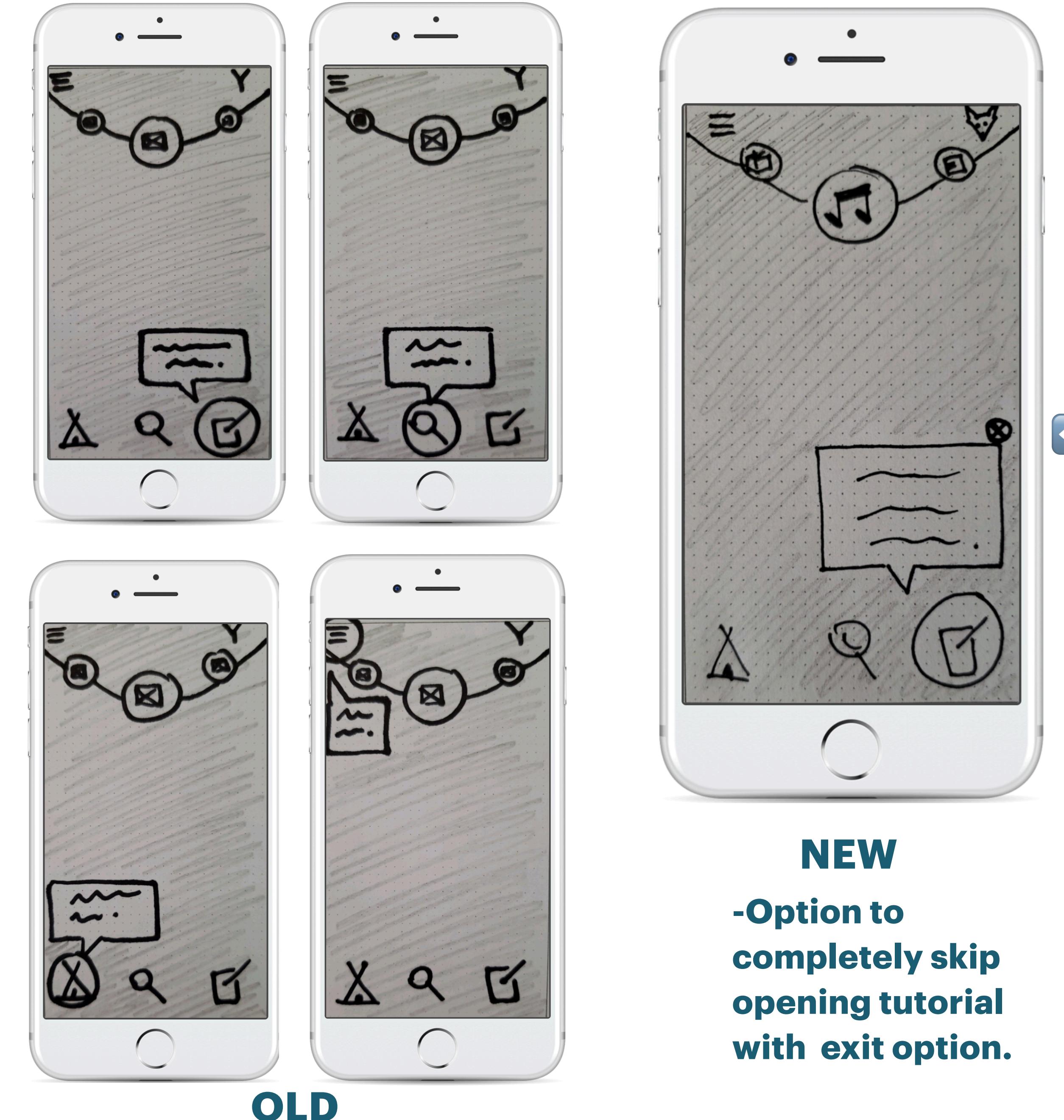


**OLD**



**NEW**

- **Prioritized**  
**night mode before**  
**settings in menu**  
**options.**

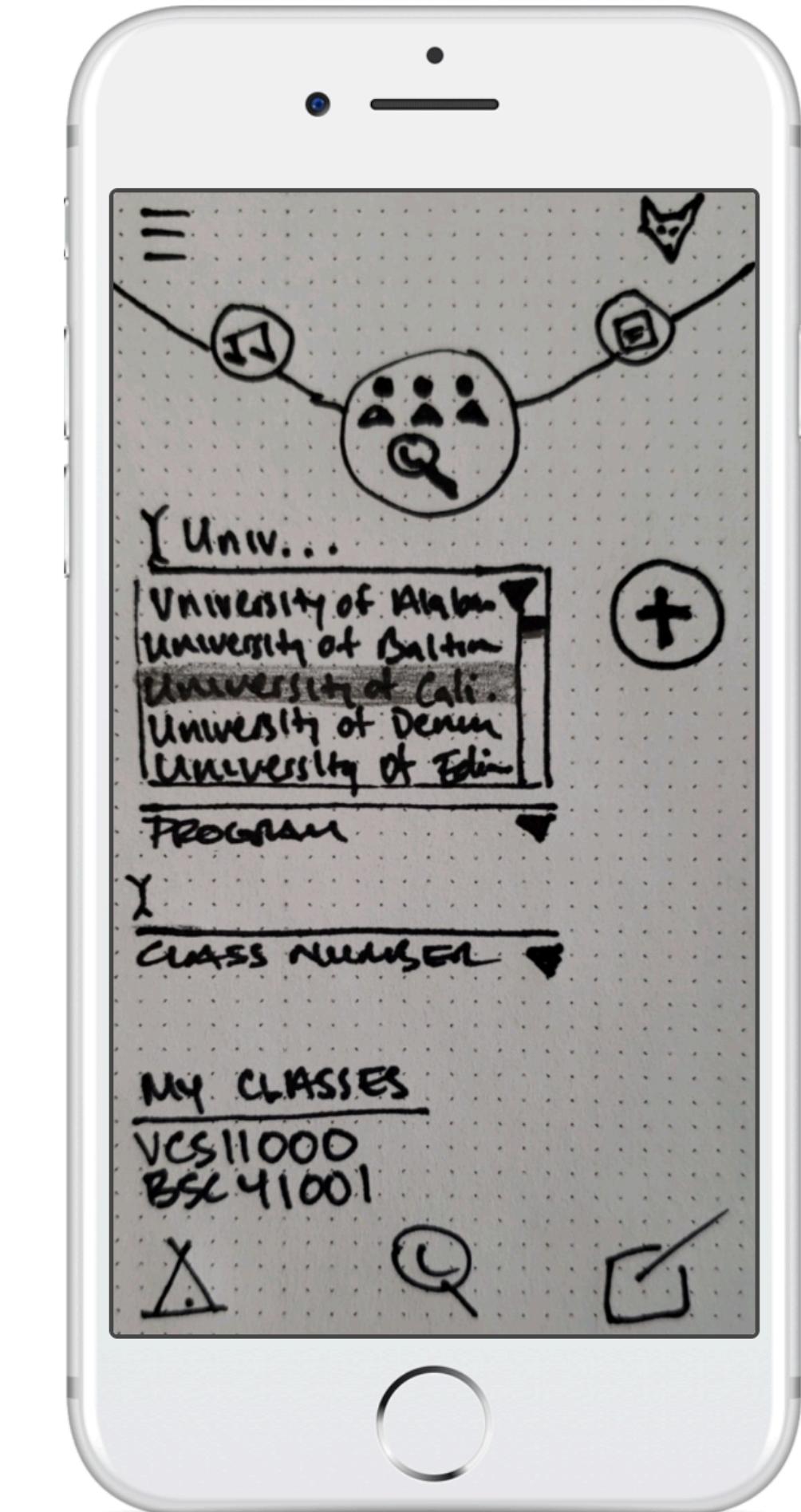
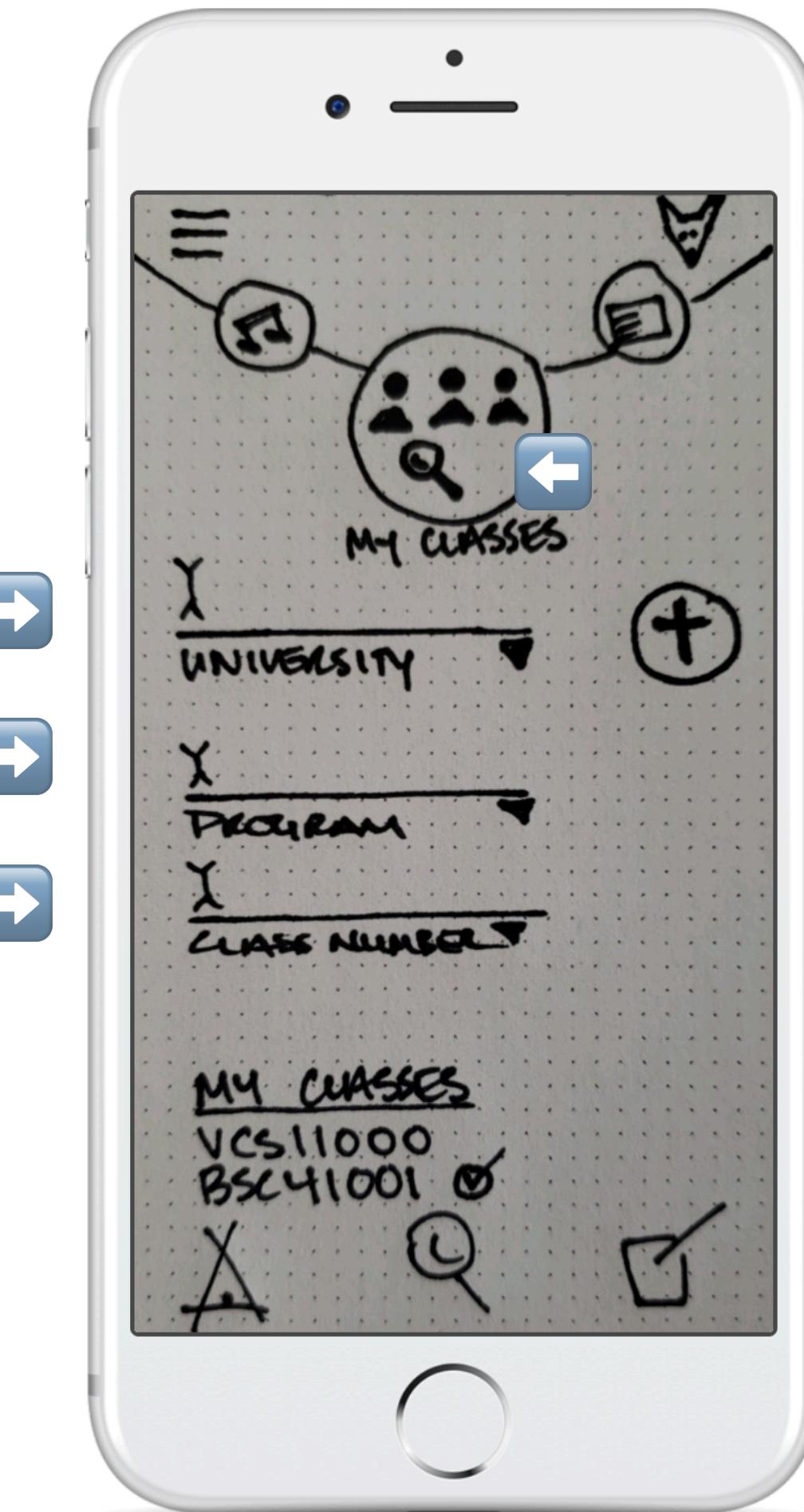
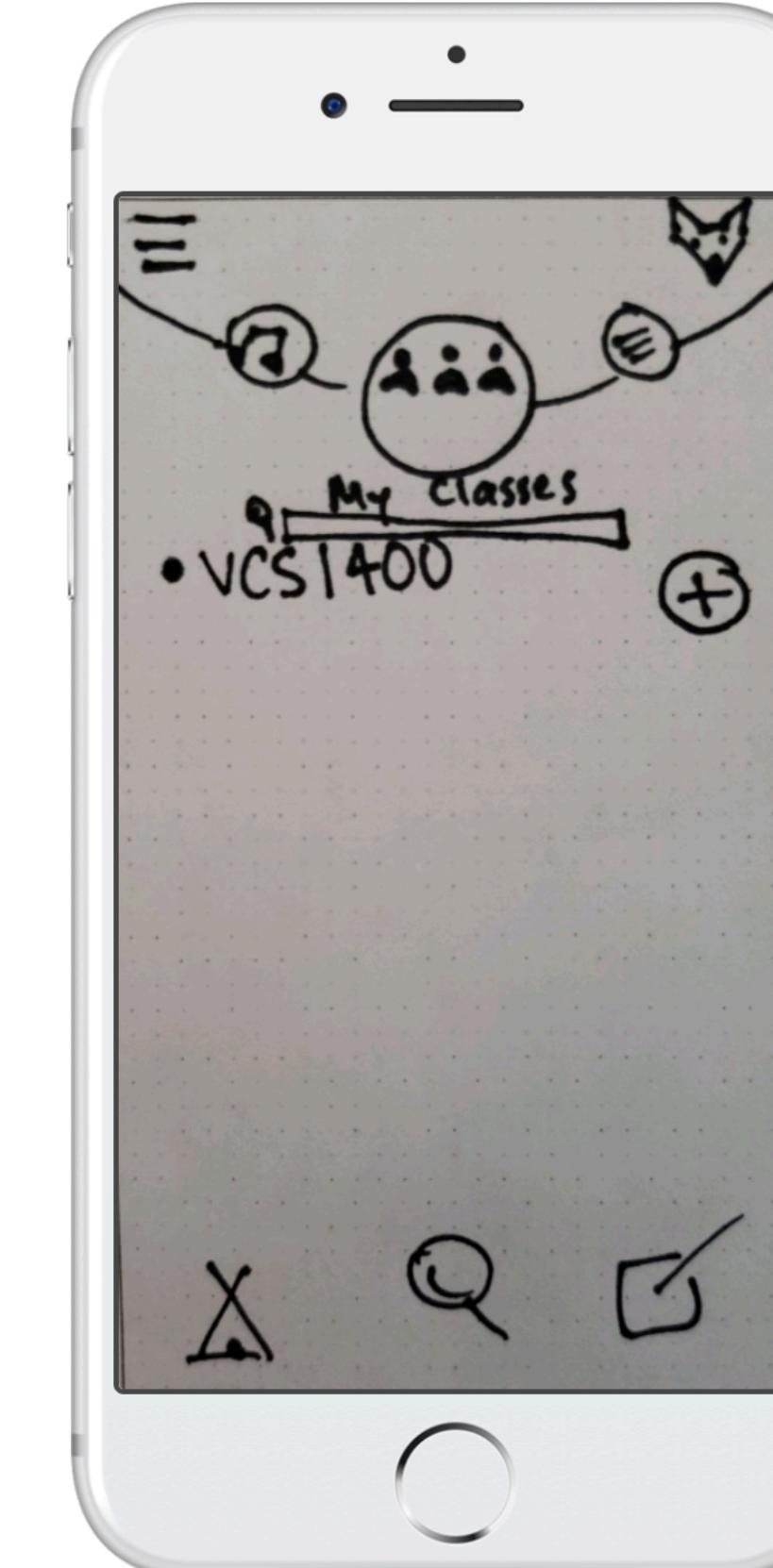
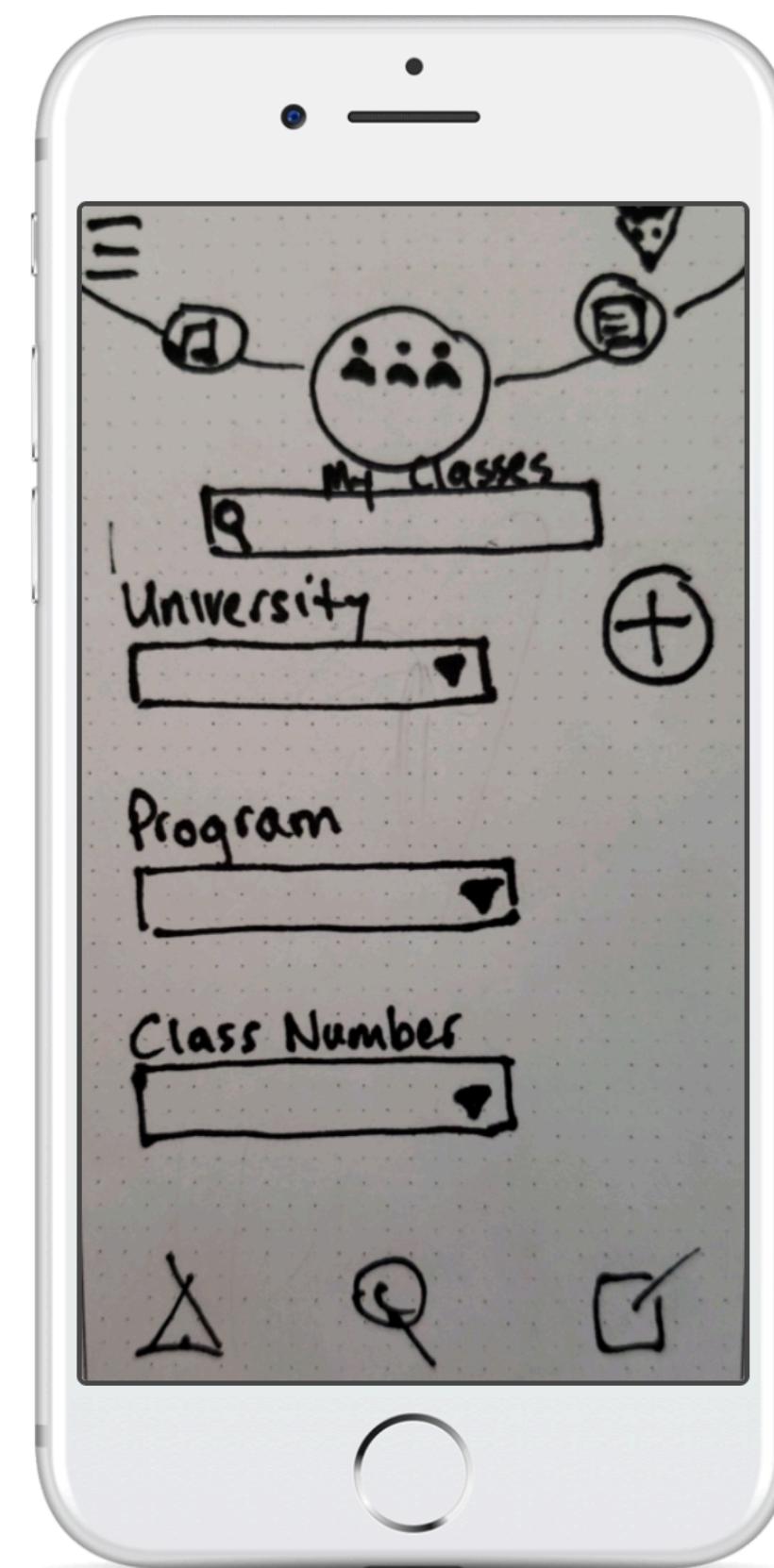
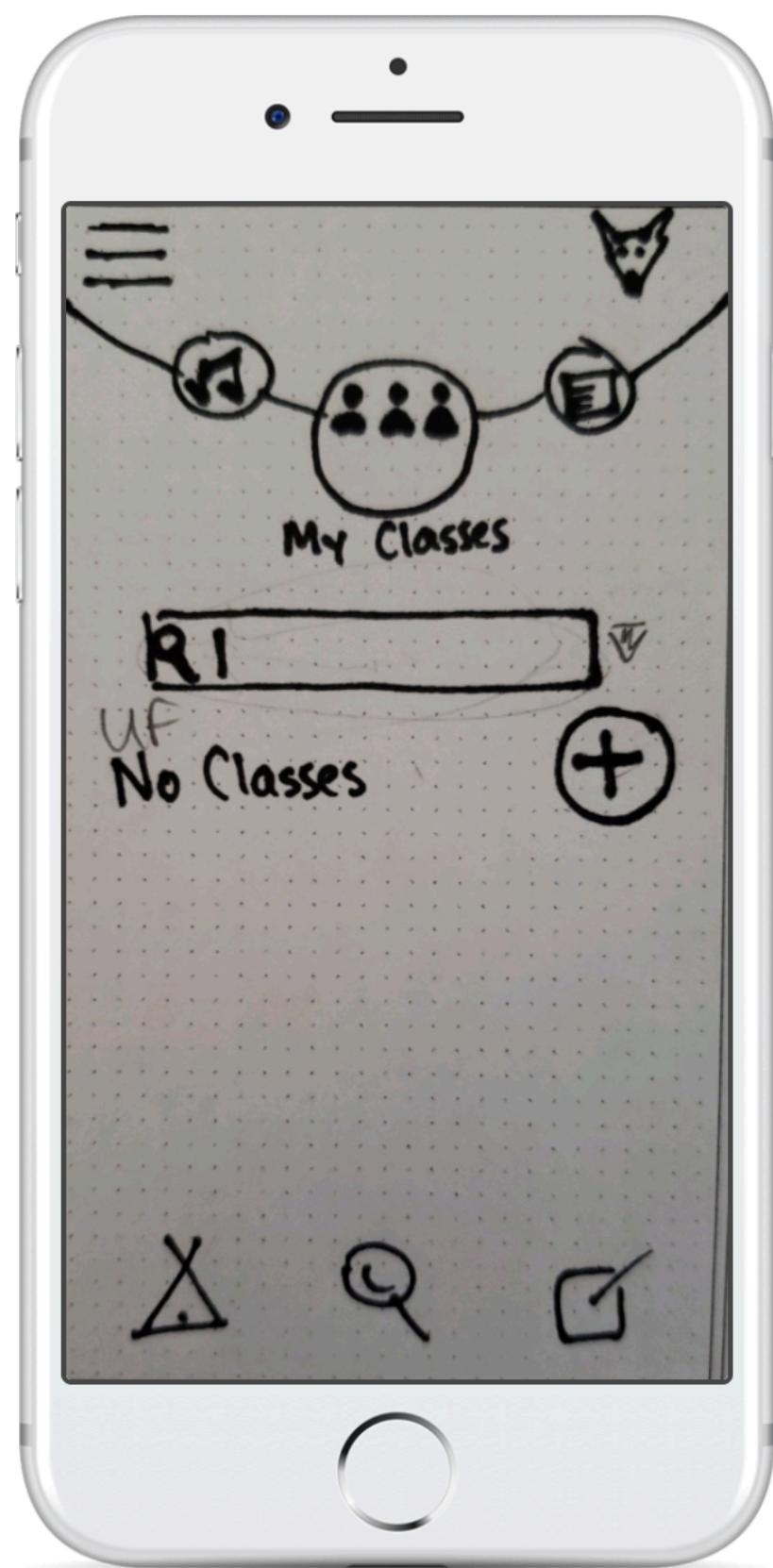


**OLD**

**NEW**

**-Option to**  
**completely skip**  
**opening tutorial**  
**with exit option.**

# TASK 3: ADD A CLASS



**OLD**

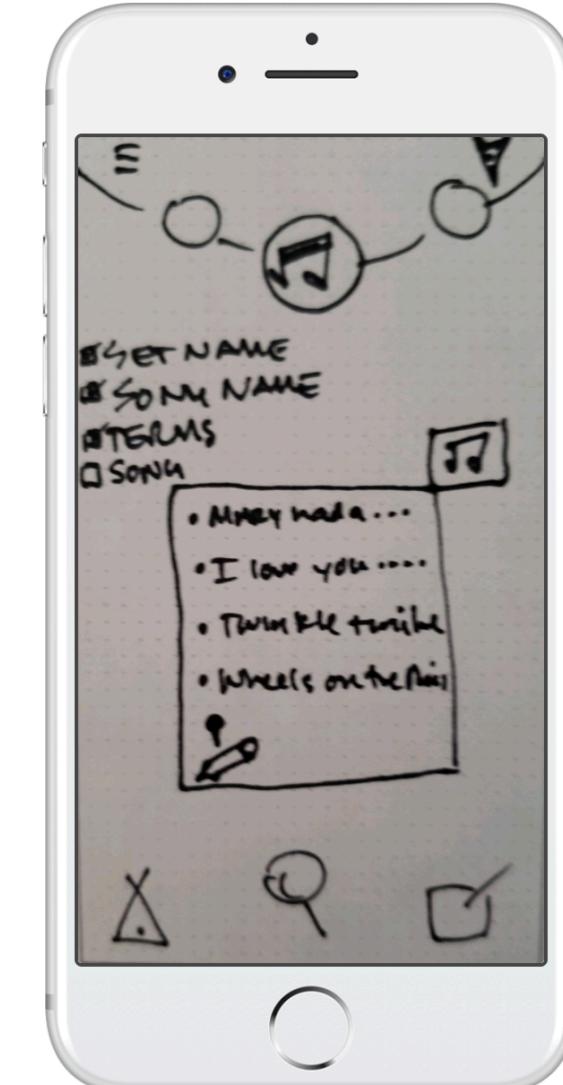
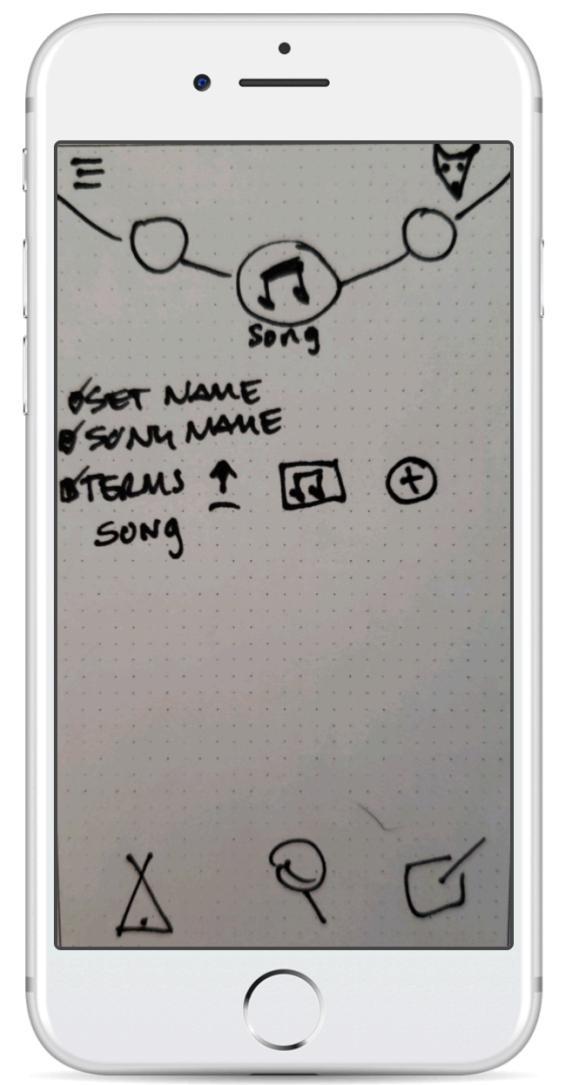
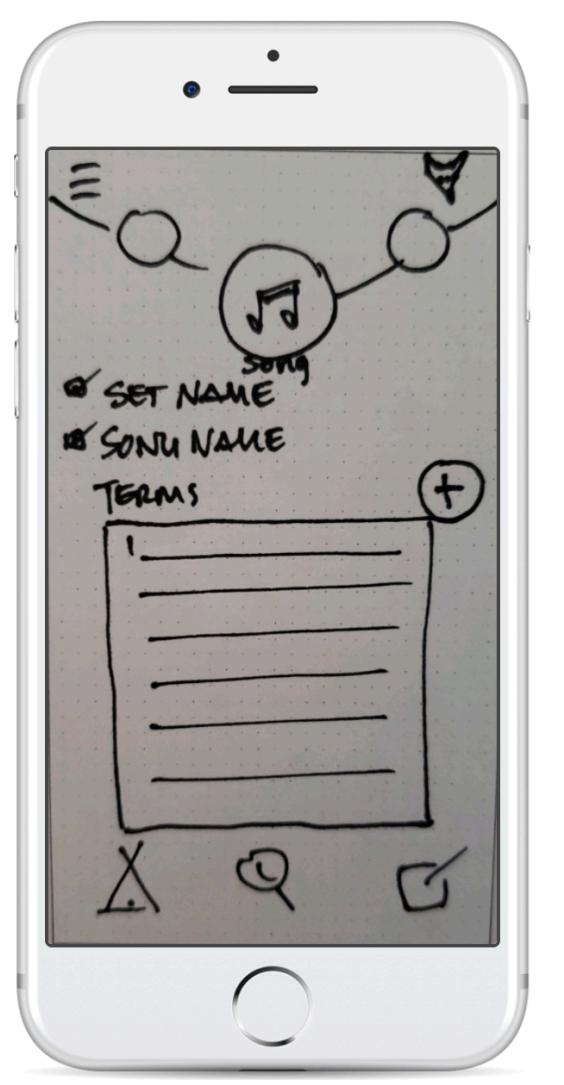
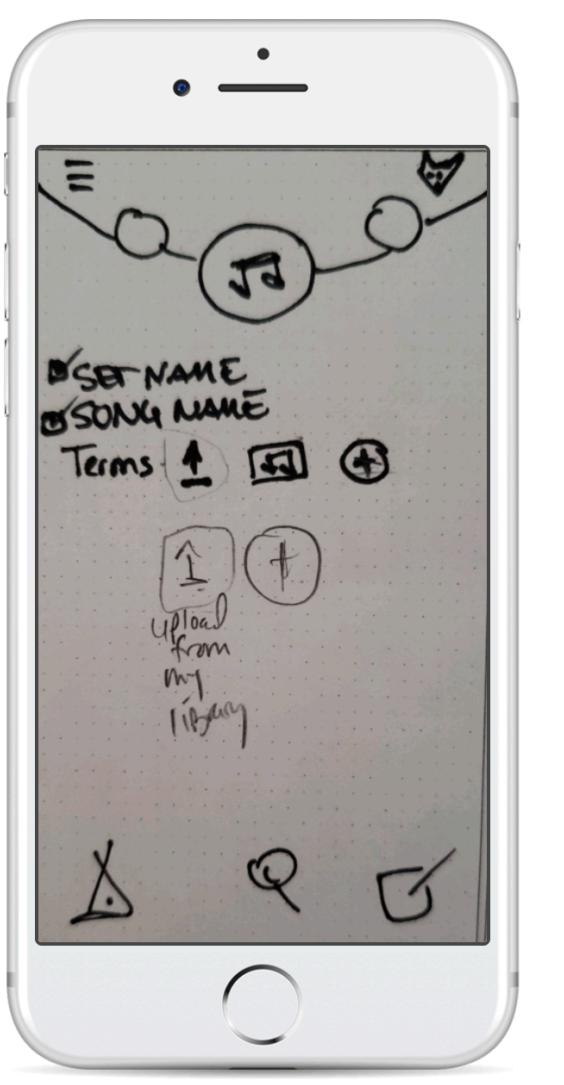
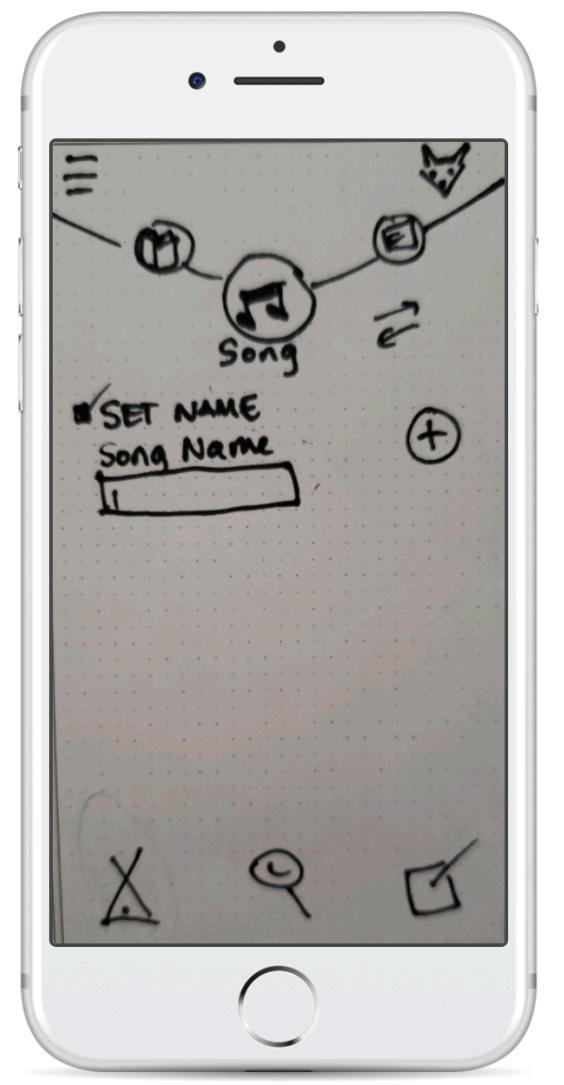
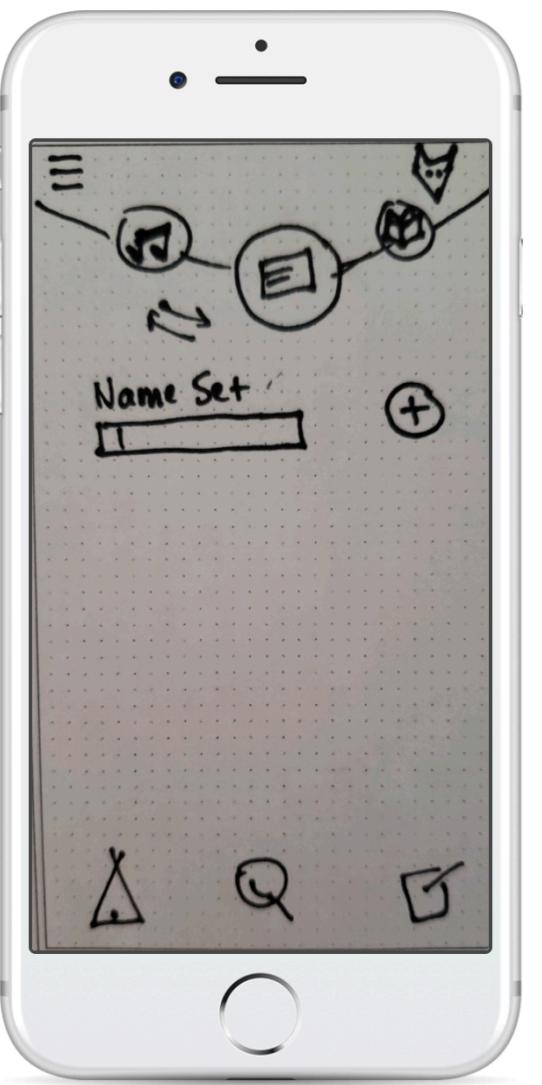
**NEW**

**-Search bar is eliminated and only drop down selection menus remain .**

**-Search action indicated in main title button.**

# TASK 4: CREATE A SONG

OLD



NEW

-More streamlined direction to what you want to achieve.

-Create action indicated in main title button.

-Actions are clearly laid out in an appealing order

-Naming set during song creation was eliminated.

-Option to edit song during preview mode added.

