USABILITY TESTING(OBSERVATION METHOD)

To test our PWA, we decided to do user behavioural testing on a variety of age ranges. The behavioural testing was conducted by sitting each individual test participant down and letting them use the app as they intuitively see fit. The observer was to stay quiet and make notes of what the participants were saying and doing.

We broke our PWA into six basic tasks; Sign-up and Sign-in, Submit a report, Filter by Location, Navigate to admin interface, Approve/Decline report, Complete a report. We observed to see if all participants could complete these tasks and if for some reason they were not able to, converse with them to find out why.

It is to be noted that all test participants were not familiar with the PWA before using it, thus all reactions are completely unbiased and organic. Also, the test participants were supplied with the admin authorization code upon asking. Lastly, all test participants were given freedom to choose whichever device (mobile, tablet, desktop) they wanted to use. Please take into consideration that our testing pool could not include more people due to the Covid-19 pandemic and lockdown.

Participant 1 (Age: 17 years)

Device Used: Tablet

All tasks completed?

- Yes, all tasks were completed

If no, please state which tasks were not completed and why?

- N/A

Findings and Feedback?

- App was easy to use and follow.

- Clean colour scheme

- Add voice recognition to make submitting report even easier

Participant 2 (Age: 19 years)

Device used: Phone

All tasks completed?

- Yes, all tasks were completed

If no, please state which tasks were not completed and why?

- N/A

Findings and Feedback?

- PWA did not indicate on mobile that location services were off.

- Similar to instagram, so intuitive flow

- It is not clear why the Profile Page is empty when there are no reports. Have an indication so the user knows that they must submit a report to see a populated Profile Page.

Participant 3 (Age: 23 years)

Device used: Laptop

All tasks completed?

- Yes, all tasks were completed

If no, please state which tasks were not completed and why?

- N/A

Findings and Feedback?

- Navigation is understandable

- Similar to other social media apps, helped understanding.

Participant 4 (Age: 25 years)

Device used: Laptop

All tasks completed?

- Yes, all tasks were completed

If no, please state which tasks were not completed and why?

- N/A

Findings and Feedback?

- Similar to other apps in market, so intuitive flow

- Easy to access admin side of app

Participant 5 (Age: 29 years)

Device used: Phone

All tasks completed?

- Yes, all tasks were completed

If no, please state which tasks were not completed and why?

- N/A

Findings and Feedback?

- More information on what each report status means (Approved, In Progress, Completed)

- Have the option to reopen a report once it is completed.

Participant 6 (Age: 50 years)

Device used: Phone

All tasks completed?

- Yes, all tasks were completed

If no, please state which tasks were not completed and why?

- N/A

Findings and Feedback?

- Well designed app, easy to follow.

- Add ability to pin a report not made by you, to your dashboard, to keep track of the progress.

Learnings from User testing

We learned that our decision to base our PWA on popular social media sites was a success as it had the desired outcome. Users were able to intuitively guess what to do based on other popular social media sites such as instagram and twitter.

Our app proved to be highly intuitive to all age groups as every age group could complete all tasks.

In regards to further clarifying our app here is our comments on some feedback we received:

1. Some pages on our PWA become completely blank when there are no posts on it, such as the profile page, approve/decline page. We realized that users would like an indication of why they are seeing a blank screen with just the navigation bar without having to guess what's going on. We can overcome this by adding a small popup or text that indicates that the user must submit a report before posts appear on this page.

2. It is not entirely clear what the report status entails. We can fix this by making the status clickable. Once the status is pressed, it would further explain the meaning of the status.

In regards to suggestions we received, here are our comments on them:

1. Users would like the ability to pin reports to their dashboard to keep track of it. This is meant to be implemented in future MVP's.

2. Have the option to reopen a report once completed. We can do this by adding an option to check if the user is satisfied with the completion of their report. If not, they are able to resubmit the report with a reason why they would like it

reopened. The report would again have to go through the same approval process as other submitted reports.

User Behavioural Testing proved to be a great idea as it gave invaluable information to help Team BEEJ improve *The Link.* Team BEEJ will implement all suggestions and feedback into future MVP's to help improve *The Link.* Team BEEJ would also like to conduct user testing with a larger group of people for future MVP's, if the Covid-19 pandemic allows.