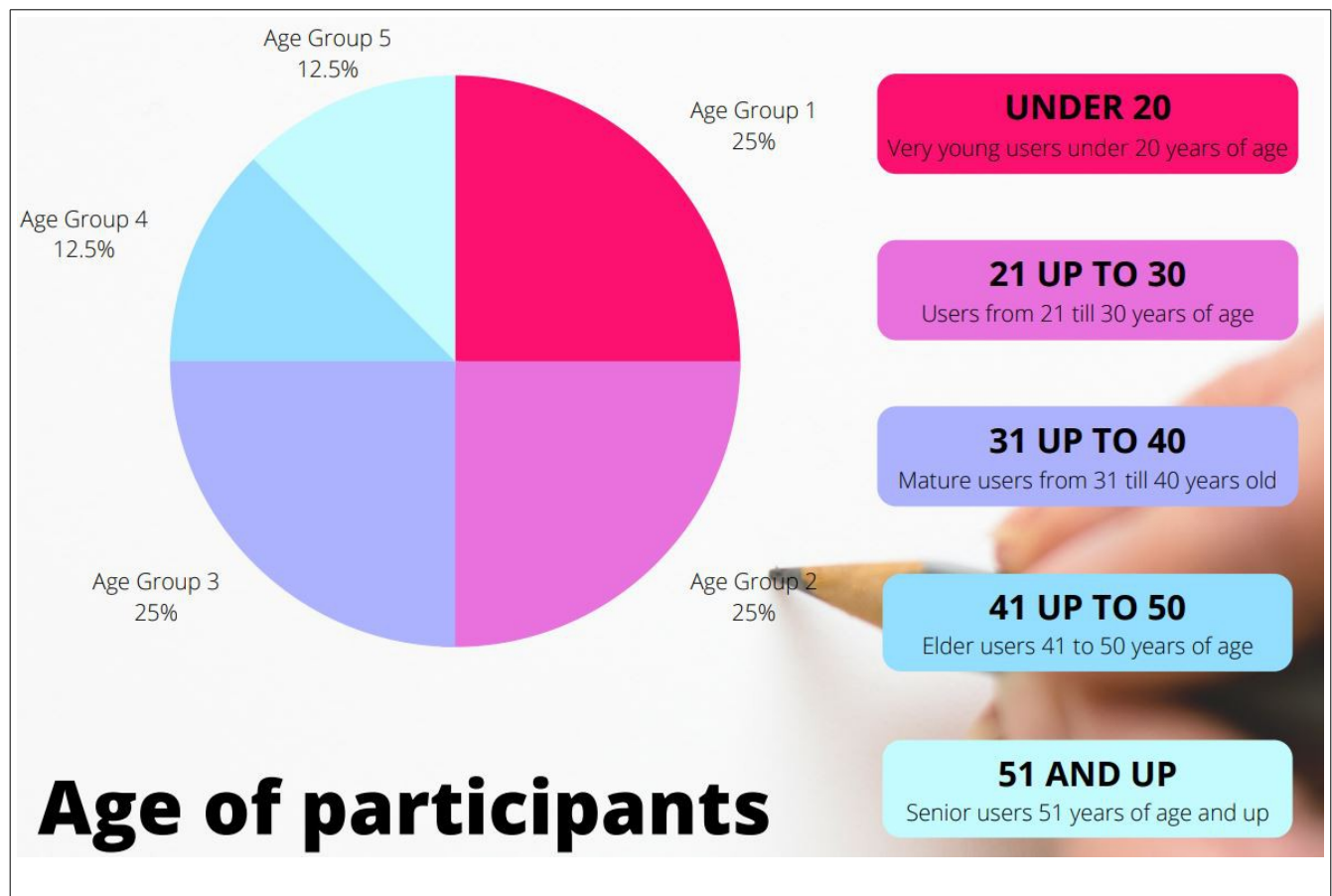


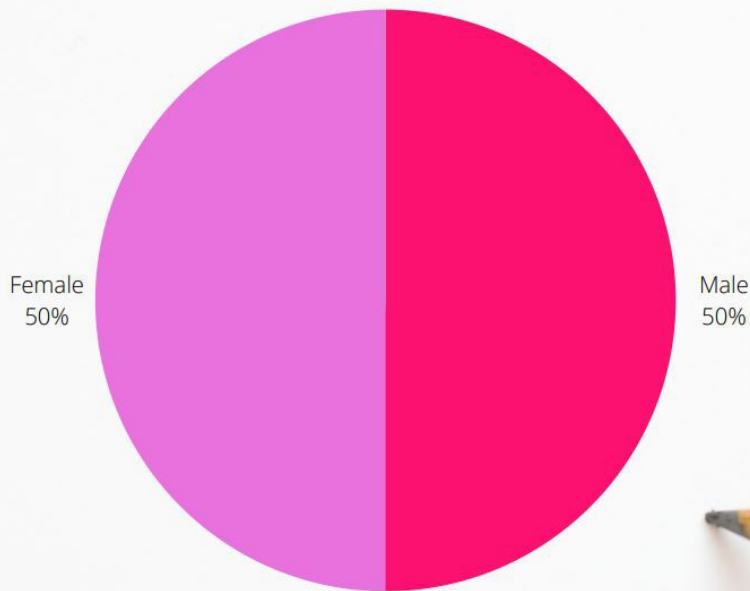
Usability Testing

Task 4.5: Conducting Usability Tests

Introduction and Demographics

For this task, I observed and noted mimic and gesticulate reactions and other behaviors of my 6 participants of the PlutoPay prototype usability test. Here some demographic information of the participants:





FEMALE USERS

Half of the users tested were female

MALE USERS

Half of the tested users were male

User Demographics

Participant 1: Samantha Hong

Age: 19

Material status: single

Occupation: freelancing

Insights

- She uses search engines to verify accuracy of data and facts
- User is freelancing around trendy jobs
- She shops for items such as fashion, food and household items
- She compares prices before she buys
- User is on virtually all social apps all inter linked

Impressions

- She managed to perform tasks 1 and 2 without trouble.
- Only task 3 she had a question but managed to get through.
- Samantha couldn't resist trying other functions that weren't readily linked yet.
- Her facial expressions allowed us to know that she wasn't really impressed of the prototypes at this state but she was understanding why we do the usability tests early on than spending time and resources up front.

Comments:

	<ul style="list-style-type: none"> Participant performed well all 3 core tasks on both desktop and mobile
Participant 2: Brian Hopkins	
<p>Age: 28 Material status: single Occupation: Student, Internship as lawyer</p> <p>Insights</p> <ul style="list-style-type: none"> Brian relies on YouTube and Google to search his way around He has several free apps on his mobile devise for making payments He is unwilling to add her credit cards on new apps User has a lot of study apps on his mobile devise but uses payments from browser for security concerns 	<p>Impressions</p> <ul style="list-style-type: none"> Brian had no troubles moving thru the mobile and desktop prototypes He gave feedback on how to ease the user flow without user having to go back to home to do the next task. This is only so as the prototypes are in the making. <p>Comments</p> <ul style="list-style-type: none"> Brian is waiting for a new payment app that can replace all the various existing apps on the market to streamline his tasks.
Participant 3: Rachel S	
<p>Age: 35 Material status: married Occupation: musician</p> <p>Insights</p> <ul style="list-style-type: none"> user uses google YouTube and tic toc for finding stuff as well as uploading her music She also has a paid Spotify account he likes simplicity and safety 	<p>Impressions</p> <ul style="list-style-type: none"> User had no trouble performing the 3 tasks on both desktop and mobile User wasn't very impressed by the unfinished prototypes User didn't understand the gray placeholders and dead links in the unfinished pages <p>Comments</p> <ul style="list-style-type: none"> User agreed to be available for the next round of usability testing on PlutoPay
Participant 4: Mary L	
<p>Age: 42 Material status: married Occupation: lawyer</p>	<p>Impressions</p>

<p>Insights</p> <ul style="list-style-type: none"> • User googles information but always verifies it thru law books • Still relies heavily on books • User wants a simple payment app 	<ul style="list-style-type: none"> • User had no trouble performing the 3 tasks on both desktop and mobile <p>Comments</p> <ul style="list-style-type: none"> • User agrees to be available for further testing as she is waiting for a more useful payment app.
<p align="center">Participant 5: Takashi Myasaki</p>	
<p>Age: 46 Material status: married Occupation: self-employed</p> <p>Insights</p> <ul style="list-style-type: none"> • User relies on Bing for his searches and works only on PC as well as Android • User doesn't have time for onboarding and wants to get tasks done right away • User is on the internet rather recently 	<p>Impressions</p> <ul style="list-style-type: none"> • User performed the 3 tasks fast but didn't like the layout and gray-scale prototypes • On task 2 he had trouble getting back to begin for task 3 <p>Comments</p> <ul style="list-style-type: none"> • after iterations and explanations user understood the idea behind all
<p align="center">Participant 6: Yew Tan</p>	
<p>Age: 51 Material status: married Occupation: investor</p> <p>Insights</p> <ul style="list-style-type: none"> • User googles information but doesn't trust any till verification and reading reliable user reviews • Mr. Tan has 3 paid apps on both his mobile and desktop devices as well as a few free apps such as PayPal • Mr. Tan as a professional investor doesn't mind paying for premium services, as long as the app can do all his payment needs. 	<p>Impressions</p> <ul style="list-style-type: none"> • User performed the 3 tasks on both desktop and mobile very fast • User relies on authentication and lists for filing and verification purposes • User is worried about unauthorized payments • User got fed up being asked to log in on tasks 2 and 3 as home and back revert in prototype back to landing page not logged in page <p>Comments</p> <ul style="list-style-type: none"> • User performed the 3 tasks on both desktop and mobile like a chap

Summery

For this task, I used contacts from WeChat, Line and WhatsApp to let them test first the prototype from Figma Link and the html files for the desktop version. All tests were done using the video call function of these apps. The recording from the camera wasn't professional at all as it was handheld and moving. There were no other technical issues though.

Some users encountered issues with the still unlinked sections of the prototype but were back on track in no time. The users doing the desktop version first, were a bit more familiar with the app version. After a few the other iterations that followed they were already used of what was expected of them.

The most common error took place with the back navigation vs home navigation. Since not all is linked users had to go back to the begin.