

# Usability Testing

## Task 4.9: Portfolio Review

### Contents

1. Test Plan
2. Test Scripts
3. Test Report
4. Preference Test

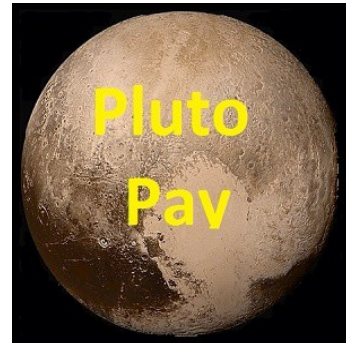
### USABILITY TEST PLAN

#### Introduction

Usability test plan of PlutoPay Prototype  
moderated by George K. Weissig

Stakeholders: UXD and UXI teams and investors in the new payment app

Last updated: April 14, 2022



#### Background

PlutoPay is a new payment app that can be used for purchases, bill payments, investment purchases as well as a travel app with wallet functionality without leaking private data. The discovery phase for PlutoPay began in April 2022 with competitive research and user interviews. Most users are forced to use several payment apps due to acceptability issues between banks, countries and merchants. We discovered that people got taken to the sign up (landing page) after performing the first test task signing up and being logged in. The resulting prototype is an initial hypothesis on how we hope to solve the problem. Now, we would like to test the most important features and functionality such as: sign up, login, add card or bank account, order something, pay for it, save a receipt.

#### Goals:

The goal of this usability study is to assess the learnability and overall satisfaction for participants interacting with a payment app to get their tasks done on time without getting stuck. We want to make sure participants are happy using our app.

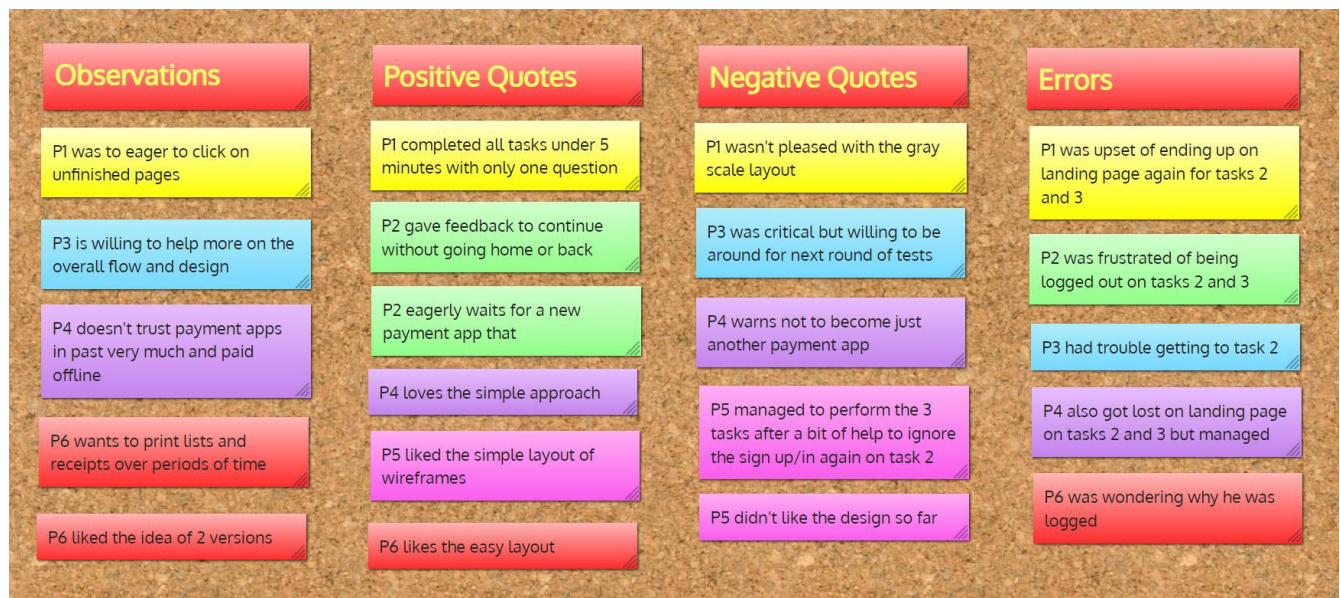
#### Test Objectives:

- determine how easily and fast a new user can sign-up and log in
- determine how easily and fast a new user can navigate thru the app or website
- determine how easily and fast a new user can undo a completed task
- determine how easily and fast a new user can find products he wants
- determine how easily and fast a new user can receive or send funds

## Affinity Mapping

I have chosen an affinity map for interpreting information from usability tests. Then for organizing the gained information from the usability tests and subsequent affinity map I went through the Rainbow Spreadsheet to collect all the data and classify the errors to propose possible solutions.

Wall link: <http://note.ly/baantilukgmailcom>



## Participants

### Methodology:

Since all participants are located all over the world, I will conduct tests via Video Calls and Zoom. By using screen sharing and video conferencing, I will be able to see what the participant does and how he behaves. The sessions were recorded for analysis.

### Participants and Schedule:

6 participants took part in the usability test on the mobile and desktop prototypes of PlutoPay. The tests took place mid April 2022. I will only share only basic demographics and names due to privacy concerns.

	P2	P3	P4	P5	P6
Scheduled session details	April 13, 2022 9:10 AM	April 13, 2022 9:45 AM	April 13, 2022 10:00 AM	April 13, 2022 10:20 AM	April 13, 2022 11:00 AM
Name	Brian Hopkins	Rachel S	Mary L	Takashi Miyasaki	Yew Tan
Gender	Male	Female	Female	Male	Male
Age range	28	35	42	46	52
Role	Student	Musician	Lawyer	Business owner	Investor
Company	college	hivibes cc	Siam Legal International	several	several
Other characteristics	outgoing	very vocal	Supervisor of firm	old fashioned	down to earth
Other characteristics	very social	releases a new album	desicion maker	desicion maker	fact finder
Other characteristics	travels a lot	Tech-savvy	conservative	not tech savvy	calculating
	critical	open minded	Defensive	conservateive	hesitant
Contact	htp9393@outlook.com	ramt299@gmail.com	hars000@yahoo.com	nevps99@gmail.com	hsl222@gmail.com

Participant Rainbow Spreadsheet, including a list of all tasks tested, are found here:

<https://docs.google.com/spreadsheets/d/1eK4gGPGDrtbrrhyEXV0617z5q-uM9YmIDlACP04mVkM/edit?usp=sharing>

## Test Script

For a detailed look at the Test Script, including a list of all tasks, tested, feel free to explore the complete script: <https://docs.google.com/presentation/d/19fe--UWWF69W0s7vIb6xJRLMAEDa6ZEVUWhI8lixjD0/edit?usp=sharing>

## Usability Test Report

### Test Report Introduction

#### Issue 1:

All users got logged out after performing first task to sigh up and add card/bank  
Severity medium

#### Suggested Change:

Redo the links to a dedicated new logged in frame on home and back and main navigation buttons.  
Severity medium

#### Evidence:

Even though it is only a prototype and the fact that people are taken back to landing page they could still perform the other tasks without signing up or logging in again, it is confusing.

#### Conclusion

The best way is to spend 20 minutes fixing the landing page back and home links to a dedicated logged in page to avoid confusion. An updated prototype can be found [here](#)

#### Preference Test

I ran two preference test, one looked at the design of the sign up /login process in terms of bottom and top navigation menus and the other looked at the design and functionality of the

wallet page on the mobile version of the application. The goal of this test was to see which layouts users preferred and which design they found more visually appealing within the sign up/login stage on the app and the use of wallet. A total of 12 participants took part in the first test and 13 people took the second test. They provided valuable insight into which layouts and designs they liked more.

### Test 1: Sign up/Login Screen

The objective of this test was to highlight which page had the best visual design according to the users and to see which button layout they preferred.

#### Results:

The results showed that 70% of the participants preferred the first design over the second wireframe. This has made it clear to choose the left wireframe as before and not venture to the new one. Participants preferred the simpler version.

#### Comments from Users:

- Easier to navigate
- Simpler
- Looks cleaner and better designed
- Prefers to find home at bottom



### Test 2: Wallet Screen Visual Design

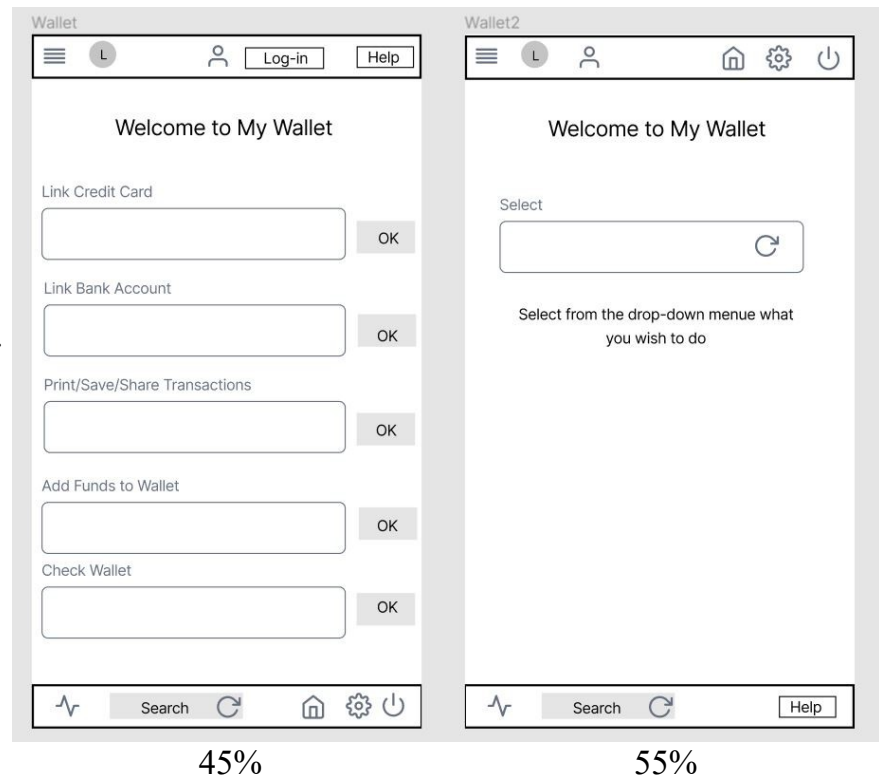
The objective of this test was to highlight which wallet page had the best visual design according to the users and to see which functionality layout they preferred.

## Results:

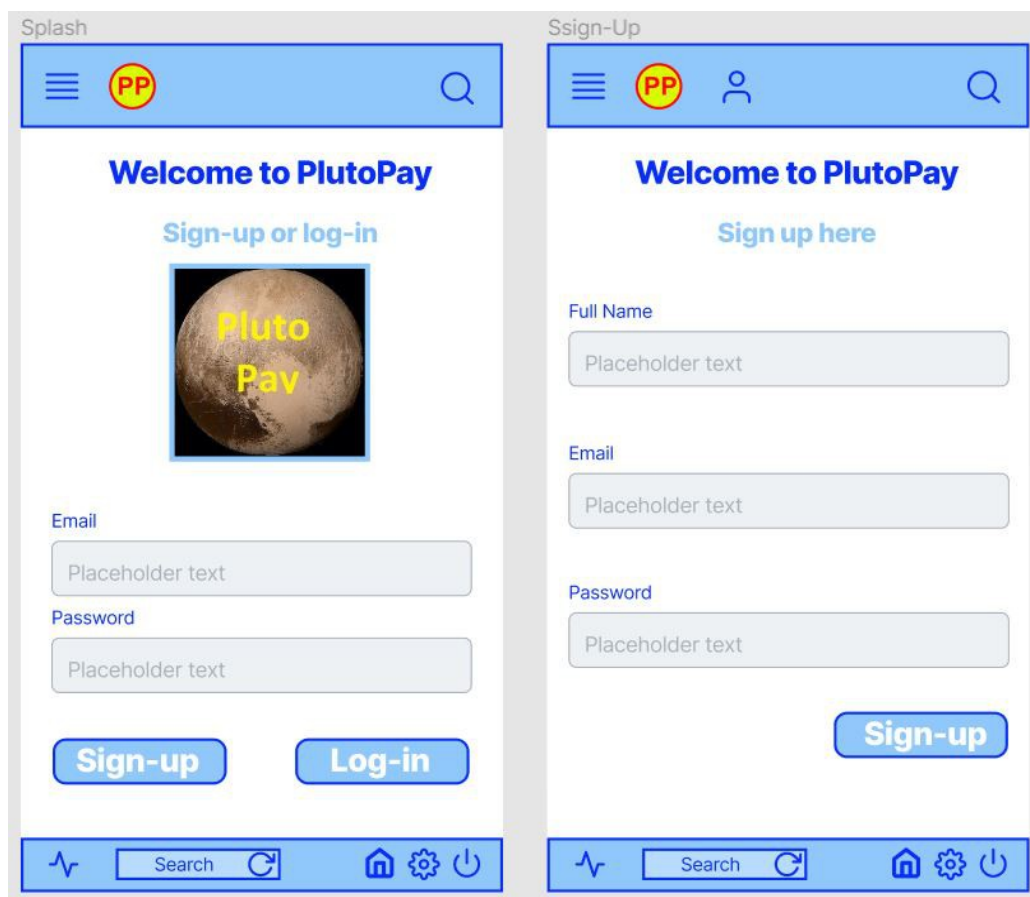
Here the participants liked the new mock up a bit more visually. Testers found the app easy to use and navigated the app relatively smoothly. However, the test did highlight some key areas of functionality. So I will consider using the drop down menu instead.

## Comments from Users:

- More Modern
- Better Visually
- More sleek design
- drop down boxes leave more space on screen



Updated High-Fidelity Wireframes:



To view the updated prototype on Figma [Click here](#)

### **Updated Test Report**

The insight I have received was not tremendous but clarifying what users expect the navigation and easy of flow should be like. So I did the necessary changes on my prototype.

The test were done on Helio

Test on landing page: <https://my.helio.app/t/01G0PHMVM1KB82HKEKHJ09VJM0>

Test on wallet page: <https://my.helio.app/t/01G0PJ2GN5XG2Q9V4T43HCYZTS>

**Interview Link:** <https://share.vidyard.com/watch/VNKzWWEZaDxebJwGj77J5t?>