



4.7: Usability Test Plan

Brad Huseman

Introduction

AskaPT Usability Test Plan by Brad Huseman
Stakeholders: UX team, UI team, Developers
Last updated: 5/20/19

Background

AskaPT is an app oriented towards users that need their health questions answered from a licensed and experienced physical therapist, without having to obtain a doctor's referral to do so.

AskaPT aims to make speaking to a local, licensed physical therapist easy and straightforward, and give users the ability to receive useful tips via live chat and videos created by the therapists with whom they speak, eliminating the initial need to speak to a personal care physician first.

Goals

Our aim is to test for usability and utility. We want to identify existing pain points and critical errors.

Test Objectives

- Determine if the user is able to create an account with ease. Do they know how to create an account? Is the information required easily conveyed and understood?
- Determine if the user is able to view the profile of a top local PT. Do they instantly know the correct navigation?
- Determine if the user is able to schedule an appointment with the selected PT. Do the prompts and confirmations resonate?
- Determine if the user is able to view a notification and begin their appointment. Are the buttons obvious ways to perform the task?
- Determine the user's overall opinion and response to the app's design. Do they find it clean and legible?

Methodology

Moderated tests were conducted in person and remotely via Skype after the participants were briefed, consented to recording and background information was gathered. All 6 participants tested the mobile clickable prototype, 4 of which were in person and 2 of which were remote. In-person tests were conducted in the controlled environment of the moderator's home office, and remote participants were tested in the participants' home offices.

Participants

There were 6 participants all recruited via email and my professional and social network. They were screened for basic demographic information to ensure they fit with the user persona of AskaPT.

	P1	P2	P3	P4	P5	P6
Scheduled Session Details	March 22, 2019 Home office, 7:00 pm	March 22, 2019 Home office (Remote) 8:00 pm	March 23, 2019 Home office, 2:00 pm	March 23, 2019 Home office, 2:30 pm	March 23, 2019 Home office, 3:00 pm	March 24, 2019 Home office (Remote) 5:00pm
Name	Katie Huseman	Tonya Cejka	Kevin Coleman	Dawn Coleman	Marilyn Glasscock	Zak Williams
Gender	Female	Female	Male	Female	Female	Male
Age Range	26-35	36-45	18-25	55-65	65-75	25-35
Location	San Antonio, TX	Omaha, NE	San Antonio, TX	San Antonio, TX	San Antonio, TX	New York, NY
Role	Doctor of Physical Therapy	Budget Analyst	Construction Project Manager	Executive Director	Commercial Real Estate Broker (Retired)	Construction Engineer
Other Characteristics	Former college volleyball player	Avid runner	Fiscally responsible	Compassionate	Eccentric	Goal-oriented
Other Characteristics	Passionate about patient care	Mother of a 3 year old	Builds classic cars	Classic rock enthusiast	Enjoys home renovation	Weightlifting enthusiast
Contact	katherine.coleman@baptisthealthsystem.com	tonyacejka@gmail.com	kevincoleman@joeris.com	dsecoleman@msn.com	txbroker@satx.rr.com	zak.williams2287@gmail.com

Participant information can be viewed externally [here](#).

Script

A detailed look at the Test Script can be viewed [here](#).

https://drive.google.com/open?id=1Qwo3AmM2Zx_ow19Oy4if2Xz47xq2ai5a

<https://drive.google.com/file/d/13jRO5yxv-8Rgl2guy8Zm8p-W1Q7htRG8/view?usp=sharing>

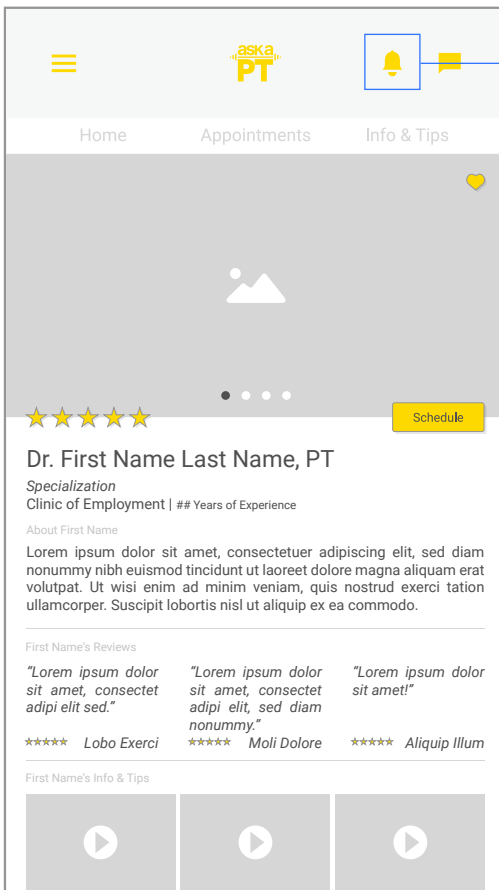
Prototype 1.1 <https://invis.io/AFQVHNJ54DJ>

Prototype 1.2 <https://invis.io/PBS409TTQHE>

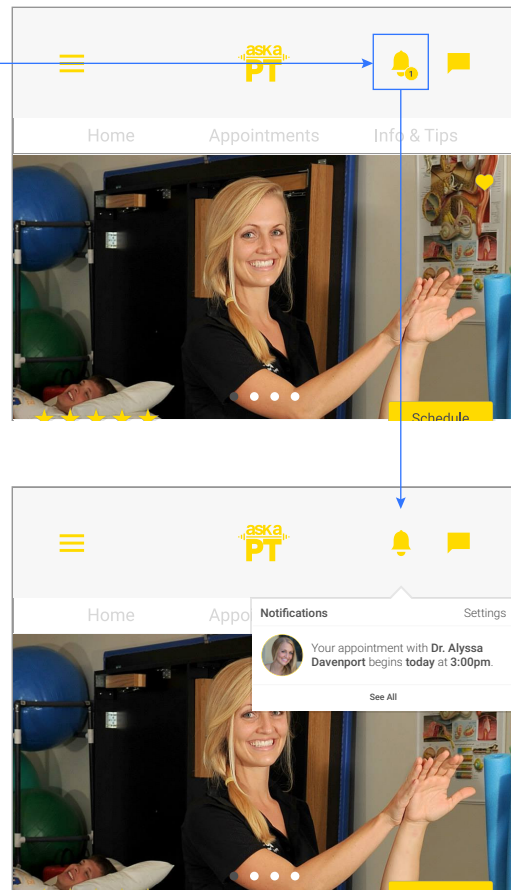
Test Results

Issue 1: *Notifications* button not linked to view new Notification (HIGH)

- Add necessary link and way to view new Notification
- All buttons must be functional. Users must be able to view notifications



Before



After

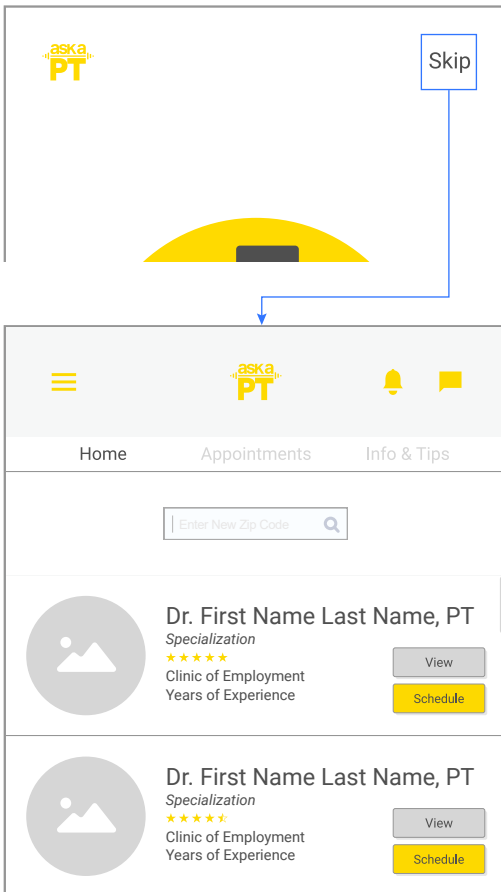
Prototype 1.1 <https://invis.io/AFQVHNJ54DJ>

Prototype 1.2 <https://invis.io/PBS409TTQHE>

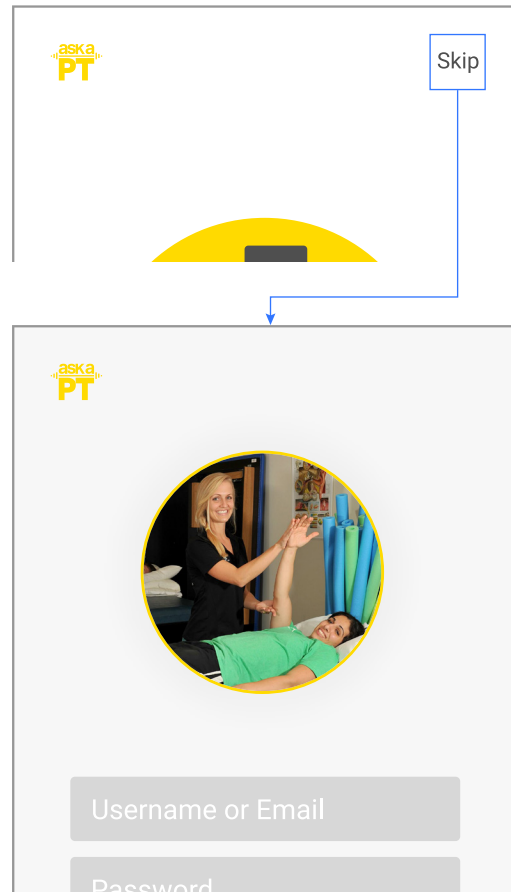
Test Results

Issue 2: *Skip* button directs to Homepage instead of Login page (HIGH)

- Re-route link to login page
- App is most functional when zip code is entered, so users can see local therapists



Before



After

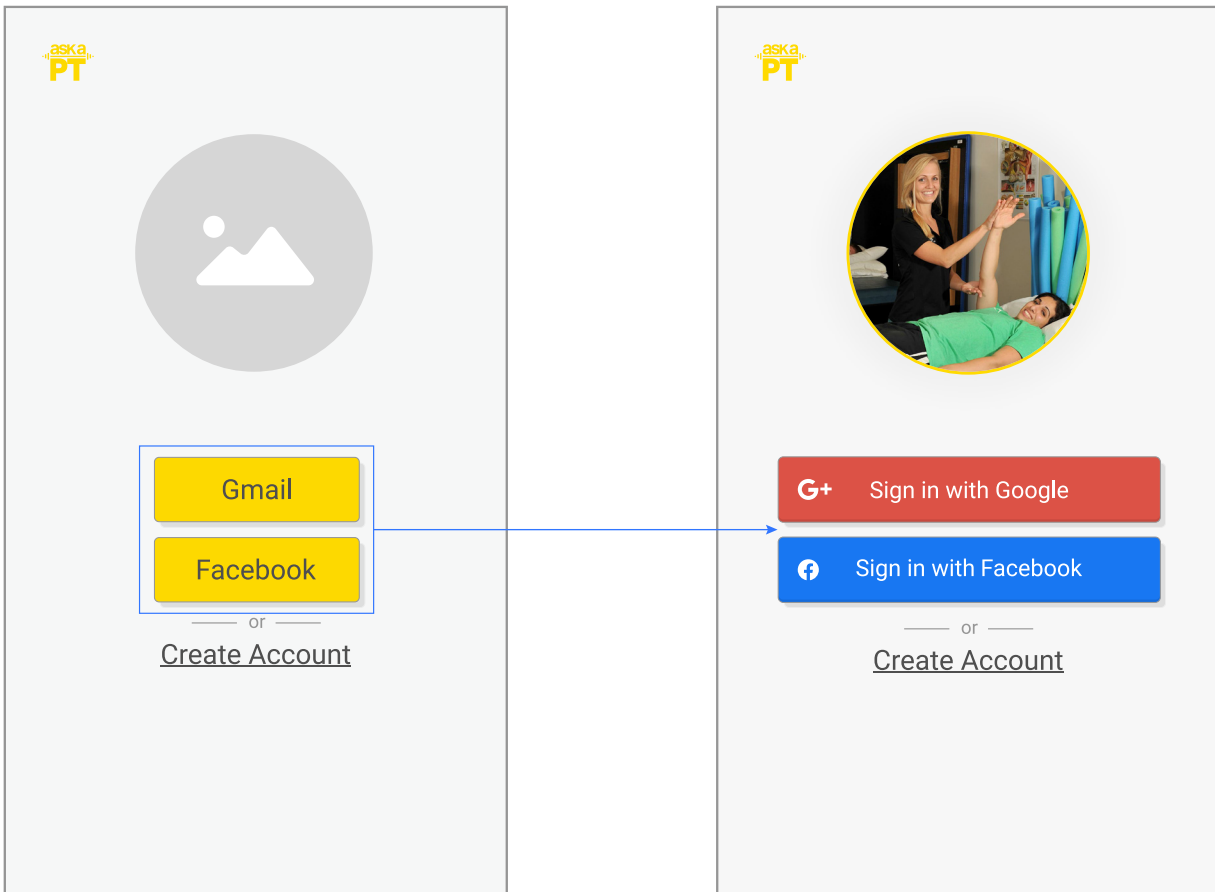
Prototype 1.1 <https://invis.io/AFQVHNJ54DJ>

Prototype 1.2 <https://invis.io/PBS409TTQHE>

Test Results

Issue 3: Google/Facebook login buttons need branding (medium)

- Edit buttons to reflect branding of each company, including colors and logos
- Users need be able to instantly recognize login options



Before

After

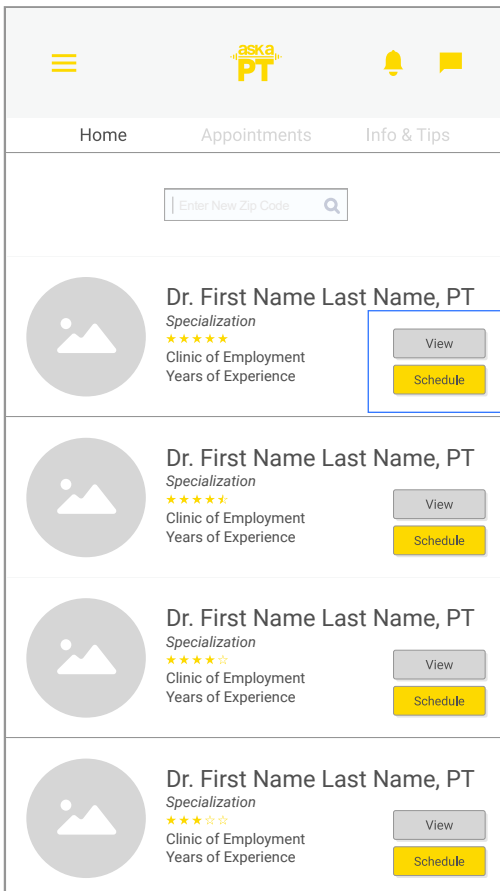
Prototype 1.1 <https://invis.io/AFQVHNJ54DJ>

Prototype 1.2 <https://invis.io/PBS409TTQHE>

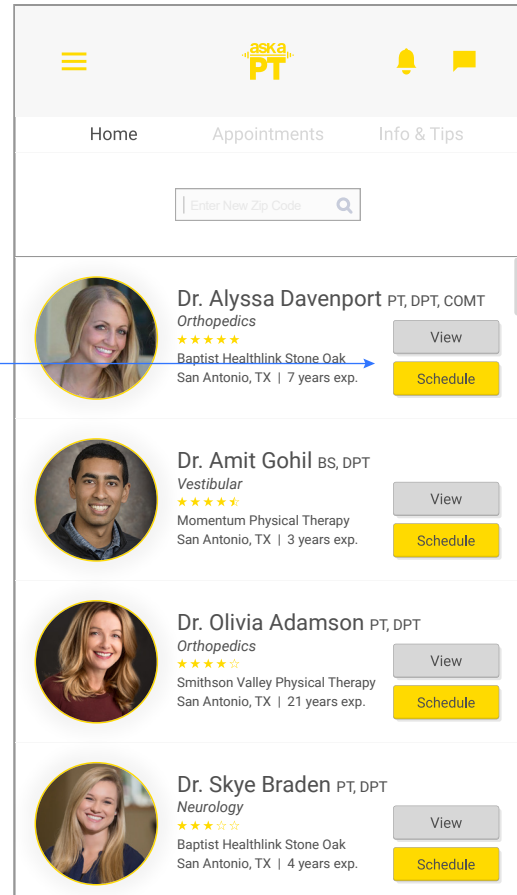
Test Results

Issue 4: *View and Schedule buttons sized too small (medium)*

- Increase size of *View* and *Schedule* buttons, add shading for increased visibility
- Multiple users in testing found the buttons too small and could not read immediately



Before



After

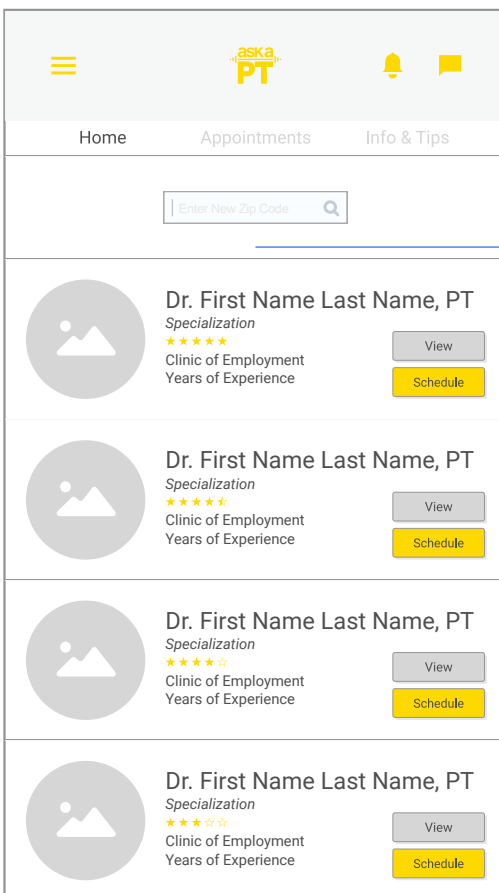
Prototype 1.1 <https://invis.io/AFQVHNJ54DJ>

Prototype 1.2 <https://invis.io/PBS409TTQHE>

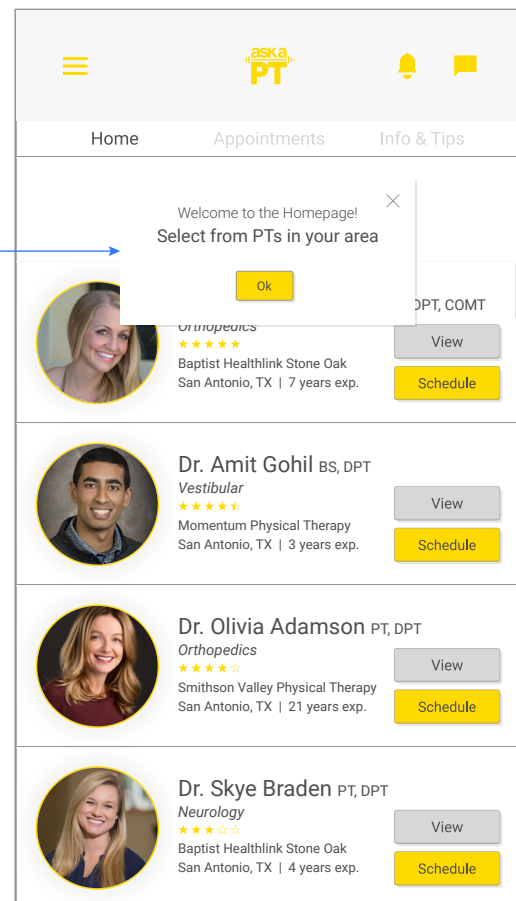
Test Results

Issue 5: Users unclear what to do upon reaching homepage (medium)

- Add hovering tip box suggesting directions upon first homepage visit
- Users must have an idea options are available upon reaching homepage



Before



After