

## **Part 1: Usability Testing**

### *Study session 1*

*11/29/2018*

*7:00 pm - Norlin Library*

*Succulent Dude - Student*

*Conducted by David*

#### **Observations from Prototype A:**

When using prototype A the user noted that they liked the first screen being a profile view. They said having all the information you need in one place right at the beginning was a good call. From the main page, when the user was asked to add a new plant, their initial instinct was to click on the plant icon rather than the “+” icon. The plant icon would then take them to the all plants page where there is an option to add new plant. This might mean that the “+” icon for the add plant feature may be unnecessary.

#### **Observations from Prototype B:**

For prototype B the lack of a back button seemed to be a bigger issue than it was for A. This is probably because prototype B lost the bottom screen navigation bar that A had. There were a few times where the user needed to return to a previous screen but had no way to.

#### **Participant Feedback:**

Overall the user said they liked the simple design and mostly intuitive icons but they had a hard time navigating back and forth between pages. We can add a back button on the top left side of the screen on both prototype A and B to improve the usability of the application.

### *Study Session 2*

*12/1/2018*

*2:30 pm - Engr Center*

*Foliage Lady - Student*

*Conducted by Caitlin & David*

#### **Observations from Prototype A:**

This user seemed to have an easy time performing the tasks we asked them to do when using prototype A. They thought the icons were easy to understand and were able to do all the tasks without making any mistakes.

#### **Observations from Prototype B:**

Using prototype B was a bit more of a challenge; the lack of a permanent navigation bar made the user feel less secure in their actions. This is where the

lack of a back button became an issue again. When asked to add a new plant from the home screen, the user clicked on the “Plant List” button rather than the “Add Entry”. They then clicked on the “Add Plant” button from the “All Plants” page. The user thought the “Add Entry” button was only for adding diary entries rather than an overall add.

#### Participant Feedback:

Generally the user enjoyed the use of the navigation bar in the first prototype, but they disliked that neither had a back button. They said that the second prototype looked a little more modern, but in its current state was more difficult to use. Some improvements we could make are adding a back button and making the “Add Entry” button a little clearer.

### *Study Session 3*

*11/26/2018*

*~4:00 - Participant's home*

*Sibling - Food Industry*

*Conducted by Caitlin*

#### Observations from Prototype A:

They did not use the + icon for adding a new plant, picture, or note, instead opting to add these things through the plant list or the plant profile itself. The user thought that the calendar view in Prototype A was ugly and hard to see the words on the days (for example, “water Jade” was illegible to the user, so they weren’t able to tell who was up next to be watered).

#### Observations from Prototype B:

The user had difficulty right away, not understanding that you have to pinch to exit the single day view and view it in month view. One surprising thing was that when tasked with adding a new plant, they tried to add it through the “add entry” button on the first page. They also didn’t realize that the “Plant List” rectangle on top was a button, even though we had anticipated this and added a drop shadow in order to mitigate that.

#### Participant Feedback:

The user didn’t have too many issues navigating between the pages, but didn’t like the way it looked (too green, and they kept talking about it). They much preferred the aesthetic of Prototype B, but also found it a lot more confusing to navigate. They said that they would like a blend of the two, but also once they understood it better, thought that the calendar pinch functionality was a little cleaner and used the space better.

## **Part 2: Heuristic Evaluation**

Prototype	Heuristic	Tester
A	All	David
B	All	Caitlin

### **Usability Aspect Reports**

Prototype A UARs:

<b>UAR #:</b> 1	<b>Problem/Good:</b> problem	<b>Rated by:</b> David
<b>Name:</b> No return options		
<b>Relevant heuristic:</b> User Control and Freedom		
<b>Steps to reproduce:</b> Click on any action leading away from the front page (profile view).		
<b>Detailed explanation:</b> Once you click away from the initial page it is not easy to return to it using on screen buttons. There is no defined button that can take you one level back. You can click through the bottom screen options to take you to various places, but not specifically back.		
<b>Possible solution:</b> We can add another button that lets you go back to the page you were just on.		
<b>Severity (low, medium, high, critical):</b> Medium	<b>See also:</b>	

<b>UAR #:</b> 2	<b>Problem/Good:</b> Good	<b>Rated by:</b> David
<b>Name:</b> fixed button locations		
<b>Relevant heuristic:</b> Consistency and Standards		
<b>Steps to reproduce:</b> Attempt to add an entry from any page.		
<b>Detailed explanation:</b> From any screen in the application, you are able to add an entry. The button-click required for adding an entry is at the same spot and is the same icon so users will not confuse it for having any other function.		
<b>Possible solution:</b> (No solution required)		
<b>Severity (low, medium, high, critical):</b> Medium	<b>See also:</b>	

<b>UAR #:</b> 3	<b>Problem/Good:</b> Problem	<b>Rated by:</b> David
<b>Name:</b> Confirmation for deletion		
<b>Relevant heuristic:</b> Error Prevention		
<b>Steps to reproduce:</b> Go into the profile of any plant and delete notes or pictures.		
<b>Detailed explanation:</b> We do not have any type of confirmation when deleting or changing information. A user could accidentally delete a picture or change a note without knowing and there wouldn't be any additional steps to prevent that.		
<b>Possible solution:</b> When a user attempts to make any sort of change, a message will pop up that asks if they're sure about the change. If yes, a simple click will allow them to confirm and avoid any loss or changing of data.		
<b>Severity (low, medium, high, critical):</b> High	<b>See also:</b>	

<b>UAR #:</b> 4	<b>Problem/Good:</b> Problem	<b>Rated by:</b> David
<b>Name:</b> Notification dismissal		
<b>Relevant heuristic:</b> Aesthetic and Minimal Design		
<b>Steps to reproduce:</b> Check on a plant that is visible from the main screen.		
<b>Detailed explanation:</b> When you click the notification from the main screen that prompts you to check on the plant, it does not go away. There is no option to get rid of/dismiss the notification so it just stays there and clogs up the home (profile) screen.		
<b>Possible solution:</b> Give an option to dismiss the notification/ automatically dismiss once the user has clicked and checked it.		
<b>Severity (low, medium, high, critical):</b> Medium	<b>See also:</b>	

<b>UAR #:</b> 5	<b>Problem/Good:</b> Good	<b>Rated by:</b> David
<b>Name:</b> Intuitive Icons		
<b>Relevant heuristic:</b> Match between system and the real world		
<b>Steps to reproduce:</b> Click on any of the symbol buttons that do not have text along with them.		
<b>Detailed explanation:</b> All of the buttons that are only icons/symbols are very intuitive. The calendar icon takes the user to the calendar, the “plus” icon lets the user add a new entry, and so forth.		
<b>Possible solution:</b> (No solution needed)		
<b>Severity (low, medium, high, critical):</b> Low	<b>See also:</b>	

## Prototype B UARs

<b>UAR #:</b> 6	<b>Problem/Good:</b> Problem	<b>Rated by:</b> Caitlin
<b>Name:</b> Virtually no help or documentation		
<b>Relevant heuristic:</b> Help & Documentation		
<b>Steps to reproduce:</b> Be on any page, try to get help/go to settings. You aren't gonna have much luck		
<b>Detailed explanation:</b> At no point are users able to find a page that has help/documentation, nor is there any settings button implemented in this prototype. For instance, if someone on the home page (single day view) doesn't know how to zoom out (pinch) they are just stuck, frustrated.		
<b>Possible solution:</b> Put in a settings button that has an option for help/documentation. Not sure where best to add though - maybe just as a little corner question mark button on the bottom right? Inside a three-dot menu?		
<b>Severity (low, medium, high, critical):</b> High	<b>See also:</b>	



<b>UAR #:</b> 7	<b>Problem/Good:</b> Good	<b>Rated by:</b> Caitlin
<b>Name:</b> Zoomed-in Calendar View fits what user knows		
<b>Relevant heuristic:</b> Aesthetic & Visual Design / Match Between System & Real World		
<b>Steps to reproduce:</b> Navigate to full-month view from single day view by pinching the screen in.		
<b>Detailed explanation:</b> Home screen is a zoomed-in-to-one-day view of a larger calendar. This calendar is inferred from surrounding calendar days peeking in on the corners. This suggests that the user can pinch the screen to “pop-out” into a full-month view, and navigate the calendar easily. Users seemed to find this intuitive and were able to relate it to physical calendars/online calendars they were already familiar with.		
<b>Possible solution:</b> No solution needed, might want to figure out what color scheme makes it easiest to see that the other days exist without being visually intrusive. Right now is kinda subtle		
<b>Severity (low, medium, high, critical):</b> Medium	<b>See also:</b>	

<b>UAR #:</b> 8	<b>Problem/Good:</b> Problem	<b>Rated by:</b> Caitlin
<b>Name:</b> Too easy to delete plant		
<b>Relevant heuristic:</b> Error Prevention		
<b>Steps to reproduce:</b> On Jade's profile page, hit the trash button in the top right corner.		
<b>Detailed explanation:</b> Very easy to delete her profile when accidentally clicking on the delete button in the top right corner. User could easily slip or hit it expecting it to be a back button and lose months of work just like that.		
<b>Possible solution:</b> Move delete button into a better place, possibly inside a three-dot menu in the top corner instead. Or have a confirmation message: "Are you sure you want to delete Jade?"		
<b>Severity (low, medium, high, critical):</b> Critical	<b>See also:</b>	

<b>UAR #:</b> 9	<b>Problem/Good:</b> Good	<b>Rated by:</b> Caitlin
<b>Name:</b> Month-view calendar clearly shows what is today		
<b>Relevant heuristic:</b> Visibility of System Status		
<b>Steps to reproduce:</b> From single day view, pinch out into month view. Identify current day		
<b>Detailed explanation:</b> The calendar is designed such that when in month view, the current day is positioned in the center of the calendar and has a yellow circle behind today's number. This makes it easy to see what day today is.		
<b>Possible solution:</b> No solution needed, could make even more clear - maybe color the entirety of the current day tile differently.		
<b>Severity (low, medium, high, critical):</b> low	<b>See also:</b>	

<b>UAR #:</b> 10	<b>Problem/Good:</b> Problem	<b>Rated by:</b> Caitlin
<b>Name:</b> No back button		
<b>Relevant heuristic:</b> User control and freedom		
<b>Steps to reproduce:</b> Click to any new page from the main home display.		
<b>Detailed explanation:</b> There is no way for the user to return to a previous page once they have left it.		
<b>Possible solution:</b> We can implement a back button on the top left of the application or a swipe to go back method.		
<b>Severity (low, medium, high, critical):</b> High	<b>See also:</b>	

## **Figma Links:**

Prototype A:

<https://www.figma.com/file/ZMIgLdCU9dhEi87xvYw7UjBI/A%3A-plant-tracker-app?node-id=0%3A1>

Prototype B:

<https://www.figma.com/file/do8AtdJVjKWKUNEozOuzs2Om/B-plant-tracker-app?node-id=4%3A1>