

# **Usability Test: CoupleBond Mobile App**

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## **Introduction**

Thank you for agreeing to do this usability test for our CoupleBond mobile app. We would like to see first-hand what it's like for real people to use the application, which we hope will help us improve it for future release.

We're testing the app, not you. You can't do anything wrong here. We want to hear exactly what you think about the app. Be honest and don't worry about hurting our feelings. That will help us find problems that exist and will help us fix them.

For the test, we will ask you to do certain tasks and we'd like you to think out loud while you're doing them. If you have questions, just ask. If you have comments, go ahead and say them.

We'll record your comments, but won't make them public. If, for any reason, you'd like to quit this test, then just say so.

## **Background Questions**

First, we will go through some background questions.

- Do you use mobile apps regularly to stay organized or stay connected with others?
- Coming from relationship experience (or if you have not been in one, imagine one), how do you / would you and your partner keep track of shared memories or coordinate plans?
- CoupleBond is designed for two-person romantic relationships. Have you used or heard of any couple-focused apps before? If so, what was their main purpose / what would you add to make your experience better?
- Before we begin, do you have any questions for me about this test or about CoupleBond?

# The Test

Now, for the actual test.

## 1. Initial Reactions to the Home Screen

Tell us your general first impression of the app.

- What stands out to you?
- Is anything confusing or unclear?
- Are you tempted to tap on anything in particular?

## 2. General Tasks (Choose depending on available time)

We will ask you to complete some of the following tasks to see how easily you can navigate CoupleBond:

1. **Changing Personal Information** Add your birthdate to your account.
2. **Connecting with Your Partner** Generate your code to give to your partner.
3. **Now, type in your partner's code** Wait for your partner to type in your code.
4. **Change Your Emoji Status with Your Partner** Now, pretend you have gotten into a disagreement. Change your emoji status to the angry emoji.
5. **Adding a Photo** Now, you have just gotten back from a date. Add a new memory and photo.
6. **Add a Calendar Event** Now, make a new calendar event for December 25th saying “Christmas Party” from 5:00 - 7:00 pm.
7. **Adding a Prayer or Reflection** Now, create a new prayer about something meaningful in your relationship, such as “communicating well with one another”. Then, mark it as completed.
8. **Unmatch with Partner** Now, let’s say that you and your partner have had a rocky relationship. It is unfortunate, but it is time to go your separate ways. Unmatch with your partner.
9. **Register a New Account and Login** We will now have you restart. Create an account and enter the app.

## 3. Final Observations

Do you have any final observations on the app? Would you consider using it in your own relationship or recommending it to a couple?

## **Thanks**

Thank you so much for helping us test our new app, CoupleBond. The app is new, so we appreciate your feedback in helping us improve it.

We'll contact you soon with a summary of what we found and how we hope to use it to improve the app. We'll keep the data from your individual session private and will only release aggregate data.