USABLITY TESTING REPORT

SCENARIO

"You're a 30-something, single person living on your own and working in an office-like environment. You've been seeing a psychiatrist for the last two months because both your increased workload and the loneliness you feel from living on your own have had a negative impact on your mood. A few days ago, your psychiatrist suggested that you adopt a pet that can keep you company and help relieve your stress. While you think this is a good idea, you have no idea what kind of pet you want, where to look, or what your budget is. So, you use the iPet app to find an affordable pet that fits your personality."

TASKS

1. Enter your location on the home screen.
2. Fill out both the Personality Quiz and the Pet Survey.
3. Choose a pet from our generated list of results.

SUBJECT 1

The subject seemed to easily understand how the prototype worked and was able to do all the tasks in a quick and timely manner. His biggest pros were that the app was easy and quick to use, and that it was able to "do the work for him" in terms of finding pets near his location. His suggested improvements were to include a prompt for the user to physically scroll down on the two quizzes for more questions and to clarify some of the questions on the survey (ex. He confused the "What is your food budget?" question as a question of *his* food budget, not the pet's). Other than that, he loved the app and said it was very easy to use.

SUBJECT 2

The subject liked the prototype overall, and I noticed that his feedback was centered on the "think before you choose" aspect of pet adoption. Like the first subject, he liked the user-friendliness of the app. He also liked how the personality questions made the user ask how he could possibly affect the pet in either a positive or negative way. Additionally, he liked how the pet-survey questions confronted the user about the financial and personal responsibilities of owning a pet, and how they kept the user from acting on impulse. For his list of improvements, he said that drop-down menus on certain questions (ex.: choosing the state you live in and setting up the date and time for the appointment) would make using the app easier. His biggest suggestions, however, were to include features on the results screen where the user could ask to tour the facility of his choice to make sure it's of reputable conditions, and an option to speak to a specialist about the chosen pet so the user won't be blindsided by any issues. All told, his main constructive feedback boiled down to adding more detail to the app, though he did appreciate the detail that was already there.

WHAT TO FIX

1. Add options for the user to tour his chosen facility and to speak to a specialist about his chosen pet.
2. Specify some of the questions on the survey so the user doesn't get confused.
3. Better layout features like scrolling prompts and drop-down menus in appropriate locations.

WHAT TO KEEP

1. The overall questions themselves.
2. The overall layout of each screen.
3. The user-friendliness of the app.