

Usability Test for Fitbit's Modified Theme Setting

Introduction

1) Describe who your ideal user is:

There are three types of users in my usability test. The first tester is a potential customer who plans to purchase this product for the first time. The second tester is a person who is interested in this kind of sport accessory. The third tester is a current Fitbit user who wants to personalize his main display. I also show their background in the "Sample Screeners" session.

2) Describe what you are going to show these persons

First, I will show them the original main display and the original way to change the widgets. Later, I will present a new approach which allows users to customize the Fitbit layout of the widgets. I define this kind of layout as "theme". The detailed steps are listed in "Scenario List with Steps and End-Conditions" session.

Sample Screeners

Three interviewees were invited to be the sample screeners for testing my modified theme setting of Fitbit app. The following table shows their demographic characteristics.

Characteristics\User	User 1	User 2	User 3
Age	30	40	38
Profession	A graduate student whose major is Computer Science	A mechanical Engineer who is working in the furniture industry	English teacher in Cascadia College
Internet experience	15 years	20 years	22 years
Social Network experience	Facebook LinkedIn Instagram	Facebook LinkedIn	Facebook Instagram
Skill level	Master	Expert	Master
Interests	Artificial Learning and Machine Learning	New commercial high-tech devices	Art design

Scenario List with Steps and End-Conditions

The main goal of this usability testing is to test the new approach to change the theme of Fitbit app. There are two scenarios related to this usability testing shown as follows.

Scenario	Detailed Description
Scenario I	<p>Let screeners know the original Fitbit's behavior of the theme and widgets.</p> <ul style="list-style-type: none">● Expected Steps:<ol style="list-style-type: none">1) Launch Fitbit app.2) Ask users to find a way to change the theme.3) Ask users to find a way to change the widgets in the app.4) If users cannot find the way to change the widgets, tell them that they can scroll down the main screen and then click the "Edit" button.● End Condition:<ul style="list-style-type: none">- Users cannot find a way to change the theme because there is no option to do it in the current Fitbit app.- Through these steps, users can be familiar to changing the widgets in this app.● Alternative Choices:<ul style="list-style-type: none">- Users can directly long-press the widgets, and then the widgets can be modified.
Scenario II	<p>Tell screeners that I created a way to personalize the themes. Ask them to discover this new mechanism in Balsamiq. They will tell me how to do it while I am controlling the screen in Balsamiq.</p> <ul style="list-style-type: none">● Expected Steps:<ol style="list-style-type: none">1) Launch Balsamiq and my Fitbit project.2) I will turn off "Link Hints" and show the screen in display mode.3) The screen will show the default theme.4) Ask users to find a way to change the theme from the current theme to theme 3.5) If users cannot find a way to change the theme, tell them that they can scroll down the main screen and then click the "Edit Theme" button.6) After they select theme 3, I will wait for them to click the "Done" option to confirm this selection.7) Ask users to remove the "Calories" widget.8) If users cannot find a way to remove the "Calories" widget, I will instruct them to drag the "Calories" widget to the right widget column.9) Ask users to add the "Water" widget to theme 3.10) If users cannot find a way to add the "Water" widget, I will

	<p>instruct them to drag the “Water” widget to the “+” icon of theme 3.</p> <p>11) Click the “Done” option to finish this scenario.</p> <p>12) The main screen will show theme 3.</p> <ul style="list-style-type: none">● End Condition:<ul style="list-style-type: none">- Users can know how to use this new way to change the theme and widgets in this app.● Alternative Choices:<ul style="list-style-type: none">- Users could want to directly modify the widgets without changing the theme first.
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Research Questions

- 1) Can users understand why I want to generate a new approach to change the theme?
- 2) Can users accept this new way to change the theme?
- 3) If users think that this new way is not good enough, how can I do?

User Testing Scripts

First, Fitbit app is a dependent software which has to connect with users’ Fitbit devices. This app shows a number of information recorded by Fitbit devices, such as the number of steps users take every day and the length and quality of users’ sleep every day. It also shows the statistics of this information, which means that Fitbit app stores users’ daily health data, and users are able to review this data referring to a particular day. For example, if I want to see my sleep quality of three days ago, it is easy to do that in Fitbit app. All users need to do is to wear Fitbit devices the whole day. However, currently, there is no way to change the theme in this app, and this app only has one theme. Some users want to personalize their main display, which is my idea to create a new way to modify the theme.

According to this reason, several ideas were passing through my brain. For example, I could generate a blank page, and users could randomly insert the widgets on this page. However, I did not think that this was not a good idea because randomly inserting the widgets into a blank page could make the page messy. There would be no consistency with other parts of this app. Consequently, I wanted to create several themes consistent with the Fitbit style to satisfy different users’ needs.

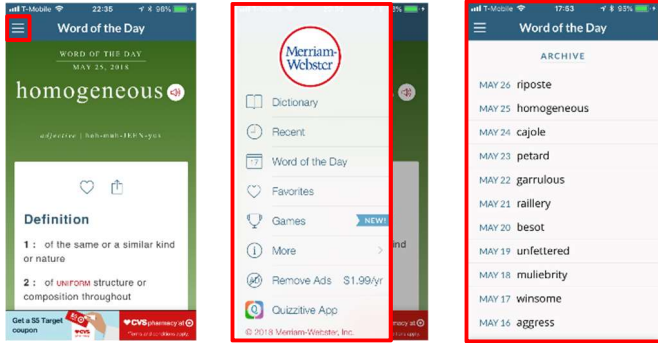
As for the questionnaire, it would consist of the following open-ended questions, and they would be asked before the usability testing:

- 1) Do you know how to change the theme in the Fitbit app?
- 2) Besides changing the theme, what do you likely see in the Fitbit app?

Once screeners finish the usability testing, I would ask the following open-ended questions:

- 1) How is the new way to change the theme?
- 2) After understanding my new way to change the theme, are you able to create another way to do the same task?
- 3) If this feature would be integrated into the Fitbit app, would you want to use it?

Feedback from Sample Screeners and Design Recommendations

User	Feedback and Comments
User 1	<p>● User Session:</p> <p>During the second task, changing the theme, the user could not easily find the way to change the theme because there was no explicit hint in the main screen. He tried to click the band icon and profile icon but those were wrong entries to change the theme. He suggested that I could modify the menu arrangement and put all the settings into one main menu and then categorize the settings in several pages. The following diagrams provide an example of this. Users can click the red icon in the left diagram, and then the app will launch the main menu as shown in the middle diagram. Sequentially, when users click the “Word of the Day” item, the app will launch a full-screen page of “Word of the Day”.</p>  <p>● My Comment:</p> <p>This suggestion will involve a lot of design in this app, including device information, user’s account setting, and theme setting. Almost all the layouts are needed to modify. The goal of this project focuses only on finding a new approach to change the theme and not on involving device information and user’s account setting. Maybe it could be a good approach. If I have time, I can try to design it in the future.</p>
User 2	<p>● User Session:</p> <p>The user could easily change the default theme to theme 3. However, he still gave me some suggestions:</p>

	<ol style="list-style-type: none">1) Create a blank theme and allow users to personalize the widgets.2) Add an "Exit" option in the widget setting. When users click this option, the app should display a dialog that asks users "Are you sure you'd discard this change?" and includes "Cancel" and "Yes" options.3) Change the word of "Cancel" option to "Back" in widget setting. This makes this navigation more intuitive. <ul style="list-style-type: none">● My comment: For the suggestion of creating a blank theme, I already made the comment in the previous paragraph. As for the second and third suggestions, both are good suggestions which make the user scenario more direct and intuitive. Users will not feel confused about the "Back" and "Cancel" options. I will adopt them and modify the corresponding changes in my wireframe.
User 3	<ul style="list-style-type: none">● User Session: The user could find the way to change the default theme to theme 3, but she felt that the widget setting, which follows the theme setting, was redundant. She suggested that when users determine the new theme, there is no need to set up the widgets. If users want to change the widgets, they can directly click the "Edit Widget" button.● My Comment: My original purpose was that allocating the real widgets in the theme setting was used for previewing only. Users could modify the widgets after changing the theme. Even though they were satisfied with these default widgets, they only needed to click the "Done" option, and it should not be a trouble for users. Consequently, I choose not to adopt this suggestion and keep this mechanism of modifying the widgets after changing the theme.