Wally Usability Test Plan

By Carine van Slageren

Introduction

WALLY Moderated Usability Test (Mobile)
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Background

WALLY is a digital payment app that allows users to make payments as well as transfer, save and request money without a debit or credit card or the need to visit a physical bank or store. The app is designer for adults who want to manage their money smoothly and efficiently and get around without having to carry a physical wallet.

Goals

The goal of this study is to assess the learnability for new users interacting with the WALLY digital payment application for the first time on mobile. I would like to observe and measure if users understand the project, its value, and how to complete basic initial functions such as making a payment and creating a new savings pot.

Test Objectives

- Determine if participants understand what the app is about quickly and easily and the value it provides
- Observe how users navigate from the homepage to make payments, request payments, and create saving pots and if they successfully find what they're looking for

Methodology

The study will be held at the participants own environment and will be conducted as moderated remote tests. The test will include a short briefing, a task performance with WALLY conducted on a mobile app, and a debriefing.

Participants

The study will test six participants who were recruited through a social network to participate in the study. The participants were screened for basic demographic inforamtion to ensure they fit with the user persona of WALLY.

Schedule

Usability testing sessions will take between 12 and 18 April 2021. Participants will join online from their location. Session are scheduled between 08:00 am and 08:00 pm across the seven days.

Sessions

Testing sessions will take 10 - 15 minutes per participants and will be held with six participants in total.

Equipment

Testing will be carried out on the participants smart phone. Video calls are made using a Windows Surface 3 and the participants computer/laptop. The video calls and screen recordings will be done via Microsoft Teams.

Metrics

I will be focussing in errors only and using Jakob Nielson's error rating scale to do so:

0 = I don't agree that this is a usability problem at all
1 = Cosmetic problem only: need not be fixed unless extra time is available on project
2 = Minor usability problem: fixing this should be given low priority
3 = Major usability problem: important to fix and should be given priority
4 = Usability catastrophe: imperative to fix before product can be released

Test Script

Hi [name], welcome and thank you again for taking the time to participate in this study.

Before we begin, I am going to give you a brief overview of what we'll be doing today so you know what to expect.

The purpose of today's session is to test a new digital payment app called WALLY that I am working on to see whether it works as intended. The session should take about 10 - 15 minutes in total.

As you may have noticed, I just mentioned that we'll be testing the *app* and not you. It's very important to know that you can't do anything wrong here and you don't have to worry about making any mistakes.

While you'll be using the app, I am going to ask you to try and think out loud as much as possible. This will help me to follow your thoughts while you carry out the tasks. For example: if you click on a button and something happens different to what you expected, you could say something like "I expected this to happen instead of what just happened".

Also, please don't worry about sharing feedback. You will not hurt my feelings and your honest thoughts and opinions are the only way that I can improve the app. In fact, that's why you're here today!

If at any time during the test you get confused or have any questions about what you're supposed to be doing, please ask and I can get you back on track. If you need a break or if you'd like to end the session early, just tell me.

Finally, before we get started I would like you to sign a simple recording permission form. I have previously shared this with you via email and can send it again now if you'd like. The recording will only be used by me and helps me understand where I need to improve the app. It won't be shared with anyone else. Once you've signed the permission form, please send it back to me via email.

Do you have any questions so far?

Great! Let's start with a few questions.

Demographic Questions

Before we look at the app I would like to ask you a few quick questions.

1. First of all, what is your occupation?

2. What age category applies to you?
   - 21 - 25 years
   - 26 - 30 years
   - 31 - 35 years
   - 36 - 40 years
   - 40 years and older

3. What kind of mobile devices do you use, for example a smartphone, tablet etc?

4. What kind of things do you spend time doing on your mobile devices?

Background Questions

Thank you. I am now going to ask you a few questions that will help me understand how you might use WALLY.
   - When you manage your money, do you use apps to or websites to do so? If yes, which? If no, why?
   - What are the main things you use your payment apps or websites for?
   - Are there any specific types of payments that you would make using a payment app?
   - Are there any specific types of payments that you would not make using a payment app?

Open-Ended Questions

That's great, thank you. Now, I am going to show you the WALLY app when I do I would like to start by hearing your first impressions of the app.

Take some time to look over this [home] screen. Don't click on anything just yet, but instead tell me your first impressions. What do you like? What don't you like? What do you think about the information that's displayed on the page? Do you have any other thoughts? Try and talk out loud as much as possible.

Now that you've had a look at the home screen, can you tell me what you think the purpose of the WALLY app is?

Thanks. We're now ready to start with some specific tasks.

Direct Tasks and Scenario Tasks

I will now give you three scenarios and their corresponding activities. As you complete each activity one by one, I'd like you to think out loud again and tell me what you're thinking and feeling as you navigate through the app.

I will read the scenarios out to you and share them with you in writing as well via the call chat.

1. You've just booked a holiday to Italy for this summer together with some friends. To make sure you can enjoy your holiday as much as possible and don't have to think about spending too much money, you want to save up money for your trip. Using the WALLY app, create a new savings pot that will help you save up enough money for when you go to Italy.

2. You like to stay on top of your money and use a monthly budget that you've set for yourself to do so. Your budget contains a couple different categories, however, you feel like having an extra category in there for Holidays would be useful. Using the WALLY app, add a new category to your budget.

3. About a month ago you took a boat trip with your friends from France to the UK. Because you paid for the tickets, you created a payment request at the time and shared it with your two friends. It's now been almost a month and although one of your friends has paid you the money back, there is still someone who hasn't paid it. Using the WALLY app, send a reminder for the payment request to your friend who hasn't paid for the boat ticket yet.

4. Last night, you went out for dinner with your friend. He paid for the food and you want to transfer him some money to pay him back. Using the WALLY app, send your friend money for last nights dinner.

Wrap

Thats the end of the session! Thank you for participating and helping me better understand how I can improve the WALLY app. Before you go, do you have any questions or feedback?