

Usability and Preference Testing

Wally



Usability Testing

Affinity Mapping



Participants

	P1	P2	P3	P4	P5	P6
Scheduled session details	Monday, 12 April at 07:30am Microsoft Teams Meeting	Monday, 12 April at 08:00am Microsoft Teams Meeting	Monday, 12 April at 08:30am Microsoft Teams Meeting	Tuesday, 13 April at 07:30am Microsoft Teams Meeting	Tuesday, 13 April at 08:30am Microsoft Teams Meeting	Tuesday, 13 April at 09:30am Microsoft Teams Meeting
Name	Maite Theze-Lassus	Effie van Betten	Iris Erasmus	Jente Fabriek	Rense van Slageren	Tess Green
Gender	Female	Female	Female	Female	Male	Female
Age range	25-30	25-30	25-30	25-30	18-24	25-30
Role	Project Assistent	Project Manager	Cardiologist	Consultant Standardisation	Student Industrial Design	Media Content Manager and Copywriter
Company	Red Cross	Vrij Universiteit Amsterdam	Flevo Hospital	NEM	Hanzehoge Schoole Groningen	Digitas
Other characteristics	Shared a lot of thoughts	Curious	Less experienced with online payments	Critical	Experienced online payer	Very positive
Other characteristics	Slightly nervous	Shares a lot of thoughts	Friendly	Friendly	Friendly	Open and friendly
Other characteristics	Friendly	Friendly				
Contact	mtheze-lassus@redcross.nl	effievanbetten@gmail.com	iriserasmus@hotmail.com	jentefabriek@gmail.com	rvsLAGEREN@me.com	tess.green@digitas.com

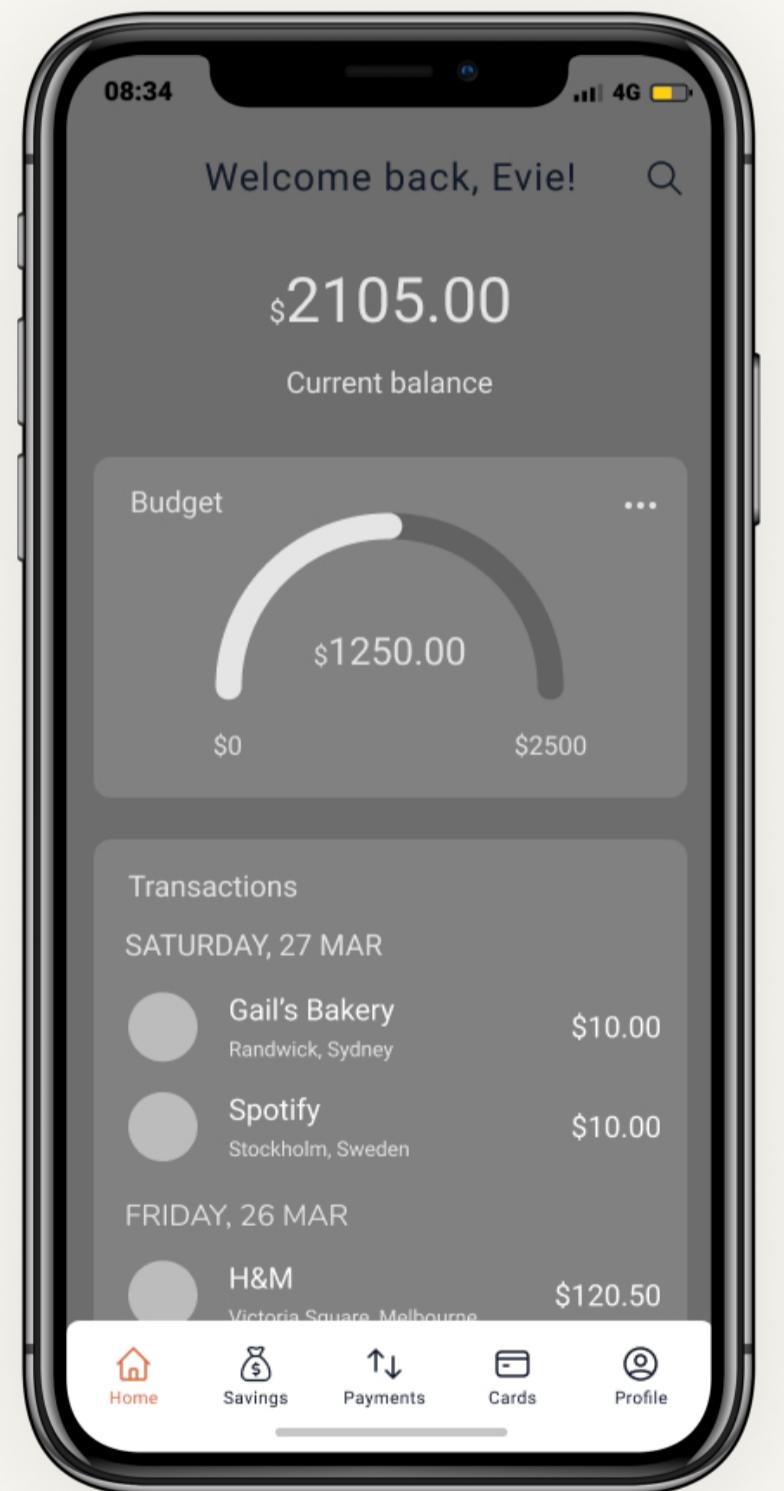
Rainbow Spreadsheet

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS
Errors								
[Error Rating 1] Could not amend text in new savings pot screens							6	This is due to the limitations of the prototype
[Error Rating 1] Funds available on savings pot doesn't match balance on home							1	This is due to the limitations of the prototype
[Error Rating 1] New budget category doesn't show up in overview after adding							6	This is due to the limitations of the prototype
Observations								
Doing								
Hesitates to send payment reminder - not sure which persons it will be sent to							2	Give option to select people to send reminder to
Isn't sure what wallet means							3	Rename "wallet" to "cards"
Thinking								
Isn't sure how she will make savings deadline without suggested amount to save							3	Add suggested weekly and monthly amount based on goal and deadline
Thinks budget and savings are the same thing							2	Add onboarding to explain budget feature and how it can be used
Wonders if payment request deadline stands for and if it changes when sending reminder							1	Add text explaining deadline
Wonders if repeat payments to savings show up in budget							1	Add onboarding to explain budget feature and how it can be used
Would expect unpaid payment requests to be red instead of orange							1	Change unpaid payments to red
First impression of 'upcoming payments' is that they're all withdrawals							1	Use colour to make deposits green to differentiate between withdrawals and deposits
Wants to be able to add manual upcoming payments and filter by month/week							1	Add option to manually enter reoccurring payment and filter to view per month/week
Feeling								
Feels uncomfortable locking pot and giving someone else control							5	Use different tone of voice - more positive and fun + more image instead of text
Really likes the option to lock savings pot to help her save							1	
Would like to set repeat payments over short term or repeat basis							1	Work out what repeat payments looks like
Negative Quotes - Any negative soundbytes? Record them here.								
"I like that there's an option to lock a saver but I don't know if I would use it myself"							2	Use different tone of voice - more positive and fun + more image instead of text
"I don't really see the added value of adding images to a savings pot"							1	Image is optional so can be ignored if user doesn't want to add
"Step 3 & 4 seem the same on the savings pot, it's confusing"							3	Remove screen 4 (confirmation of pot) and change "next" button on screen 3 to "save"
"I feel a bit weird sending a payment reminder if I don't know what the message looks like"							2	Show what reminder message looks like and give option to edit text before sending
Positive Quotes - Any positive soundbytes? Record them here.								
"I particularly like the savings option because it's something that I wish I had"							1	
"I really like the budget feature, I need this in my own banking app"							3	
"The payments are super useful, I can easily see what I've paid, what I've shared and what's upcoming"							2	
"I like that I can click between steps so that I can make changes [when creating savings pot]"							1	
"The colours on the payment request reminder are very helpful"							2	
"Sending the reminder was super fast. Everything I thought I had to click was correct"							1	
"Seeing progress on each of the categories in budget is so nice"							2	
"It would be nice if the app would pick up people around me. Oh, it does!"							1	

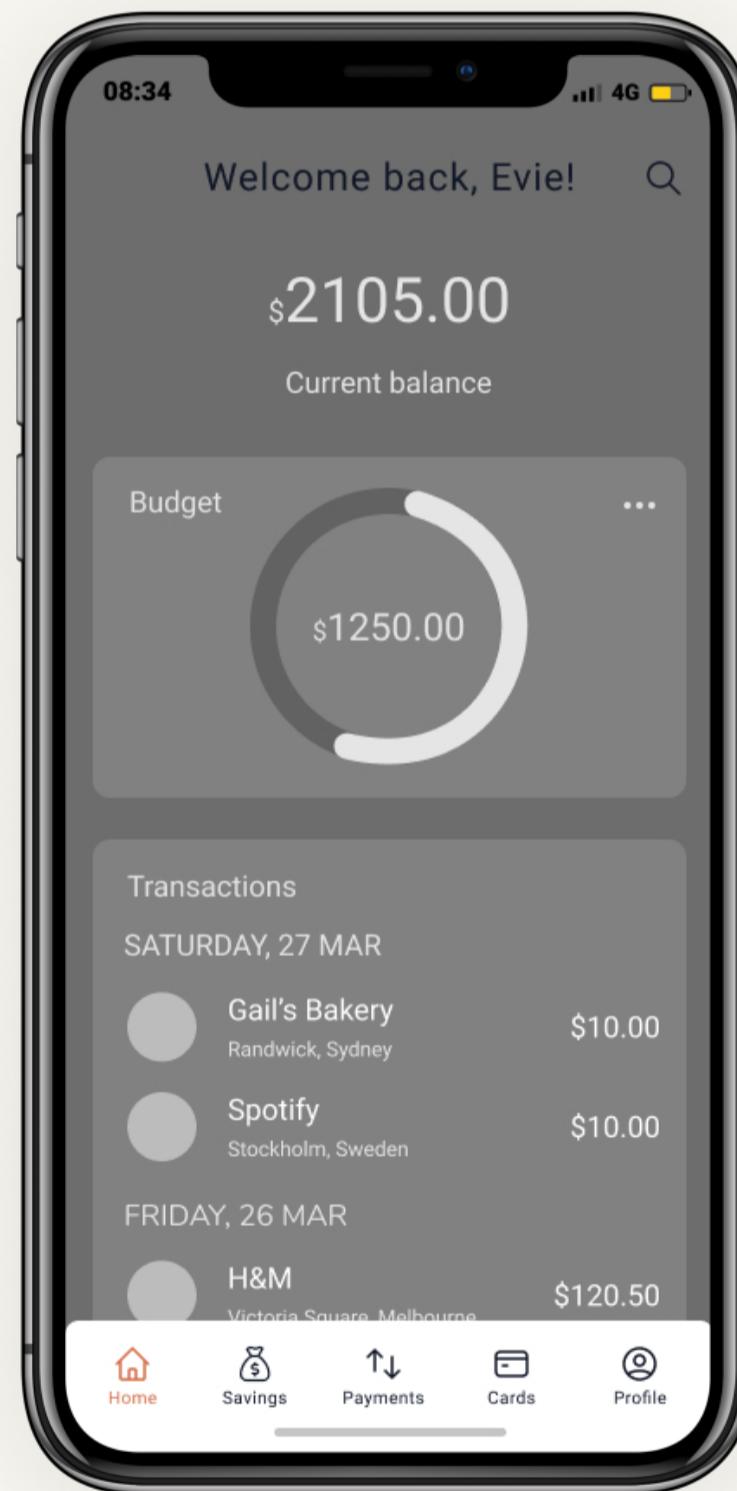
Preference Testing

Introduction

For this preference test I didn't actually test the onboarding screens, but instead tested the budget feature on the home screen. The main reason for this is that from the Usability Testing it became clear that people sometimes confused the purpose of the budget feature with savings. By presenting two different visualisations of the budget feature and testing this with participants, I was able to identify not only which visualisation they preferred, but also what they thought each type of graph illustrated.



Option A



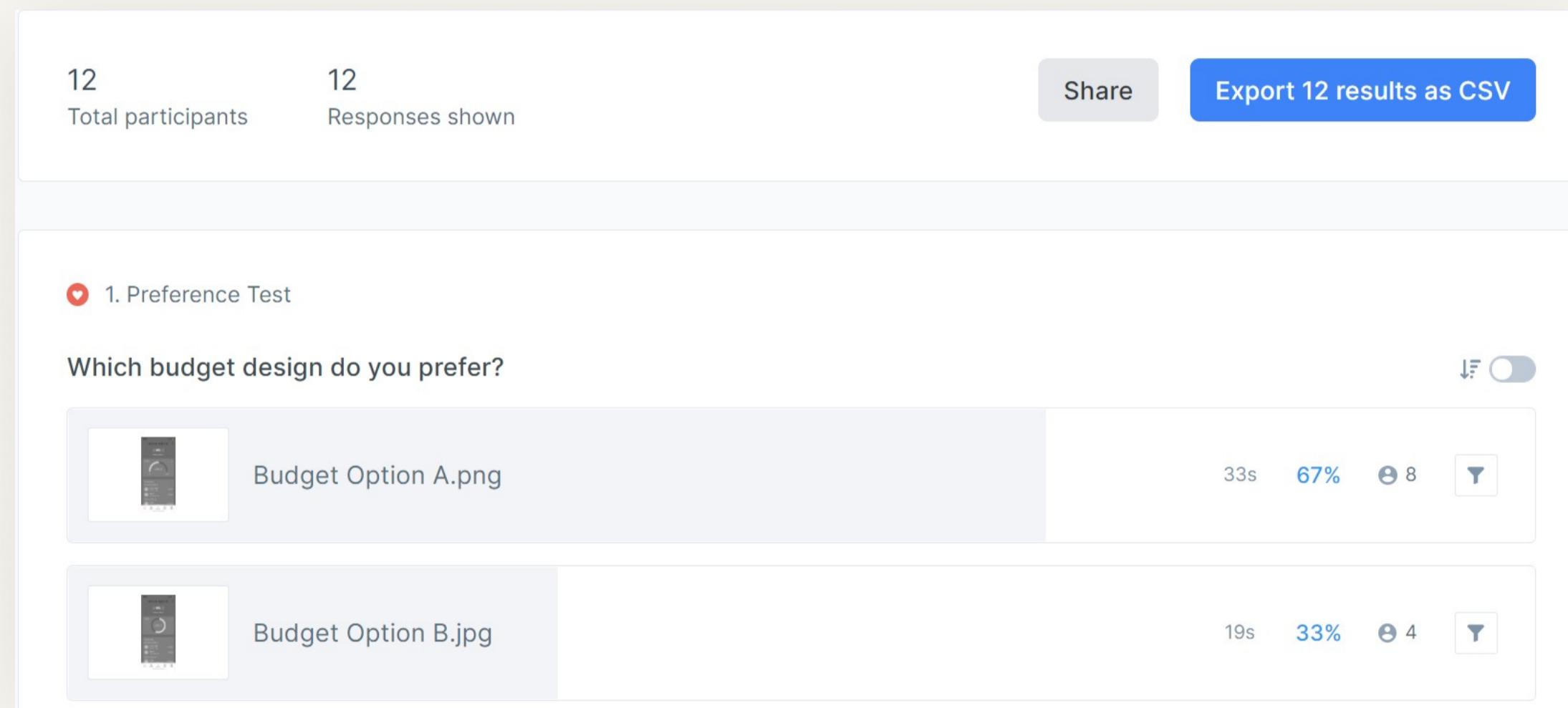
Option B

Participants

67% of participants preferred option A, the budget feature that shows a half moon circle. Some reasons they gave were "the half circle shows progress better than a full circle which implies going back to start", "I see 2500 (not sure if it is a goal or max but gives me the feeling of working towards a goal)" and "I like seeing the total budget amount".

Participants who chose option B gave reasons such as "because it's more clear" and "I prefer the round circle image".

Apart from telling what people prefer, the results more importantly tell me that option A gives people the impression that it's something they work towards and not necessarily something that resets each month (which it does!). In fact, people who prefer the half circle say they do so because "it shows progress better than a full circle implies going back to start". They probably don't realise that the budget does in fact reset each month. This suggests that potentially I should use a full circle to demonstrate the budget or if I stick with the half circle, add clarification that the budget resets each month.

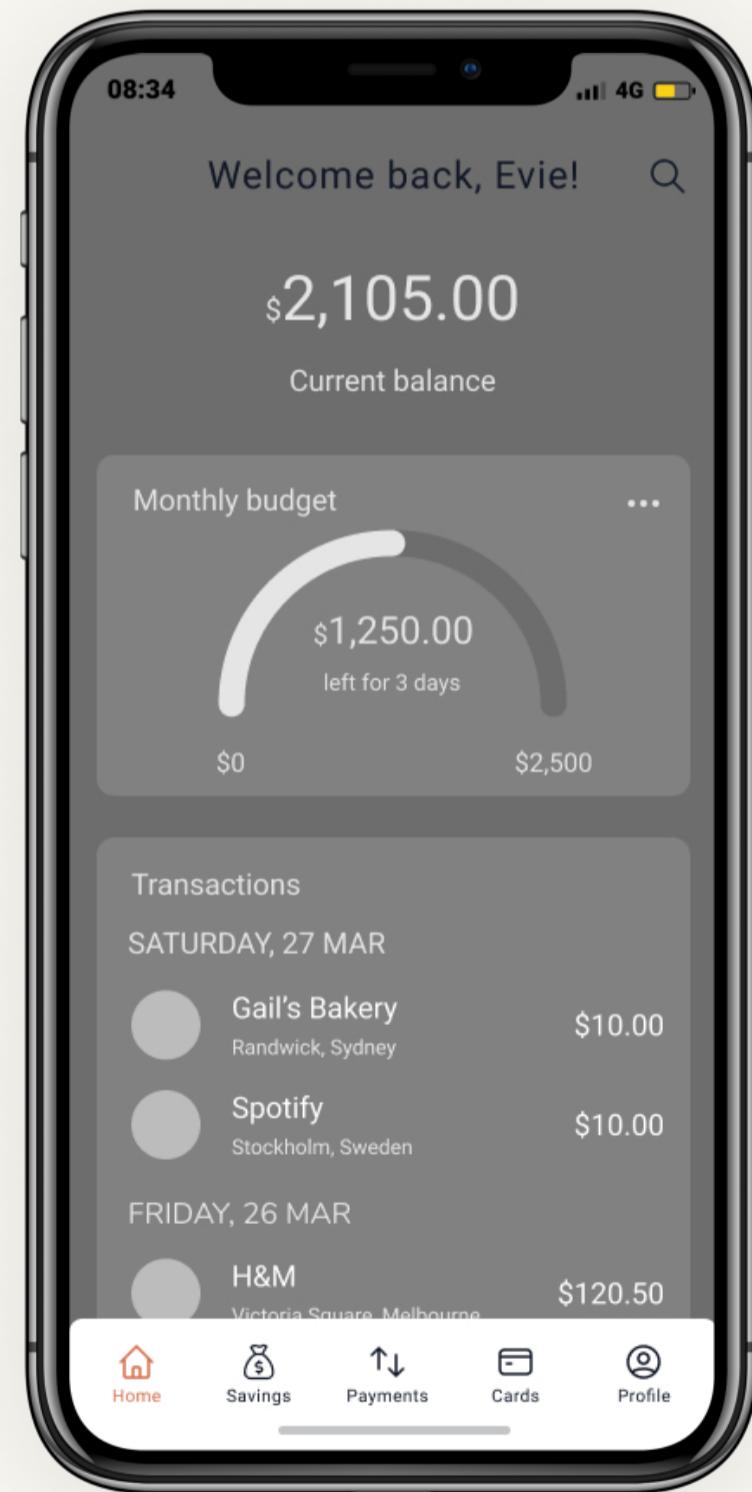


Test Results

Conclusion

Because the majority of participants preferred option A, I have decided to stick to the half circle to demonstrate the remaining budget for the month. To clarify the goal of the budget feature, I have made some small adjustments:

- Added how many days are remaining in the budgeted timeframe (the month)
- Renamed budget title from "Budget" to "Monthly budget" to clarify time frame
- Added commas to separate the thousands to increase readability



New budget feature

The end.