Recharge (Mobile App) Usability Test

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Moderated Usability Test Plan

Introduction

Study Date: Week of 2/20/2022
Study Location: Various (see "Schedule" below)
Designer & Researcher: Jae Shin
Last updated: 2/14/2022

Background

Recharge is a responsive web app designed to help people in their 20s and 30s better their mental health. The main features of Recharge are mental health exercises and mental health education.

Goals

The overall goal of this study is to test the learnability and possible errors of the mobile version of the app's main features. I will observe and measure if users understand the purpose/value of the app, its navigation and how to complete the main functions.

Test Objectives

- Determine if participants understand the purpose and value of the app after interacting with the app.
    - What are participants' reactions to the concept of the app?
    - Do participants see value in the features of the app?
- Observe how users navigate and find a blog article or an exercise.
    - Are participants able to successfully browse and read a blog article?
    - Are participants able to successfully locate and practice an exercise?
    - Do participants make errors? Are participants able to correct errors?

Methodology

A combination of moderated in-person and moderated remote methods will be used. In-person is the preferred method. However, due to time and cost restraints, the remote method will be employed when necessary.

Participants

At least six participants will be tested. All participants must meet the target audience of the Recharge app: age 20s to 30s and self-reported to care about their mental health. I will recruit friends and family to participate. I will also try to recruit participants in cafes and libraries where I usually study. I will use a raffle prize of $10 as an incentive for participants.

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Schedule

When testing with friends and family, the testing will be completed at their residence, my residence or remotely over Zoom. The location and time will depend on the participant's preference and geographical location.

When testing people at the cafes and libraries where I usually study, I will conduct the study at that location. If there are people interested but not available at the moment, I may schedule a different time with them at the same location or for the testing to be completed remotely.

Sessions

Participants will individually engage in 10-15 minute usability test sessions. 30 minutes will be set aside for each session for the tester in anticipation of possible questions about the study, technical issues, participants running late, etc.

Equipment

I will have two mobile devices (one Android and one iPhone) available for testing and recording. After sessions, the videos will be uploaded as unlisted videos to YouTube for transcribing purposes. After the transcribing is completed and transferred to a file, the unlisted YouTube video will be deleted.

In person sessions

Participants have the option of using their own mobile device or one of my devices for testing. Participants will be asked to screen record and share the video with me. If the participant agrees, the recording will be aimed at capturing their facial expression, body language and verbal communication. If the participant does not agree, the recording will be aimed at capturing their screen and verbal communication. In the latter case, I will write notes during the session about their facial expression and body language.

Remote sessions

Participants will use their own mobile device for testing. Zoom will be used for the video call for ease of recording (participants will be asked to share their screen for the testing portion). In the case the participant is not familiar with Zoom, another video call software may be considered, the participant may be asked to meet in person or the participant may be asked to participate in a future study instead.

Metrics

Learnability

Learnability will be measured using the success rate of each task.
- S - Success
- F - Failure

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- P - Partial success

Success rate % = (S + [P x .5]) / total number of task attempts

Each task with each participant will be assigned a rank and the equation above will be used to calculate the success rate percentage.

Errors

Errors will be measured using Jakob Nielson's rating scale:
- 1 - I don't agree with this usability problem at all
- 2 - Cosmetic problem only: Need not be fixed unless extra time is available on project
- 3 - MInor usability problem: fixing this should be given low priority
- 4 - Major usability problem: important to fix and should be given high priority
- 5 - Usability catastrophe: imperative to fix before product can be released

Errors of each session will be compiled, assigned a number using the rating scale and analyzed for further action.

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Moderated Usability Test Script

Recruitment Script

(Location: Cafe or library)

"Hi, I'm Jae. I'm a student and I'm conducting a study that takes about 10 minutes to complete. Do you have time or are you interested in hearing more?"

If yes
"Awesome! I'm designing an app to help people in their 20s and 30s to improve their mental health through short exercises and education. I need people in this age group to test out a prototype of my app. Are you in your 20s or 30s? Could you lend me 10 minutes of your time?"

If yes to both, give informed consent form and explain purpose of recording prior to testing. Ask if they'd like to keep a copy. Prior to or after testing, collect basic info of participants (name, age and contact info for raffle).

If no
"No problem! Here's a flyer with some more information. I'll be around til __pm, let me know if you change your mind or have any questions."

Recruitment Flyer

<div style="border:1px solid black; padding:10px">

What?
10-15 minute study to test the usability of a mental health app

RECHARGE

Who?
Jae (the girl you just met, a User Experience student looking for study participants)
AND
You (if you're in your 20s or 30s and care about your mental health)

Where?
Here (or if you prefer, remotely over Zoom)

When? Now (or if you prefer, another time convenient for you over Zoom)

Why?
Out of the goodness of your heart or plain curiosity
AND
You'll be entered into a raffle for $10 if you participate (delivered via Venmo or Zelle) with approximately one in six chance of winning

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Recruitment Prep

- Ask cafe/library staff for permission
- Printed recruitment flyers (see above)
- Printed informed consent forms

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- Printed Personal Demographic Form (see below)

Personal Demographic Form

<div style="border:1px solid black; padding:10px;">

Name: _____

Age (Check one)
▢ 20-29
▢ 30-39
▢ 40-49

Occupation: _____
Type (Check one)
▢ Full-time
▢ Part-time
▢ Other: _____

What devices do you own for personal use? (Check all that apply)
▢ Smart watch
▢ Smart phone
▢ Tablet
▢ Laptop
▢ Computer
▢ Other: _____

Thank you!

</div>

Test Script

Introduction

Hi, _____, thank you again for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of this session and how it will work so you know what to expect. This session should take 10-15 minutes.

I'm asking people to try using a mobile app that I'm working on so I can see whether it works as intended. I'll do this by asking some broad questions and asking you to complete some specific tasks on the app.

The first thing I want to make clear is that I'm testing the app, not you. You can't do or say anything wrong here. Also, please don't worry about hurting my feelings. I'm doing this to improve the app so I need to hear your honest thoughts and reactions.

If at any point you find yourself confused or unsure of what you're supposed to be doing, let me know and I'll get you back on track. I may not be able to answer certain questions right away since I'm interested in how people figure out how to use the app without help, but you can still ask. You can also feel free to let me know if you need a break during the session or if you'd like to end the session early.

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As you use the app, I'd like you to think aloud as much as possible. By that I mean speaking your thoughts: say what you're looking at, what you're trying to do and what you're thinking. For example, if you clicked on a button and what happened was different from what you expected, you can let me know by saying, "I expected 'x' but I'm surprised to see 'y'". This will be a big help to me.

Finally, before we get started, is it okay if I record this session? I need to record the screen and your voice and if you're comfortable, you as well. The main reason for the recording is because I am conducting the study by myself - I don't have a second person to write notes. Recording this session will allow me to stay more present knowing that I can look back on the recording to write notes later. The recording will only be used to help me figure out how to improve the app and it won't be seen by anyone except me.

So now I'm going to ask you to sign a few forms for me. One says that I have your permission to record you and the other one is consent to participate in this study. The last one asks general questions about you - your name, age, occupation, and so forth.

* Hand participants forms

- Do you have any questions so far?
- Are you ready to continue?

* Start recording

Personal Demographic Questions

Before we get to the app, I'd like to ask a few quick questions.

- Do you use any special equipment such as a screen reading with your computer or phone?
- What kind of activities do you participate in for your mental health, if any?

Open-ended Questions

Thank you for answering those questions. I'd like to show you the app now and start by getting your initial impression of the app.

This is the home screen of the app. Before you click on anything, give me your first impressions: what you like or don't like, what strikes you about it, what you think you can do with it and what you think about the information displayed on the page. You can scroll but don't click or tap on anything yet. Remember to think out loud as much as possible.

* Two minutes tops

Tasks

Thanks. Now I have some activities for you to complete on the app. I'll give you a printed copy and also read it out loud. As you complete each activity, think out loud and tell me what you're thinking and feeling as you navigate through the app.

* Hand participant task and read it aloud

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Task 1

You are in the waiting room of your doctor's office and decide to use the Recharge app to read the mental health blog. Open an article to read.

* Allow participant to proceed until I don't feel like it's producing any value or the user becomes very frustrated
* Follow up questions
- Overall, how difficult or easy was the task to complete? On a scale of 1-7 (1 being very easy and 7 being very difficult)
- Did anything unexpected or surprising happen?

* Hand participant task and read it aloud

Task 2

After getting home from work, you decide to do a quick meditation before meeting up a friend for dinner. You calculate that you have 15 minutes. Open a meditation to practice.

* Allow participant to proceed until I don't feel like it's producing any value or the user becomes very frustrated
* Follow up questions
- Overall, how difficult or easy was the task to complete? On a scale of 1-7 (1 being very easy and 7 being very difficult)
- Did anything unexpected or surprising happen?
- Does the idea of favoriting mean anything to you?
- If you favorited an exercise, where would you expect to find it later?

Follow Up Questionnaire/Satisfaction Survey

Which of your devices would you be likely to use this app on? Why?

The app has a way to favorite exercises to reference later. What do you think about a similar function for blog articles? How would it be similar or different to favoriting exercises?

Okay, that's the end of the session. Thank you for participating and helping me better understand how I can improve Triply. Before you go, do you have any other questions or feedback for me?

* Collect contact info for incentive

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Test Results: Rainbow Spreadsheet

Test Results	P1	P2	P3	P4	P5	P6	Total	Possible Solutions & Next Steps	Notes
Errors									
[Rating: 3] Clicked on logo to navigate to "Home" page but had no effect	🟥			🟩	🟦		3	Link logo to navigate to "Home" page	Quick, easy fix
[Rating: 3] Used address bar in "Profile" page sub-category but had no effect						🟪	1	Link address bar text to navigate to correlating page	Quick, easy fix/More participants would experience this while on "Profile" page
[Rating: 3] Tried using "Sort by" drop down menu but had no effect	🟥	🟧				🟪	3	Consider developing this feature next	
[Rating: 3] Tried clicking search icon but had no effect	🟥	🟧		🟩			3	Consider developing this feature next	
[Rating: 4] Did not use Filters (not able to identify icon as Filters)	🟥	🟧	🟨	🟩		🟪	5	Add label to Filters icon	Quick, easy fix
[Rating: 1] Scrolled past "Favorited Exercises" on "Home" page while looking for list of favorited exercises						🟪	1	Consider further testing on typography	
Observations									
Thought parts of the "Home" page feed were helpful	🟥	🟧	🟨	🟩			4		
Wanted "Clear all" option in Filters		🟧					1	Add a button for this feature	Quick, easy fix
Expects to see Mood Tracker in calendar view			🟨	🟩		🟪	3	Consider developing this feature next	Priority - many participants noticed Mood Tracker
Expects clicking on selected Article topic to unselect it and show all articles				🟩			1	Consider further testing or developing this feature	
Noticed articles/exercise titles more than					🟦		1	Consider further testing on	

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Test Results	P1	P2	P3	P4	P5	P6	Total	Possible Solutions & Next Steps	Notes
headers in "Home" page					■			typography	
Found list of favorited exercises in "Profile" page	■		■			■	3	Keep in "Profile" page while enabling access to this list from "Exercises" page	
Wanted more article topics available for "Blog" page		■					1		
Noticed Mood Tracker first on "Home" page	■		■				2	Prioritize developing mood tracker (will likely get traffic from first time users)	
Negative Quotes									
Described top nav as congested	■						1	Moving Settings into Profile (suggestion by P1), remove logo to declutter top nav	
Described exercise descriptions as tiny/took time to find & read descriptions		■	■				2	Change typography to make descriptions more legible	High priority
Expected to access list of favorited exercises from "Exercises" page		■				■	2	Add "Favorites" option in Filters (suggested by P6) or on "Exercises" page (suggested by P2)	
Positive Quotes									
Liked visuals of mood tracker	■	■	■		■		4	Prioritize developing mood tracker	
Positive reaction to noticing hotline icon			■				1		
Described Recharge looking similar to other apps they're currently using			■	■			2		
Positive reaction to logo		■			■		2	Incorporate into splash screen	