Usability Test Findings

Scenario: User is a mother of 2 with one child who has asthma issues. She wants to know the Air Quality Index for her location and for a vacation to New York City.

Test: Thinking Aloud Protocols - Tester explains scenario to user and asks user to go to the application and attempt to find the information she needs. During the entire test the user is told to speak aloud what she is thinking. Below were the primary findings from this test.

Findings:

1   User was confused looking for menu on top left and there was none.
2   User was confused as to what the Air Quality Index number meant.
3   User liked the aesthetic design.
4   User liked the simplicity of the application.
5   User found it confusing that they had to click the index link, thought some sort of scale with the number on that scale would be better than having to click a link.
6   User found the locations link easily to change her location.
7   User clicked enter and the location was not added for her, then had to click the add location button. User found this to be frustrating and unexpected.
8   User did not like that she could not enter a city name versus a zipcode.
9   In the end the user said she was comparing the application to an app that she has used before and using the knowledge of how that app worked she was attempting to navigate Daily Ozone, the app she was used to was the weather.com weather app on her phone and pc.
10   User was able to easily find the home button to return to the home page with the Air Quality Index Number from the locations page.