Usability Goals and Benchmark Tests

1) <u>Ease-of-use :</u>
   Rationale: We want the user journey through the application to be as seamless as possible. Our target audience is already struggling emotionally; if the application were frustrating to use, this could worsen their mood. Hence, we want our system to be as easy to use as possible.
   Quantifiable measurement: At least 70% of users should be able to complete each benchmark task they attempt with at most 2 errors.

2) <u>Feeling heard :</u>
   Rationale: One of the main features of the application is the ability to send out an anonymous voice message to others, in order to vent about one's day, or to just share a random thought. The goal of this feature is to allow users to feel heard, without the pressure of needing to uphold an image.
   Quantifiable measurement: All test users should indicate a higher-than-neutral response to "feeling heard" in the post-test questionnaire.

3) <u>Feeling that their thoughts are accurately represented :</u>
   Rationale: When sending out a thought or message, nothing is more frustrating than when it doesn't accurately reflect the real thoughts one has. This could worsen the user's mood, which is against the goal of the system.
   Quantifiable measurement: At least 1 in 3 test users should use the redo or playback buttons when performing the tests.

4) <u>Feeling less alone with their issues :</u>
   Rationale: The other main feature of the application is the ability to hear other users' messages. The goal of this feature is to allow users to listen to the issues that others have, and to relate to their struggles. As a consequence, we hope that they feel less alone with their issues, or can gain perspective on the issues they're facing themselves.
   Quantifiable measurement: All test users should indicate a higher-than-neutral response to "feeling empathetic" in the post-test questionnaire.

A "Bottle" refers to an audio clip

Benchmark test	Related usability goal(s)
Record a Bottle	1, 2
Listen to a Bottle before sharing it	1, 2, 3
Rerecord a Bottle	1, 3
Discard a Bottle before sharing it	1, 3
Add tags to a recorded Bottle	1, 3
Share a recorded Bottle	1, 2
Find a Bottle with a certain tag(s)	1, 4
Listen to a Bottle	1, 4
Return to the home screen after listening to a Bottle	1