Grip On Sound app usability testing

How can we make sure the app maintains a good UX?
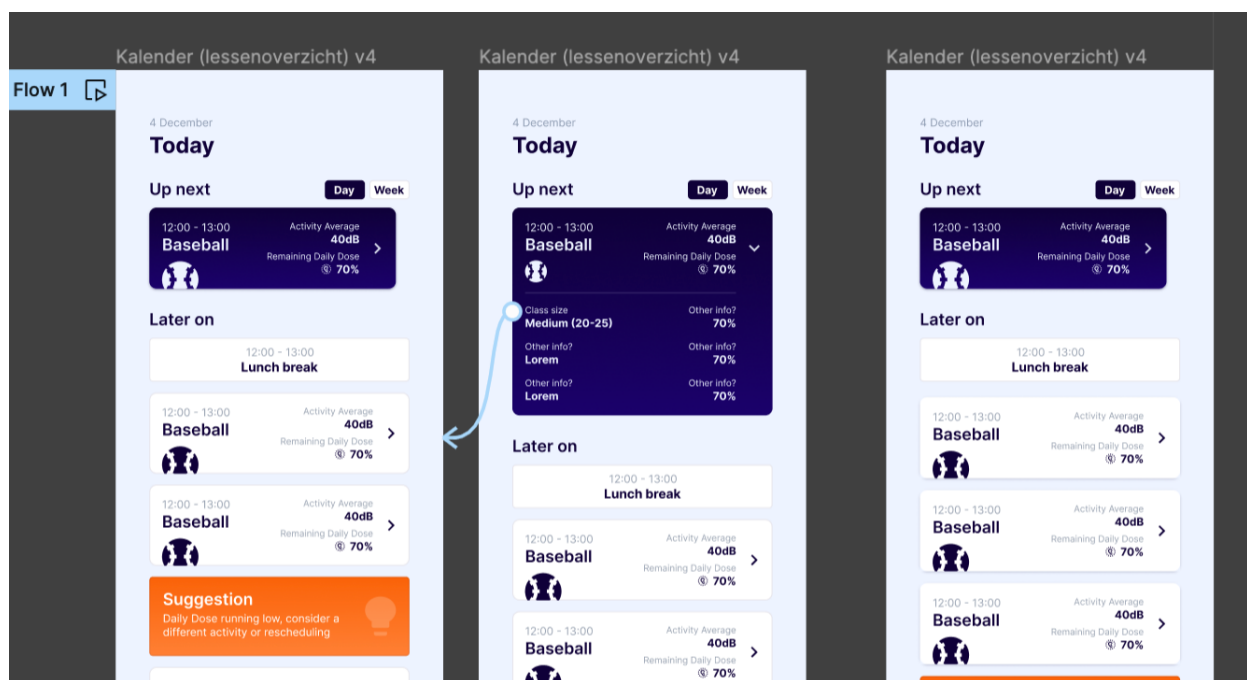
Date	:	13-12-2023
Version	:	0.1
Status	:	Draft
Author	:	Luc Swinkels

Version

Version	Date	Author(s)	Amendments	Status
0.1	13-12-2023	Luc Swinkels	First draft	Draft
1.0	13-12-2023	Luc Swinkels	First definitive version	Definitive

Table of contents

LS

1.   Context

The goal of this research is to answer the following research question:

"How can we make sure the app maintains a good UX?"

Answering this question means our design becomes validated which helps us provide the stakeholder with validated opinions on why we made certain design choices. It also helps us make some last-minute changes to our prototype if needed.

To answer this, I will be conducting usability testing by connecting the final design prototype (clickable) to an online testing tool which will give me insights in how fast users can perform certain tasks, and how they felt while navigating through the app's basic features.

The tool that I will be using for this Is Maze. The reason I chose Maze is because it has seamless integration with Figma (which our design is made in), and it provides me with all the features I need to get a good understanding of the UX, such as recording user clicks, click heatmaps and how fast users were able to complete tasks.

2. Method

2.1 Usability testing

This research will be done in the form of usability testing. Users will be served a prototype in which they have to perform tasks (based on the app's key features), which will be recorded to later be analyzed.

With this method I hope to achieve validation on certain design choices in terms of navigation and key features such as "how effective is our daily dose design in raising awareness?".

2.1.1 Maze UX testing

I connected the Figma prototype to Maze and set the following series of tasks for participants to perform:

- Go to your calendar page and switch to the weekly overview
- Go to your insights page and click on a graphic for more information about it
- Go to the information page and read up on tips on how to combat hearing loss
- Go to your calendar page and find more info about the current activity

The idea of these tasks is to emulate how fast users can use key features of the app, and how effective they are. This will be judged by how fast the users were able to complete them, as well as how many clicks it took to get there.

Since some of the key features of the app can't be measured in this way, such as reading/being aware of your daily dose, they will be supported by open questions.

2.1.2 Open questions

After testing the UX in maze, I asked all participants a series of open questions to suggest improvements that they felt could be useful:

- Did you feel aware of possible dangers of hearing loss when looking at your daily dose?
- Did you feel like the collapsible elements (activities in calendar page) were logical? If not, why?
- Did you find the app easy to navigate?

These questions help us measure UX that wasn't able to be tested through speed or other indicators.

3.   Results

3.1   **Maze UX testing**

3.2   **Open questions**

LS

4.   Conclusion

<<Conclusion, what did you learn?>>

5. Literature