



BAIT2203 HUMAN COMPUTER INTERACTION
USABILITY TESTING REPORT

Programme : RSW-Bachelor of Computer Science (Honors) in Software Engineering Year 1 Semester 3 (Intake:202205)

Tutorial Group : G6

Prototype name: Mood Mentor

Declaration : I/We declare that this assignment is free from all forms of plagiarism and for all intents and purposes is my/our own properly derived work.




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Table Of Content

1. User Information & Feedback	3
Summary Testing	4
2. Each Task For Using the Mood Mentor	7
2.1. Task 1: Login	7
2.2. Task 2: Register	8
2.3. Task 3: User Profile	9
2.4. Task 4: Diagnosis Test	11
2.5. Task 5: Mood Diary	13
2.6. Task 6: Recommender	14
2.7. Task 7: Chatbot	15

1. User Information & Feedback

There are a total of five users who come from different study fields that we interviewed on the prototype. This interview will be conducted in a hybrid mode, when we conduct it physically, normally we will do it at the campus; whereas when we conduct it as online mode, it's because the interviewer and interviewee don't have the available time to conduct the interview physically, therefore we will use the platform such as Google Meet to conduct the interview.

There are some expectations that we expect from the users. For Expert Users, they are expected to be able to finish all the allocated tasks in less than 3 minutes as we did provide some features that will let them find it easy to use the system. For Novice Users, we expect that they can finish all the allocated tasks in less than 6 minutes since they are not familiar with the system, they may encounter a few problems while using the system. Hence we have provided the relevant assistance to help the user such as providing a clear successful or unsuccessful message. This is to let the user clearly understand what they do either correctly or incorrectly, or else if the system doesn't provide the message, the user may panic to use the system.

Summary Testing

Tester 1

Name	Jim Low
Age	21
Study Field	IT Related Field (Bachelor of Computer Science in Interactive)
College	Tunku Abdul Rahman University Management & Technology
Type Of User	Expert User
Expected Time taken to use "Mood Mentor"	3 to 6 minutes
Time Taken	5:46 minutes
User Feedback	<p>In the diagnostic test: the question of "How have you been feeling lately?" need to be given more option than just "Yes" and "No". Bug in the diagnostic test: when asking "Are you having trouble sleeping too much..." the "default" option needs a default value. Bug in the diagnostic test: after going through the first test, got the bug when pressing into the last "stable" row and pressing "Back" will take the user to face recognition instead of back to the menu. Typo in diagnostic test: in "stable" should be "You are fine" not "You are fined". On the FAQ page: when the user presses back should bring back to the menu instead of the user profile</p>

Tester 2

Name	Choong Chee Lok
Age	21
Study Field	Bachelor of Accounting (Honors)
College	Tunku Abdul Rahman University Management & Technology
Type Of User	Novice User
Expected Time taken to use “Mood Mentor”	> 6 minutes
Time Taken	7:06 minutes
User Feedback	Overall system seems to look fine, but still, something needs to be improved. The task that needs to be allocated by the user needs to be specified more because when starts to present the instruction that is given is kinda blurred.

Tester 3

Name	Soo Ke Lee
Age	19
Study Field	Diploma in Business Administration
College	Tunku Abdul Rahman University Management & Technology
Type Of User	Novice User
Expected Time taken to use “Mood Mentor”	> 6 minutes
Time Taken	13:21 minutes
User Feedback	The system is simple to operate and easy to understand, and the design is nice. But the display screen is too small and much information cannot be clearly seen.

Tester 4

Name	Hee Choon Yew
Age	21
Study Field	Degree in Psychology
College	University College Sedaya International
Type Of User	Expert User
Expected Time taken to use “Mood Mentor”	3 to 6 minutes
Time Taken	4:46 minutes
User Feedback	For the Edit User Profile Page, the details of the user are too messy and many. I can’t really focus on what I can select to edit. Overall the logic and the flow are fine.

Tester 5

Name	Chan Kar Mun
Age	21
Study Field	Diploma in Banking and Finance
College	Tunku Abdul Rahman University Management & Technology
Type Of User	Novice User
Expected Time taken to use “Mood Mentor”	> 6 minutes
Time Taken	14:46 minutes
User Feedback	I think this app is user-friendly and the login page is nice. But some buttons may be made even bigger and lack of tutorial to use the system for new users.

2. Each Task For Using the Mood Mentor

2.1. Task 1: Login

1. User opens the "Mood Mentor" application.
2. User is navigated to the login page. User sees two input fields: one for email address and another for the password.
3. User enters registered/existing credentials (email and password) into the respective input fields if he chooses to log in using credentials.
4. User clicks on the "Login" button if he would like to log in using credentials.
5. If User has forgotten his password, he can click on the "Forgot Password" hyperlink.
6. If User clicks on the "Forgot Password" hyperlink, he will be directed to the Forgot Password Page where he needs to enter his registered email address to reset his password.
7. After entering his email address, the user submits the forget password required form.
8. User receives a verification code from the registered domain email inbox within 5 seconds. He enters the 4-digit code one time password (OTP) into the designated input field on the Forgot Password Verification Page.
9. User submits the verification code.
10. If the code is correct, User is instantly directed to the Reset Password Page, where he creates a new password.
11. User confirms his new password.
12. User clicks the "Submit" button.
13. User successfully resets his password and is directed back to the login page.
14. Users have the option to use Face ID for login. He clicks on the "Face ID" hyperlink.
15. If User chooses to use Face ID for login, he follows the instructions for face detection and clicks "I'm ready.". It will take at least 10 seconds to run in this process.
16. If the Face ID is successfully collected, User is logged in.
17. If the Face ID collection is unsuccessful, User is directed to the page that indicates that the face wasn't registered.
18. Users have the option to go back to the login page or retry the Face ID registration process.

2.2. Task 2: Register

1. User opens the "Mood Mentor" application.
2. User clicks on the "Register" option, which redirects him to the Registration Page.
3. On the Registration Page, User is required to fill in the following details:
 - Email
 - Password
 - Confirm Password
 - Phone Number
4. After filling in the credentials correctly, User clicks the "Continue" button.
5. If User encounters any validation errors, such as incorrect email format, weak passwords, or mismatched passwords, he will be notified on the Registration Page with relevant error messages.
6. Once User successfully fills in and validates his registration details, he is redirected to the Registration Face ID Page.
7. On the Registration Face ID Page, User is instructed to position his face for capturing. He follows the instructions and allows the system to save his face as a registered Face ID for biometric verification. In this process, it will take at least 20 seconds to run.
8. If the Face ID is successfully collected, User sees the page indicating that his Face ID has been registered.
9. If the Face ID collection is unsuccessful, User is directed to the page indicating that the Face ID registration wasn't successful. Users are advised to try again.
10. Users can choose to go back to the Registration Face ID Page to retry the Face ID registration process.
11. After successfully registering his Face ID, User is now a registered user and can proceed to log in using his credentials or using Face ID.

2.3. Task 3: User Profile

1. User has successfully registered and logged in to the "Mood Mentor" application.
2. User clicks on the profile icon, which redirects him to the User Profile Page.
3. From the User Profile Page, User can access different activities, including:
 - Edit Profile
 - View Profile
 - Settings
 - FAQ/Help
4. Users can also change his profile picture via the profile icon.
5. If User chooses to Edit Profile, he clicks on the "Edit Profile" option.
6. User is redirected to the Edit Profile Page, where he can modify details like Name, Email, Phone Number, etc.
7. After making the necessary changes, User clicks the "Save" button from the top right corner. The saving process took place within 2 seconds.
8. If User's profile is edited successfully, he sees the successful message.
9. User can view his profile by selecting "View Profile" from the User Profile Page.
10. He is directed to the View Profile Page, which displays his personal information.
11. Users can access the Settings Page by selecting "Settings" from the User Profile Page.
12. On the Settings Page, Users can configure various settings, including Notifications, Emergency Contact, App Version & Updates, and Terms of Service & Privacy Policy.
13. If User selects "Emergency Contact," he is directed to the Emergency Contact Page.
14. Users can view the details of each emergency contact by clicking on the dropdown menu.
15. To edit an emergency contact, User clicks on the "Edit" button.
16. After making the necessary changes, User clicks the "Save" button. He receives a successful message.
17. Users can add a new emergency contact by clicking the "Add New Contact" button.
18. If the format is incorrect, User will receive a validation message.
19. Upon successfully adding a new contact, User receives a confirmation message.
20. Users can access information about the current app version and updates on the App Version & Updates Page.

21. Users can review the Terms of Service & Privacy Policy on the corresponding page.
22. If User selects "FAQ/Help," he is directed to the FAQ/Help Page.
23. On this page, users can view a list of frequently asked questions and their answers.

2.4. Task 4: Diagnosis Test

1. User logs in to the "Mood Mentor" application.
2. Users can proceed to the Depression Diagnosis Page.
3. On this page, User can view the history of his diagnosis conditions, which are categorized as "Stable", "Unstable", and "Pending". Each color coding indicates the condition's stability.
4. Users can also see the current/global timestamp for reference.
5. If User wants to take a new diagnostic test, he can click the "Take me there" button.
6. User proceeds to the Depression Diagnosis Face Expressions Page, which needs to take his current face picture.
7. He is instructed to position his face in front of the device's front camera.
8. User clicks the "I'm ready" button to start facial expression detection.
9. The system captures User's facial expressions to perform further processing for depression stability evaluation.
10. User then moves to the Depression Diagnosis Facial Expressions running page.
11. He continues to follow instructions for facial positioning and placement.
12. The scanning process will be taken within 10 seconds then progresses, and a progress bar indicates the ongoing process.
13. User proceeds to the Depression Diagnosis test question.
14. He answers a series of questions designed to gauge his emotional state.
15. User's answers contribute to the calculation of his depression stability.
16. After completing the questions, User clicks the "Finish" button.
17. After completing the test, a pop-up message confirms the completion.
18. User is directed to the Depression Diagnosis Summary Test.
19. Here, users can view detailed information about how the tests were calculated and concluded.
20. The percentages and color-coded bars represent different emotional states.
21. If User wants to go back to the Depression Diagnosis Page, he has the option.
22. If User's diagnosis indicates unstable depression conditions, he is redirected to the Unstable Depression Diagnosis Page.

23. Here, the condition is indicated with red and yellow status bars.

24. The following day, User's condition will be updated, and color changes will reflect the latest results.

2.5. Task 5: Mood Diary

1. Users can navigate to the Mood Diary Page.
2. On this page, User sees a selection of colorful emojis representing different moods. He selects an emoji that best represents his current mood.
3. If he wants, User can express his feelings further by typing in the text field provided.
4. If User decides he doesn't want to make an entry for the day, he can simply ignore it and proceed.
5. If User wants to view his previous diary entries, he can click the "View Diary" button.
6. Once he selects an emoji to represent his mood. Once selected, the other emojis disappear to create a contrast.
7. User clicks the "Save" button to save his mood diary entry.
8. A message appears confirming that the User's Mood Diary has been saved successfully.
9. User is given the option to view his previous diaries by clicking "Yes" or return to the main page by clicking "No".
10. If User clicks "Yes", he is directed to the View Mood Diary Page.
11. User is presented with a calendar where he can select the date he wishes to view.
12. He clicks the "Ok" button to proceed or the "Cancel" button to cancel his action.
13. Users are only allowed to choose a date before the specific date displayed on the page.
14. Users can only click on dates that have a record of a mood diary entry.
15. The selected date is highlighted in dark blue, indicating that User has chosen it.
16. User clicks "Ok" to view the mood diary entry for the selected date.
17. Users can now view the record of his mood diary entry for the selected date.

2.6. Task 6: Recommender

1. Users can navigate to the Recommender Page.
2. On this page, User sees a selected emoji based on his mood diary entry. The recommender suggests activities that align with his current mood.
3. Users can view and consider the recommended activity.
4. User provides feedback on whether he liked the recommended activity or not by clicking "Yes" or "No".
5. If User clicks "No", he is asked for additional feedback on why he didn't like the recommendation.
6. After providing feedback, User clicks the "Done" button to return to the main page.
7. If User wants to view his recommendation history, he can click the "View Activity History" link.
8. User is directed to the Recommendations History page.
9. Users can see the total number of recommended activities and how many were liked or disliked.
10. User chooses to view either liked or disliked activities.
11. If User selects "Liked Activities", he sees a list of liked activities along with the date of recommendation.
12. Users can go back to the main page by clicking "Done".

2.7. Task 7: Chatbot

1. Users can navigate to the Chatbot Page.
2. He sees clear instructions to start a conversation with the chatbot by typing in the provided field.
3. User starts the conversation by typing a message to the chatbot.
4. As User starts typing, the instructions disappear and his profile picture and the chatbot's picture appear on the left and right sides, respectively.
5. User sends his message to the chatbot.
6. If User leaves the text field empty and tries to send, an error message in red appears, reminding him to enter a message.
7. If User doesn't interact for a while, the chatbot will initiate a conversation by introducing itself and prompting him to express his feelings.
8. User can freely express his feelings, and the chatbot will provide supportive responses based on the detected sentiment.
9. If User enters something that the chatbot doesn't understand, it will let him know.
10. Users can continue the conversation or choose to perform other tasks within the application.