

# USABILITY TEST REPORT (WOOORDS)

## SCOPE

I am testing my language app called *Wooords*. It is a flashcard app for learning vocabulary. As this is only the first phase, I am testing a very raw, low-fidelity version of it concentrating on the main features and basic functionality.

## SCHEDULE

I spent a week in a hotel in Austria and my plan was to carry out the interviews there but, in the end, I managed to do only two. The other two I arranged immediately after coming home while using my neighbours as subjects. I wanted to do all the interviews in person.

## SESSIONS

My aim is to test 4 people in total. The sessions will take around 10 minutes.

## EQUIPMENT

I have drawn wireframes by hand after which I uploaded them on Prott in order to build a working prototype. I will use my own smartphone as the main test device and record the sessions with another phone. Recording helps me to concentrate on observing the movements of my test persons.

## METRICS

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

## DIRECT TASKS

1. Find out the translation for a given word in a given language. Find out the plural form too.
2. Translate another given word and mark it afterwards.
3. Create a basic user account without paying the premium price.
4. Add an additional language to learn.

## SCENARIO TASKS

1. You have downloaded the app in order to learn the very basics of Finnish. To start with something simple, try to find out what 'Banana' is in Finnish. Find out its plural form too.
2. 'Banana' was a bit too easy, but find out what is 'apple' in Finnish. It seems very difficult to remember. Mark that word so that you can practice it more later.
3. You are happy with the app and now ready to create a user account. However, you are not sure enough to pay anything extra. Create an account but go for the cheapest option.
4. After studying enough Finnish, you want to widen your knowledge of nordic languages. Find out if you can add Swedish to the languages you are learning.

## TEST 1.

### **Michael**

41 years

German/Croatian

technician

lives with his wife and two children  
in Berlin

1. Michael just pushed "skip" in the beginning without rolling through the onboarding. It stayed unclear, whether he realised that one can also scroll to the sides. He found his way without problems to the "banaani", after which he clicked twice the audio sign before clicking the information sign. It can be that he was just interested in hearing the non-existing audio file.
2. This one he managed to do without any kind of hesitation.
3. This one was easy for him too.
4. Here Michael pushed two times Settings before finding the language option in My Account -screen. That seems to be a common problem.

## Notes & Quotes

Michael was very precise and straightforward with the tasks. Perhaps it is unwise to talk about genders after four test persons, but the two male testees were very similar. They executed the tasks fast, quiet and without getting distracted, whereas the two females described their experience in much more detail. Most of the time it is very helpful, but sometimes the latter ones got a bit too distracted by irrelevant issues.

"What I like the most here are graphics, because it seems a bit different than all that there is. It can also just be that it is so sympathetic because everything is written and drawn by hand".

## TEST 2.

### **Dominic**

42 years

German

lawyer

lives with her wife and yet unborn baby  
in Berlin

1. Dominic also just skipped the onboarding. On the first of the two info screens he pushed the empty white word bar before finding the "got it" -button. This seems to be a minor issue that needs to be corrected. He also wanted to hear the audio file while even trying to turn the phone louder. This seems to be more a part of human curiousness than a bug.
2. Here he pushed two times the info sign before marking the word. Perhaps he just wanted to hear the non-existing tape again.
3. This went fast and without any problems.
4. Here Dominic pushed three times Settings after giving up and going but to the main navigation menu. He tried clicking around after which he gave up. This issue really needs to get sorted out .

### Notes & Quotes

Dominic was also very concentrated, clear and straightforward. He observed the screen calmly before making any decisions.

"I find this all very intuitive except for the part where I needed to find a new language."

### TEST 3.

**Joana**

33 years

German

professional in digital media

lives with her husband and little daughter  
in Berlin

1. Joana was confused about Onboarding. She did not see any other option but to skip. This is something to consider. Is it clear enough that one can also scroll to the side as for many the "skip" -button seems to be the only viable option? She was also distracted by the test screen and test options, even though it was not a part of the task. She found them unclear. She wanted to hear the audio file too before accomplishing the task.
2. This one seems always to be a bit too easy.
3. She managed to do this one too without any problems.
4. She pushed Settings too before finding the 'add language' -option under My Account.

### Notes & Quotes

Unlike the two first participants, was Joana very talkative. She took a lot of time to observe the app as a whole and made many useful remarks. It seemed that she wanted to be as critical as possible in order to help to create a better app.

"What I really didn't understand was the difference between the three tests and what happens with the words when I push the test options. It would help to write out what these test are and what they do. Otherwise I found everything quite clear."

## TEST 4.

### **Sabrina**

61 years

German

housewife

lives with her husband

in Stuttgart

1. "Skip means further?" As the other participants too, she just started by hitting the only button she could see. Most likely she didn't see scrolling as an option at all. On the first info screen, she didn't understand that it was an info screen and kept hitting the blank box. After that she got distracted by the test boxes and wanted to try them. After reminding her about the actual task, she accomplished it without any further problems. And, of course she wanted to hear the audio file too.
2. This one is a bit too easy.
3. Here she want straight to My Account. Perhaps it would be better not have this option before one already has an account and put the language options simply in Settings. I needed to remind her that she doesn't have an account yet after which she found the 'register' -option.
4. As she almost did this one already, while getting lost during the previous task, there wasn't any challenge left.

## Notes & Quotes

Sabrina was very talkative and helpful in that sense, but got also a bit too easily distracted. For example, in the middle of the first task she forgot the goal and wanted to start testing. This is understandable as the test info screen kind of lures one to do them. What distinguishes Sabrina from the other participants is of course her age which made the test a bit more challenging but also interesting.

"What I found difficult was the three tests. I didn't know whether I should do the test 1, test 2 or test 3. Perhaps it would have been better if tests had not been the first thing you see. Perhaps in the end? I would find it more logical when the words would come first and then the tests. That is the logical order. And the info screens. I thought I need to push the white button or write something there. Other than that was everything clear. It was easy to find the right place from the navigation menu."

## CONCLUSIONS

TA.	OBSERVATION	SE.	RECOMMENDATION
1.	It doesn't seem that clear how <b>Onboarding</b> works. People just tend to push the 'skip' - button as it seems like the only option. The problem is not that severe as the people always end up in the right place anyhow. Most people seem to be impatient enough to get forward as fast as possible, but Joana, as an example, wanted to explore more but didn't know how to do it.	1	The problem is not that severe as both roads lead to the same place. However, it is not ideal if people don't realise that there's more than one road. I tried to make it clear with that little trick with the o's in the logo, but perhaps it isn't that clear in the end. One option would be to go with the standard circles in the middle of the screen. Other option would be to make the trick with o's more visible. It can also be that people just don't see scrolling as a possibility while the 'skip' -button dominates the scene.
1.	<b>The first Instructions screen</b> is not clear enough. One problem seems to be the empty word bar that make people think that they need to push it or write something there. There might be something else too that we can do to make it clear that it is just a instructions screen.	2	In my view, it will already help a great deal just to write something on the empty bar. Other than that I would add a couple i's on the side or just an 'instructions' text above to be on the safe side. In the actual app, it would help to add a simple animation (like the word bars turning on and off) to show that there is no real interaction required from the user.
1.	One thing, which wasn't a part of the actual task but which seemed to bother people, was <b>the three tests</b> . To carry out a test was the one task I left out and that is why I also left the buttons in a rather vague state describing them only with numbers. However, this vagueness seemed to disturb half of the subjects even to the extent that they got distracted from their actual task. They asked what the tests are and whether the numbers mean the level of difficulty. Sabrina thought that it would be better to have the tests replaced.	3	I thought that I can figure out the tests later as they weren't part of the tasks, but it was a mistake as they seem difficult just to ignore. I would immediately rename the tests according to their nature. My suggestion is <i>Four Options</i> , <i>Write the Answer</i> and <i>Connect Pairs</i> . I hope that it is enough to get rid of the problem. I wouldn't change their place because I find that they need to be easy to reach. If they were after the words, like Sabrina suggested, it would sometimes require quite a lot of scrolling to get to them.
4.	This last problem was frequent and clear, and because of that, it is also easy to detect and fix. People thought that <b>adding a language</b> happens through the Settings instead of My Account.	3	The only reasonable solution is to put the option there where the people think it is, namely in the Settings. That also helps to leave the My Account out until the user has really created an account. Before that they can always try out other languages by going to Settings. When one has an account, the marked words for every language will always be saved when changing the language.