

LESSON 6: Usability Test Plan

Scope	Vocabulary App – Learn Spanish https://prottapp.com/p/2218a5
Schedule	Sunday 04/02/2017 8 AM Chris Henry Monday 04/03/2017 7:30 PM Phoenix Monday 04/03/2017 5:45 PM Maysoon Al Quran
Sessions	10 Minutes but extended as user had more feedback to improve the usability of the low level prototype
Equipment	Test on Mobile Device and a recorder
Metrics	Use Jakob Nielsen’s error severity rating scale. 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. Log into Learn Spanish App
 2. Add a new vocable
 3. Practice using flash card feature
 4. Practice using pronunciation check feature

LESSON 6: Usability Test Script

Introduction

Hi, __Chris_____. My name is __Sarath_____, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10 - 15 minutes.

The first thing I want to make clear right away is that this is not a test. You can't do or say anything wrong here. You will be testing an incomplete prototype that likely has errors and mistakes - that's why we're testing it out! If you have any questions as we go along, just ask them.

OK, let's get started. I'd like to ask you just a few quick questions about yourself before we get started with completing a few tasks.

Optional: Recording is not required - you can simply take notes. If you choose to record the session, let your interviewee know and have them sign a permission form: [Recording Consent Form](#).

Scenario Tasks

1. You are learning Spanish to talk to your Spanish friends fluently to make the conversation more understandable and enjoyable experience
2. Since you are beginner in learning Spanish you would like to add new vocable you learn every day so that you can practice it and not worried about forgetting it
3. You'll be learning/coming across a lot of new Spanish words daily and you want to remember the words. You practice using flash card feature until you memorize it
4. You want to speak Spanish fluently with your friends so you test your pronunciation using pronunciation check feature and get better at it

LESSON 6: Usability Test Notes

Participant: 1

Chris Henry 35, Software Developer, uses mobile application to shop, read news, socialize, loves hiking and trekking

Quotes & Notes

Login: “Excited to see the welcome emoticon”

Add a New Vocabable: “I can build my own vocabulary and save” & “I can see my definition and context”

Flashcard Practice: “What word is that?” “Right there, couple options click to flip & Know”. “I’m not sure, especially I click Know it says good job but I don’t know the word”

Pronunciation Check : “My Spanish is rusty” “Audio pronunciation to correct me. If it matches to common mispronunciation then give a little description”

Behavior: Pays attention to each screen in the app and likes to have fewer options instead of a bunch to accomplish a task in that way it is minimizes the confusion

Task 1

- Reads the Onboarding screens, pays attention to each screen
- Gets to the login page
- Asks if he should go as a new user or existing user
- Decided to enter username and password
- Touches submit button & Excited to see the welcome emoticon and touches Let’s Go
- Asks what should I do now

Task 2

- Touches ‘+’ to add anew vocable, Fills word, definition and touches save
- Now, see the saved note and looks to search the saved word
- Navigates to Menu and touches search to find the saved vocabulary
- Touches the word and looks at the definition and context

Task 3

- Touches Menu and selects Flash Card Practice
- Reads “Practice by Playing” and Gracias and says “What word is that?”
- I know that. Says “Right there, couple options click to flip or Know”
- He says, “Not sure, when you hit Know good job”
- If I don’t know then I would click Don’t know and I think at some point it show me the word

Task 4

- Touches Menu and selects Pronunciation Check practice
- Appease – appaciguar and says “My spanish is rusty”
- It waits for me to say something and when I’m done saying and I select check result
- I did it. I would be interested in seeing feedback when I don’t get it
- Says: ”Audio pronunciation to correct me. If it matches to common mispronunciation then give little description”

LESSON 6: Usability Test Report

Task #	Observation <small>Organize and summarize notes and quotes.</small>	Severity	Recommendation <small>Write down tangible next steps for prototype.</small>
1	On boarding screen, user is little confused with the skip and continue options but liked the feature mentioning	2	Make it clear for the user by having a text saying “Do you want to continue on boarding ”
2	Flash card practice feature options I Know, I don’t Know, and Click to flip is confusing	3	Have only two options for the user “Click if you don’t know & Click if you know”
3	With the pronunciation check feature, it would be nice to see a feedback after evaluating pronunciation	3	First have a listen option for user before user practices pronunciation, once user pronounces then evaluate and provide feedback with options and retry
4	Inconsistent behavior in the placement of menu, profile icons and go back option	2	Make the icons consistent by placing them in a same place and provide a go back option after every action

LESSON 6: Usability Test Script

Introduction

Hi, __Phoenix_____. My name is __Sarath_____, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10 - 15 minutes.

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Scenario Tasks

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LESSON 6: Usability Test Notes

Participant: 1

Phoenix 40, Senior Geophysicist, plays mobile games eg. Peak, loves swimming, travel, diving, and interested in learning tech

Quotes & Notes

Login: “I actually expected login page to be the landing page and the instructions or features under help”

Add a New Vocab: “I’m lazy and I would like to have a camera capture to take a picture of the word I come across and translate it for me”

Flashcard Practice: “Instead of Congrats Hurray or some appreciative text could be shown?” “Instead of Play in the bottom bar I prefer the flash card and pronunciation check”

Pronunciation Check : “Like the loud speaker and I do not want to wait and click the check result instead once the pronunciation is recorded I want to see the result”

Behavior: Participant wants to see consistency in icons placement because it leaves her clueless sometimes. Pays close attention to the content on every interaction

Task 1

- Slowly reads the on boarding screen content and reaches the login page
- I actually expected login page to be the landing page and the instructions or features under help
- Says how do I go back if I do not want to login using social network
- I expect to see a Register/Login instead of the New user create using G+, F, T etc.
- I like the emoticon and Let’s Go but Registration done test would be nice as most of the apps do that I got used to that

Task 2

- I’m lazy and I would like to have a camera capture to take a picture of the word I come across and translate it for me.
- Says: “If the word is not available then it should save it to the application”
- Touches + add and says “I don’t see the pronunciation speaker here”
- Clicks save and says a little reward psychology could be here instead vocabulary saved

Task 3

- Clicks “Play” and then clicks menu and says both are same
- Clicks “Click to Flip” and read “Thanks” and click Wanna Practice More? Says “Instead of Congrats Hurray or some appreciative text could be shown”
- Instead of Play in the bottom bar I prefer the flash card and pronunciation check

Task 4

- Clicks Menu and chooses pronunciation check option and reads “Practice by Pronunciation”
- Says: “Like the loud speaker and I do not want to wait and click the check result instead once the pronunciation is recorded I want to see the result”
- The wire man is cool I like it what if I the pronunciation is wrong and how do I go back to the words

LESSON 6: Usability Test Report

Task #	Observation <div>Organize and summarize notes and quotes.</div>	Severity	Recommenation <div>Write down tangible next steps for prototype.</div>
1	I actually expected login page to be the landing page and the instructions or features under help	3	Make it clear by separating on boarding and login screens
2	Instead of Play in the bottom bar I prefer the flash card and pronunciation check	2	Be specific when mentioning play feature or specify practice flash card / practice pronunciation check icon in the bottom bar
3	I do not want to wait and click the check result instead once the pronunciation is recorded I want to see the result	3	After the user pronounces the word evaluate and directly take user to the result screen skip the click to check result step (unnecessary)
4	The appreciation content could be reward based. May be I could use it. What is this notification icon for?	2	Remove the notification icon from the bottom bar if it serves no purpose and make the appreciation content with emoticon and rewarding if possible

LESSON 6: Usability Test Script

Introduction

Hi, __Maysoon_____. My name is __Sarath_____, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10 - 15 minutes.

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LESSON 6: Usability Test Notes

Participant: 1

Maysoon 30, UX researcher, Interested in learning new languages, spends time making hand crafts, and tech nerd

Quotes & Notes

Login: “I assume I’m an existing user and I really skip those things”

Add a New Vocable: “Here the word seems to be general I would confuse shall I enter English/Spanish? And Definition as well. “Not the best I assume like english/Spanish in definition”

Flashcard Practice: “Where is the yes/no button what if I do not want to practice? I would like to see the button yes to further no to navigate to dashboard or what ever”

Pronunciation Check : “I expect to see a microphone and says evaluating at this screen the app would be listening to me even I’m not ready?”

Behavior: Participant is very good at pointing out the usability catastrophe in the prototype. Reads each and every step and anticipates the next step

Task 1

- Ah, I assume I’m an existing user and I really skip those things
- You are asking me to perform a login without sign up?
- Says: “Welcome to learning Spanish and Let’s Go”
- I assume I’m in

Task 2

- So, it’s not a dictionary, Add I guess, reads: word, Spanish definition and save
- Shall I enter the word? In my case I speak english and I don’t Spanish. Here the word seems to be general I would confuse shall I enter English/Spanish? And Definition as well. “Not the best I assume like english/Spanish in definition”

Task 3

- There is a flashcard practice/play ? Which one to go? I’m confused.
- I didn’t expect that (two different things). Reads “Practice by playing”
- Where is the yes/no button what if I do not want to practice? I would like to see the button yes to further no to navigate to dashboard or what ever

Task 4

- Its like a game? I went through the menu. Does not make sense why the flash card have shortcuts and pronunciation doesn’t
- I assumed I can find it. Reads say loud. I assume I’m gonna check my pronunciation.
- Says "From the speak I assume I’ll be hearing not saying” that gives me impression that what would come up.
- I expect to see a microphone and says evaluating at this screen the app would be listening to me even I’m not ready?
- A step is skipped over, I touched say loud -> it takes few seconds to say and expect the app to wait like I can redo, pause , stop, delete, cancel etc. and the label say loud to record start

LESSON 6: Usability Test Report

Task #	Observation Organize and summarize notes and quotes.	Severity	Recommenation Write down tangible next steps for prototype.
1	I assume I’m an existing user and I really skip those things	2	The on boarding should be more engaging or better to have a app tour after login
2	Where is the yes/no button what if I do not want to practice? I would like to see the button yes to further no to navigate to dashboard or what ever	4	Provide user the option to go further or opt out from the “wanna practice more?”
3	Here the word seems to be general I would confuse shall I enter English/Spanish? And Definition as well. “Not the best I assume like english/Spanish in definition	3	In adding new vocable part, Be precise on the labels i.e. name of the word, content, definition, synonyms etc. and in which language the user wants to add it English/Spanish
4	I expect to see a microphone and says evaluating at this screen the app would be listening to me even I’m not ready	4	Add a microphone image that listens when user touches and provide options like start record, pause, go back like that and take user to the pronunciation results directly