

Usability Testing Report

Project: Smart Bike Hiring App
Date: May 4, 2025
Number of Participants: 5 (Students)

Objective

To evaluate the effectiveness, efficiency, and satisfaction of the app’s core features by observing real users completing typical bike rental tasks. The goal was to uncover usability issues and refine the app based on real-world feedback.

Participants

Five students were selected to represent the target user base:

- 5 frequent campus students

Methodology

Tasks Assigned:

Participants were asked to perform the following actions:

1. Log in to the app
2. Find the nearest bike station
3. Unlock and start a ride
4. End a ride and return the bike

Testing Methods:

- **Direct observation** of task completion and time taken
- **Notes on user behavior:** hesitation, confusion, misclicks
- **Post-task interviews:** collected subjective impressions, pain points, and suggestions

Key Observations

Task	Observation	Notes
Login	Smooth for most users	"Continue with Google" was preferred

Task	Observation	Notes
Map Navigation	Positive feedback on layout	Station markers were easily understood
Start Ride	Minor confusion during QR scan step	Some thought it would auto-start
End Ride	3/5 users unsure how to finish	Button label unclear
Icons	Some icons were misinterpreted	e.g., “return” looked like “reload”

User Feedback Summary

- **Positive:**
 - Clear map and UI layout
 - Simple and clean design
 - “Scan to Unlock” feature was intuitive
- **Negative / Confusing:**
 - “End Ride” label wasn’t clear
 - Icons were confusing at first glance
 - Some buttons too small or close together

Improvements Implemented

Issue	Solution
Ambiguous icons	Redesigned icons with standard visual cues
End ride confusion	Added confirmation pop-up and clearer button label
Misclicks	Increased button size and spacing
General clarity	Enhanced text labels and added tooltips

Conclusion

Usability testing allowed the team to refine the app’s core flows based on real user behavior. The process improved clarity, reduced errors, and made the app more user-friendly and intuitive.

Further testing is recommended as additional features are developed.