Usability Test Plan

Introduction

Moderated Remote Usability Test By Blake Thomas
Stakeholders:
Last updated:

Background

VELA is a weather app designed for water enthusiasts. A name that has a strong correlation to water is the reason for naming the app VELA, which is a Sanskrit origin meaning "shore, coast." In this app you can view web cams and post an entry in the form, search favorite surf schools and routes, and weather reports all in one location.

Goals

The goal of this study is to evaluate the ease of the app and how efficiently users are able to navigate the app.

Tests Objectives

Observe how participants navigate the app and complete tasks: sign up, set up, set alert, etc. Are participants satisfied with the app layout and design? Are participants able to understand weather data graphics and are there data points they would need that isn't already presented? Is the in-app message board useful for providing up-to-date, on-site condition information?

Methodology

This study will be conducted individually in moderated remote tests, with 1 participant for each test. I will conduct 6 rounds.

Script

The script included three tasks to complete within the given scenario and two open ended questions. To see the full script, including all tasks tested, click below.
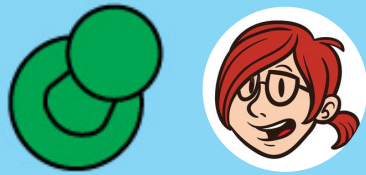
View Script

Participants and Schedule

I will be testing 6 different participants from my network. The participants live in South Carolina and Text, age range will be 20+ years old. Participants identities and contact information are considered confidential and will not be shared.

View Participants

Participants
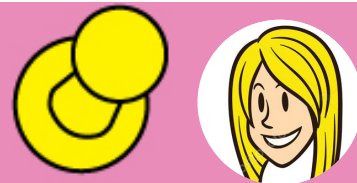
Caroline
70-80

📍 Greenville, SC 💼 Pensioner

Characteristics
- 5 years of smartphone use
- Uses weather apps to plan outdoor sports like hiking and jogging
- Not confident in digital usage

Session Details
November 3, 2021 at 7:00pm

Remote moderated test / mobile

Callie
30-40

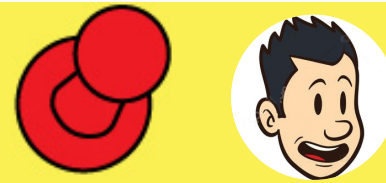📍 Spartanburg, SC 💼 Product Manager

Characteristics
- Familiar with digital devices
- Uses weather apps to plan outdoor sports like hiking, jogging, biking and for holiday planning
- Uses apps from google play

Session Details
November 4, 2021 at 7:00pm

Remote moderated test / mobile

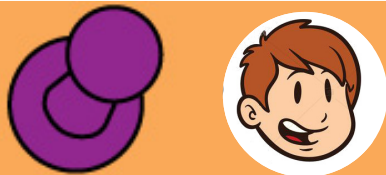## David
30-40

📍 Charleston, SC 💼 Programer

Characteristics
- Very familiar with digital devices
- Uses weather apps to plan outdoor sports like canoeing and biking
- Uses special outdoor apps that facilitate planning for his sports

Session Details
November 5, 2021 at 7:30pm

Remote moderated test / mobile

Chad
10-20

📍 Houston, TX 💼 Pupil

Characteristics
- He is digital native
- Rarely uses weather apps
- Uses weather app provided by operating system

Session Details
November 6, 2021 at 7:00pm

Remote moderated test / mobile

Cody
20-30

📍 Jacksonville, FL 💼 Student of Psychology

Characteristics
- He is digital native
- Uses weather apps very regularly
- Finds weather particularly important for sowing and harvesting since he works on a organic farm

Session Details
November 6, 2021 at 7:30pm

Remote moderated test / mobile

Larry
60-70
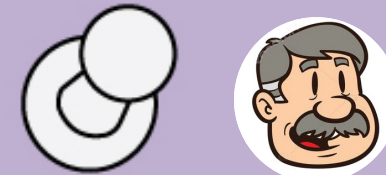
📍 Charleston, SC 💼 Graphic Designer

Characteristics
- Familiar with digital devices because of his job
- Uses various weather apps in his everyday life, to plans walks and barbecues
- Has special apps for sailing trips

Session Details
November 7, 2021 at 7:00pm

Remote moderated test / mobile

Affinity Map

Observations

Was insecure overall in dealing with the prototype.

Seemed very confident in solving the tasks.

Was comfortable due to his previous experience with apps.

Directly recognized all navigation options on the home screen.

Overall he rated the app very good and would use it.

Solved most tasks quickly and purposefully.

Errors

Had difficulty identifying how to search a new location.

Was unsure of the location icon on the home screen.

When searching weather details, the navigation was unclear.

Had trouble identifying the icons on the map details screen.

Negative Quotes

"I have trouble reading English."

"I don't see a live radar map?"

"What is the current water temperate?"

"Where is there an option where I can search sailing routes and surf schools and get information about them?"

Positive Quotes

"The look is basically familiar to me, as I use other apps."

"I find the home screen active and easy to understand."

"I like the plus icon on the home screen for adding to favorite."

"I like that the app has Webcams and Comment Posts."

"I love the option to save sailing routes and surf schools."

"Liked the easability to switch between current location and favorites."

Usability Test Results

| MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	T	ER	POSSIBLE SOLUTIONS
Observations									
Was insecure overall in dealing with the prototype.	■						1	-	
Seemed very confident in solving the tasks.		■					1	-	
Was comfortable due to his previous experience with apps.			■				1	-	
Directly recognized all navigation options on the home screen.				■			1	-	
Overall he rated the app very good and would use it.					■		1	-	
Solved most tasks quickly and purposefully.						■	1	-	
Errors									
Had difficulty identifying how to search a new location.	■	■					2	4	Adding a search icon to home screen
Was unsure of the location icon on the home screen.		■		■			2	3	Need to introduce this icon during on boarding
When searching weather details, the navigation was unclear.				■		■	2	4	Adding details during onboarding
Had trouble identifying the icons on the map details screen.					■		1	3	Clarifying icons during onboarding
Negative Quotes									
"I have trouble reading English."	■						1	2	Adding a preferred language button to the settings
"I don't see a live radar map?"		■					1	3	Adding a live radar map under the forecast
"What is the current water temperate?"					■		1	1	Adding a current water temperate feature
"Where is there an option where I can search sailing routes and surf schools and get information about them?"						■	1	4	Adding a feature to search sailing routes and surf schools and get information about them
Positive Quotes									
"The look is basically familiar to me, as I use other apps."	■						1	-	
"I find the home screen active and easy to understand."		■					1	-	
"I like the plus icon on the home screen for adding to favorite."			■				1	-	
"I like that the app has Webcams and Comment Posts."				■			1	-	
"I love the option to save sailing routes and surf schools."					■		1	-	
"Liked the easability to switch between current location and favorites."						■	1	-	

Issue # 1

Participants had difficulty identifying how to search a new location.

Evidence

Participants clicked around unsure of how to search a new location

Suggested Change

Adding a search icon to the home screen

9:41

VELA

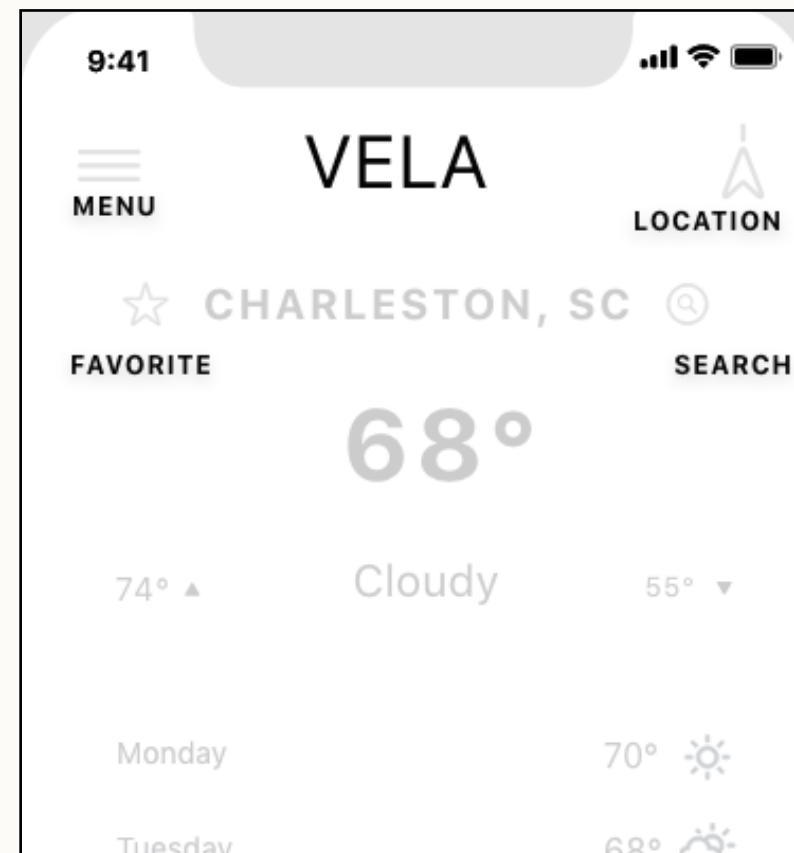☆ CHARLESTON, SC 🔍 ← **Search Icon Added**

68°

74° ▲   Cloudy   55° ▼

Monday   70° ☀

Tuesday   68° ⛅
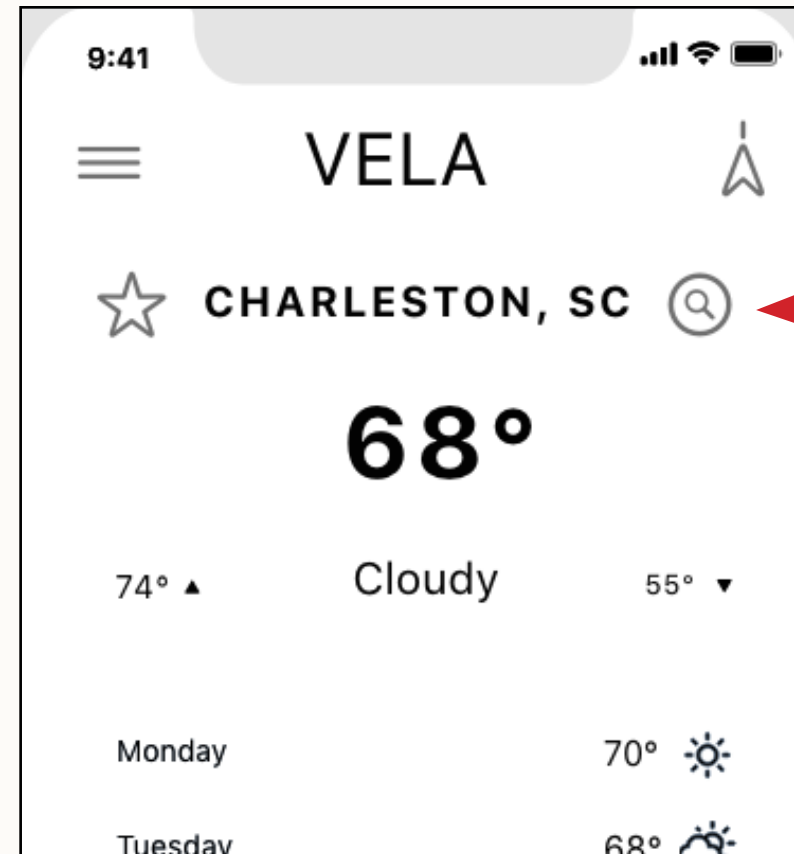
Issue # 2

Participants were unsure of the location icon on the home screen.

Evidence

Participants didn't know what the icon was for

Suggested Change

Need to introduce this icon during on boarding with coach marks

9:41

VELA

MENU   LOCATION ← **Coach Mark Added**

☆ CHARLESTON, SC 🔍

FAVORITE   SEARCH

68°

74° ▲   Cloudy   55° ▼

Monday   70° ☀

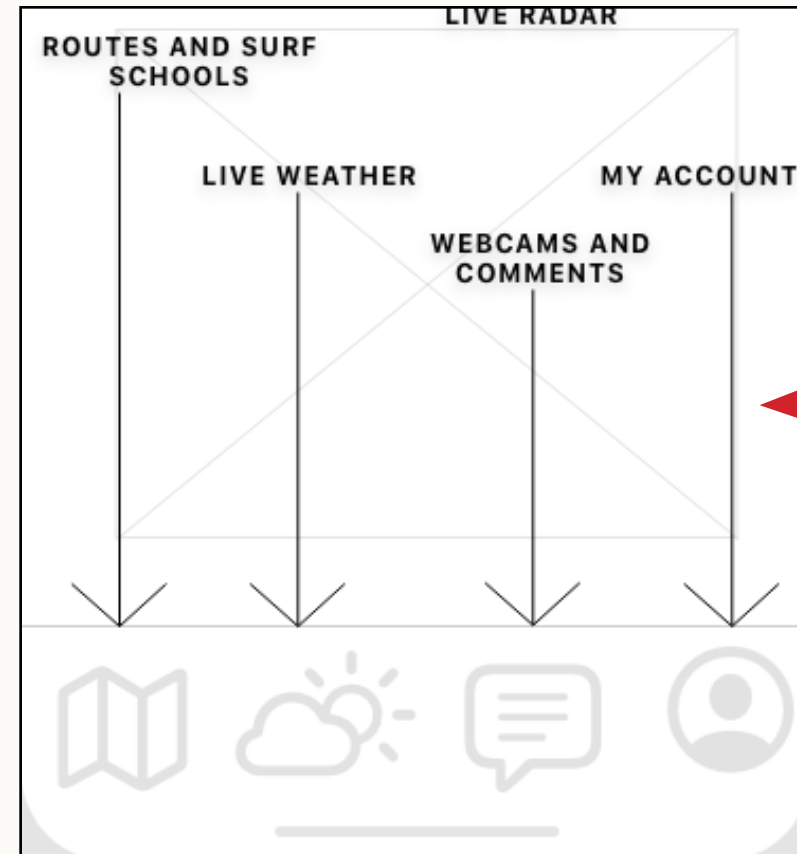Tuesday   68° ⛅

Issue # 3

Participants found while searching weather details the navigation was unclear.

Evidence

Participants clicked around unsure of how to search for specific weather details

Suggested Change

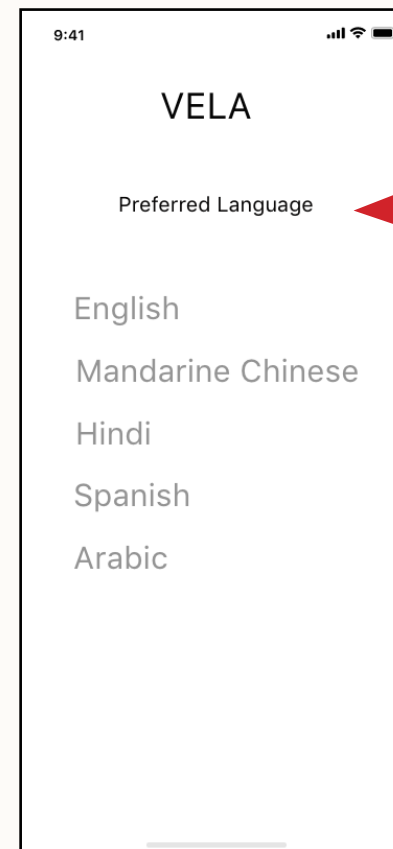Adding coach marks during onboarding

← Coach Marks Added

Issue # 4

One of the participants stated, "I have trouble reading English."

Evidence

There was no preferred language button

Suggested Change

Adding a preferred language screen added during onboarding

← Preferred Language Screen Added

Issue # 5

One of the participants stated, "Why don't see a live radar map?"

Evidence

There was no live radar map

Suggested Change

Adding a live radar map under the forecast

Conclusion

Overall the Usability Test has shown me that even though my participants ran into a few problems most of them felt that it was an easy app to navigate. Most of the issues were simple fixes and once the changes have been made that should provide a better experience for users.

Wednesday	77°
Thursday	75°
Friday	71°
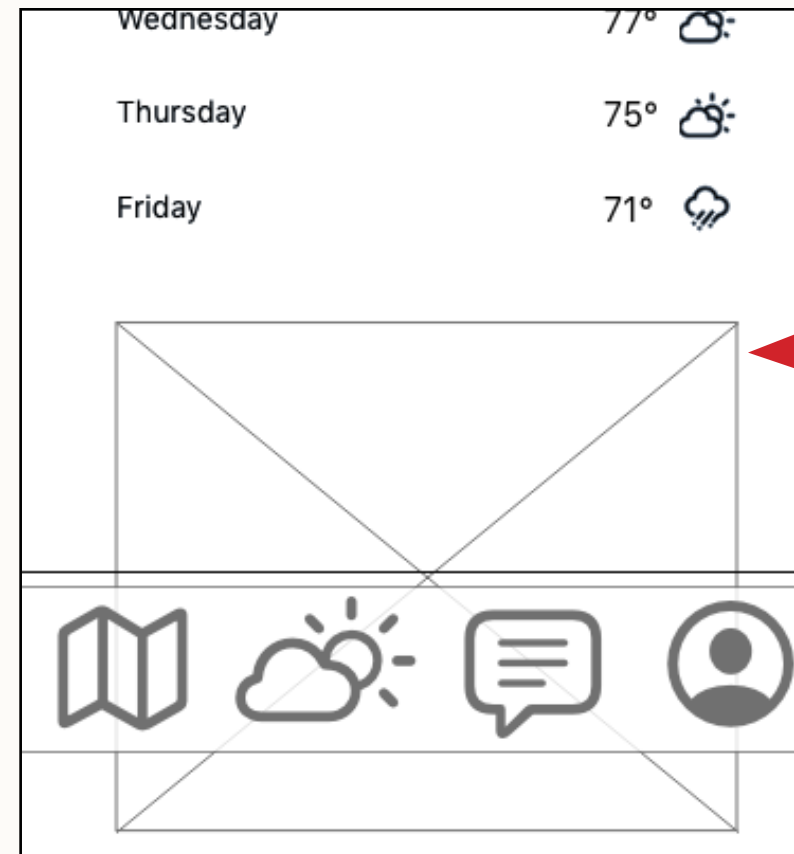
← **Radar Map Added**

Original Prototype   **Updated Prototype**