PROTOCOL:

Hi (User's name). I'm Edwin/Roy/Mayu with Fitfam. Fitfam is an app that helps improve the user experience to find a community to workout with and plan their workouts. Today we are looking for ways to improve the coordination of working out with an individual or group. This is a test of the usability of the app and in no way are we testing you. If you find something difficult to use, chances are others will as well, so your feedback helps everyone. This test of the component is simply the means of evaluating the component's design and to discover any issues we need to address. As you complete the task, members of Fitfam will observe and take notes.

If you feel uncomfortable you can stop at any time during the study. Please speak all your thoughts aloud as you go through the tasks. This helps us better understand why you are making certain choices. The study will take about 10 minutes, we will answer any questions you have at the end of the study.

First we'll need you to sign this consent form. With your consent, we will also like to have a video recording of your screen to further assist us on our analysis. Information gathered today will only be used for research purposes, and will be kept secure. Published results of this study will be compiled with other participants and any specific references to participants will be done anonymously. Your privacy is our priority.
Do you have any questions?

Let's get started!

Booking a workout
Scenario: You want to work out but your group of friends are busy today. You are bummed out because you still want to go workout. Use the fitfam app to find or make a new friend to schedule a workout for today.

The items needed are:
        -A smartphone with fitfam app installed already (provided by facilitator)

Task 1: Access the Fitfam app and sign up for an account.
Task 2: After setting up your account, go search for a friend or find a new friend.
Task 3: Schedule a workout together for today.

Notes for Facilitators:

Never offer help as that will ruin the data gathered. Instead, reply back with:
- What do you think you/that would do?
- What do you think that means?

You want to observe whether the user has trouble:
- accessing the contacts page.
- finding a friend to work out with.
- making a new friend (if necessary).
- scheduling a day & time with a friend (or new friend).
- with the contact and schedule button not being intuitive? Does the user know which is which?

Post Test Questionnaire:
https://goo.gl/forms/ljH6C1IbO5jWSh6g1

Debrief Questions (done verbally after questionnaire is filled)
- Did you think there was a simpler way to go back and forth between screens?
- Did you notice that there is a suggested friends list based off of your interests?
- Did you enjoy using fitfam? Is there anything you would improve?

Consent Forms:

Participant Consent Form

The purpose of this usability study is to evaluate the design of the FitFam app. We are interested in determining if people can accomplish common tasks and easily find information using our app. The session will not 'test' you or your ability, rather the session will test the app to provide information on areas that might be improved. Please be advised that there are no risks associated with participation in this session.

During this session, you will be asked to complete some tasks using the FitFam app and fill out a user satisfaction questionnaire. As you complete the tasks, members of the FitFam team will observe and take notes. In addition, the session will be captured on video for future review. The session will last no longer than 5 minutes.

If for any reason you are uncomfortable during the session and do not want to complete a task, you may say so and we will move on to the next task. In addition, if you do not want to continue, you may end the session and leave at any time.

Approximately 2 people will participate in this study. Results from all sessions will be included in a usability report to be presented to FitFam. Your name will not be included in the report nor will your name be associated with any session data collected.

If you wish to speak with someone about your participation in this study, or if you feel you were not treated as described above, please contact fitfam@gmail.com

I, _____Seth Zhang_____, have read and fully understand the extent of the study and any risks involved. All of my questions, if any, have been answered to my satisfaction. My signature below acknowledges my understanding of the information provided in this form and indicates my willingness to participate in this user testing session. I have been given a blank copy of this consent form for my records.

Signature: _____   Date 11/23/18

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I, _____Olivia Shi_____, have read and fully understand the extent of the study and any risks involved. All of my questions, if any, have been answered to my satisfaction. My signature below acknowledges my understanding of the information provided in this form and indicates my willingness to participate in this user testing session. I have been given a blank copy of this consent form for my records.

Signature:_____   Date__11/21/18____

Notes from testing:

User 1:

1. After this person entered their username and password and were lead to the second sign up page, they were unsure of what to write down in the bio section of the sign up form. They supposed that since it was a workout app, they were expected to write something about their workout plan or their schedule but they also **considered writing a short sentence much like the bios in instagram that is more specific to their personality**.

2. The user was also confused about what image to submit for the profile photo saying "am I supposed to put a screenshot of my schedule here?"

3. For the interests, the user wondered whether they can select multiple choices and only after clicking around several times did they find that they were able to.

4. After completing the sign up procedure, the user took a look at the home/feed page and said "is this a chat, like a group conversation?" They decided that it was and were quite surprised when the tester told them that it was a feed. The user mentioned that it would be easier to read and understand if the posts had a border around them. However, they had no issues in posting something to their feed.

5. While the user was on the home page they looked at the first button on the navigation bar, which is the icon for the home page, and attempted to click it. After clicking twice or so the user said "oh so this is the home page", demonstrating their confusion caused by the lack of feedback on the navigation bar.

6. The user navigated through the work out page smoothly but they commented that there was a lot of info and text and wished that there was something like a video or picture to accompany it.

7. When this person saw Beyonce's pop-up bio, they thought that clicking the schedule button would show Beyonce's schedule. They were quite confused when they saw that they were able to edit another person's schedule and it took them a full 30 seconds until they realized that they were looking at their own schedule.

8. User was confused about what the buttons on the pop up were meant to do. Besides the scheduling one, "more" was too ambiguous and they ended up clicking on it just to see what it did because they thought it would also allow them to plan a workout with that person.

9. The user did not have any significant problems with the calendar page but wished that there was an "add a friend" option.

10. The user was not able to navigate to the chat at the top right corner of the screen.

User 2:

1. As soon as the users were greeted with the sign in page, we noticed a breakdown. They were told to sign up for a new account, but instead of clicking on "sign up" they

first entered in text to the username/password fields. This was because the sign in page did not make it clear that this was for signing in, and if they were a new user, they should be clicking the sign up button.

2. The user successfully accomplished writing a bio and uploading a profile photo. The next page brought another breakdown because our user was unsure how many options they were supposed to select, this was just a slight hiccup as the user was then able to figure it out by clicking around and seeing that multiple buttons could be selected.

3. Based off of feedback and the user speaking out loud as he navigated our app, we noticed that a design improvement could be seen in the posting modal. The "post" button is colored red, which usually symbolizes canceling or exiting. We also saw that this user didn't even notice the messaging button in the top right since it was so small and a bit opaque.

4. As he was clicking around, we found a breakdown in the profile icon in the top left that directs users back to their own profile. Instead, he thought this was a back button so whenever he reached a page he did not want to be on, he would click on that and be confused as to why he is directed to his profile.

5. When viewing the app as an iPhone, he was confused as to how many friends he currently has since it is currently implemented as a side scroll, but with no affordabilities to show that, and the suggested friends section is also in a grid with vertical scrolling which made it even more confusing.

6. On the calendar page, our user was confused because we had an example event set on Nov. 10, which led user to believe that this was the current day. Then, when planning the event, we noticed that he struggled inputting the time since we have the time unit and then am/pm on different inputs. Based off of feedback he thought that the am/pm were going to automatically be set. A design improvement would be creating the am/pm as a drop down or just combining the time and am/pm into one input.
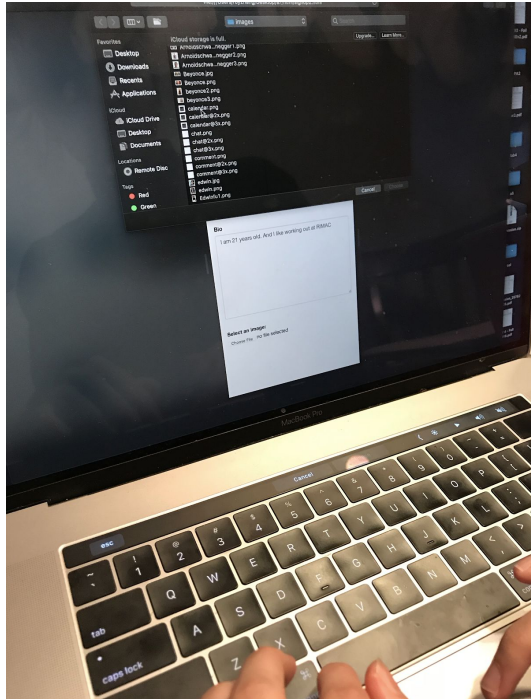
7. On the friends page, our user didn't realize that we had set a total of four friends because only two were visible and they did not think to side scroll.
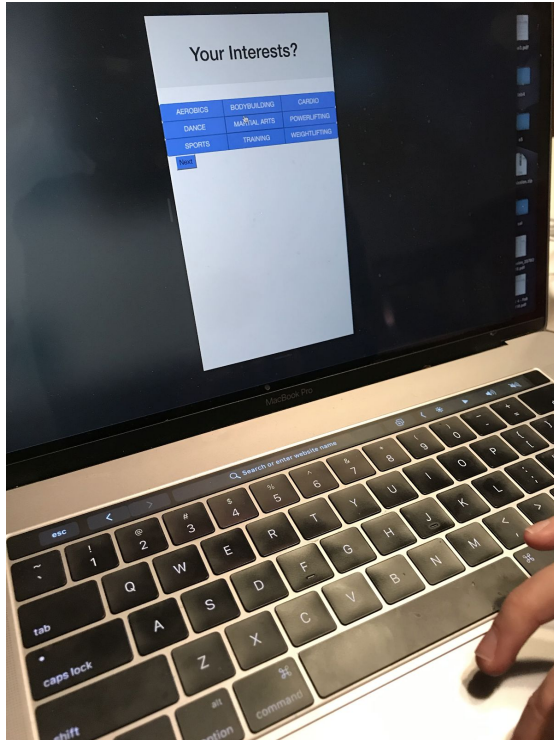
Photo Documentation:

User 1:
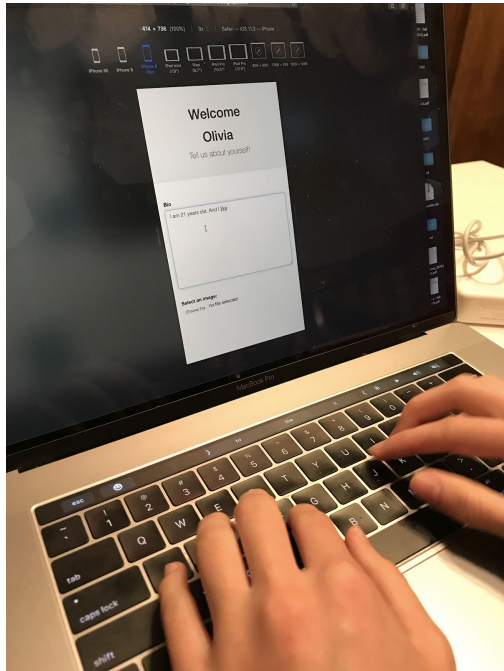
The user is confused whether to write something relevant to working out in the bio or something short and sweet like something on Instagram.


"Am I supposed to put my schedule for the images or my face?" User demonstrates confusion when choosing profile picture.

User does not know how many interests they are allowed to choose and they click around several times before being sure that they can choose multiple.
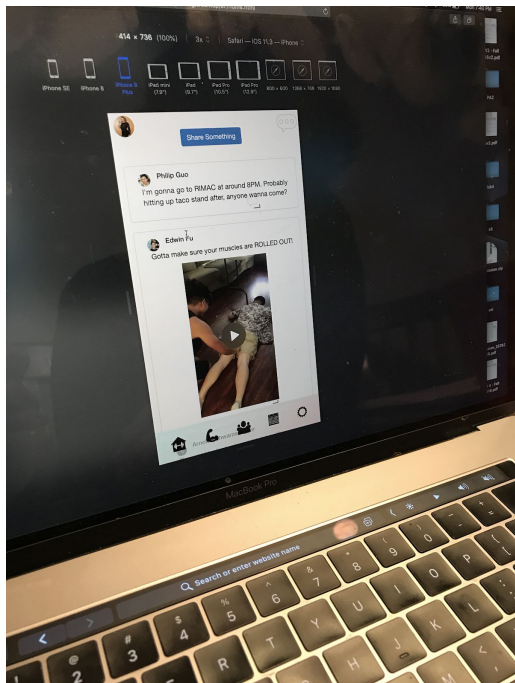
User clicks the home page button while being on the home page because they don't know which page they are on at the moment.
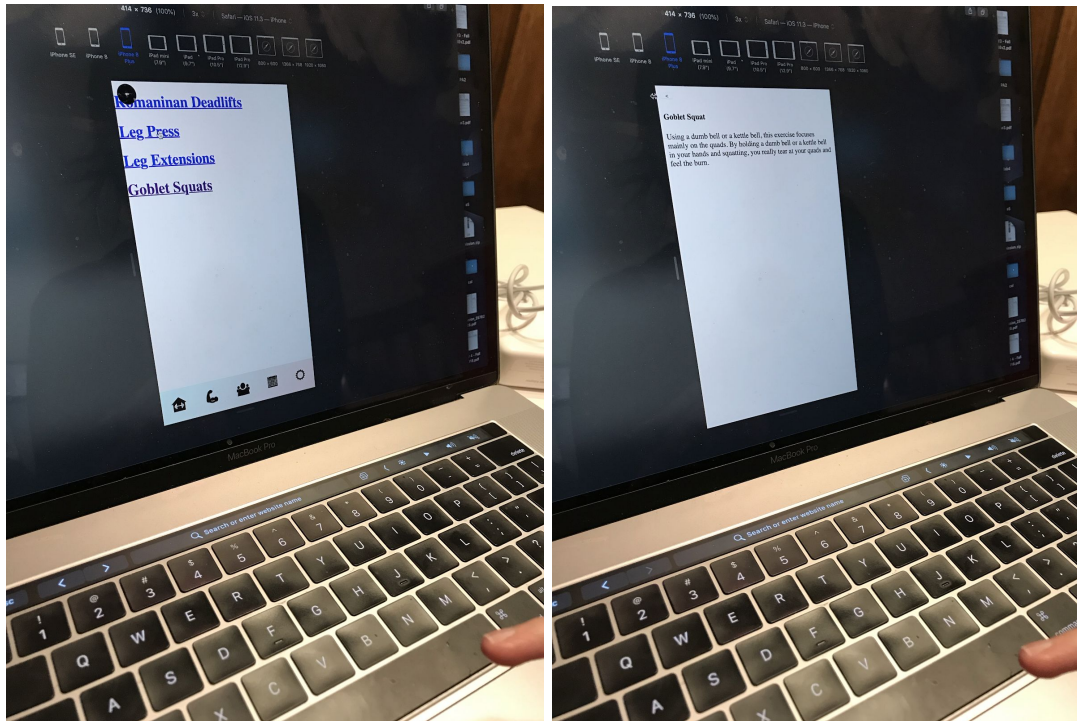
The user is overwhelmed by the amount of text on the screen for the workout page and wishes that it provided more visual information.
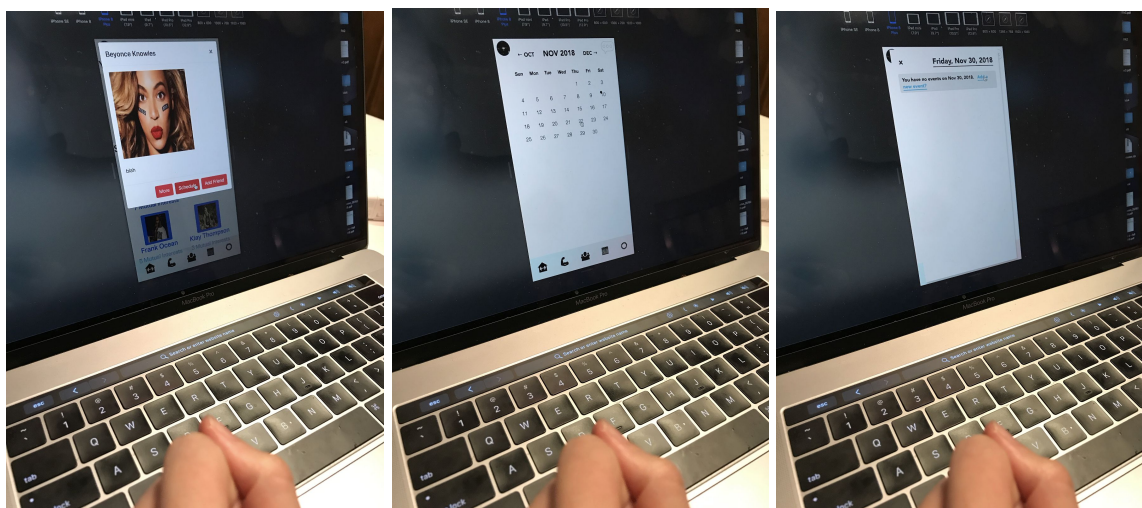

"Oh this allows me to see her schedule." After clicking on the schedule button for a friend's modal, the user believes that she is looking at the friend's calendar and not her own. She only finds out that it is her own after clicking on the date and seeing that she is able to edit the schedule.

User 2:
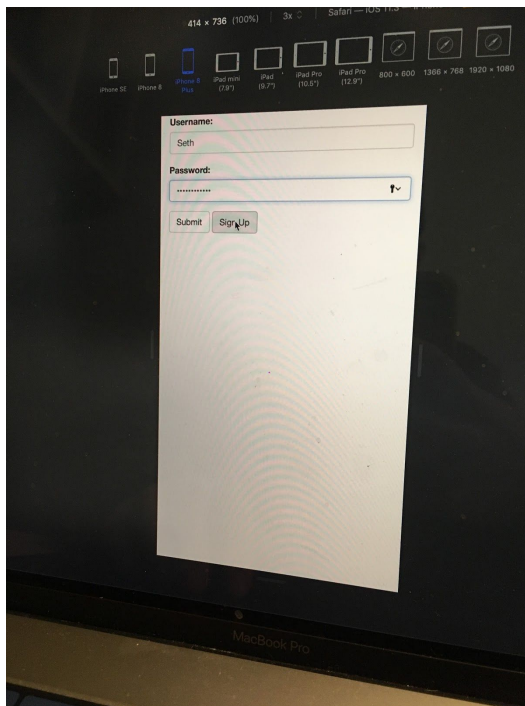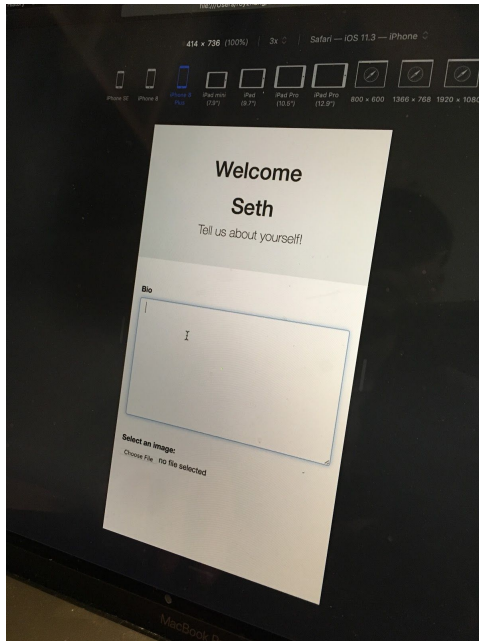
When user was trying to sign up, they started typing info into the input fields for username and password for signing in, and then clicking sign up. We are lacking visual hierarchy to differentiate these two buttons as well as what this page is supposed to do. Other user also had a similar issue.
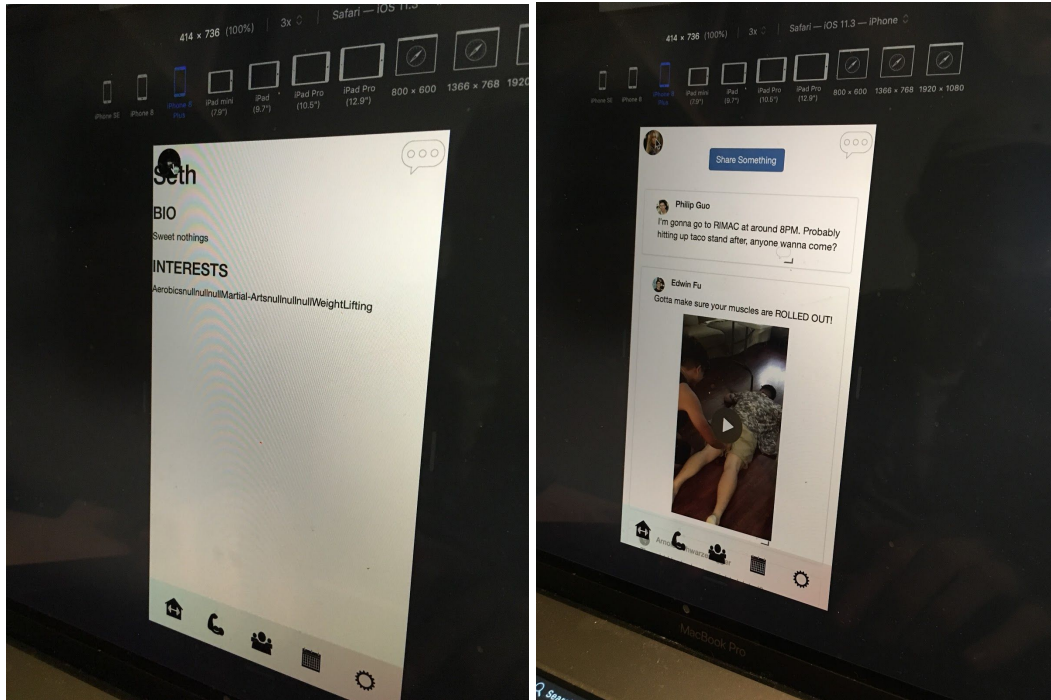
When user was navigating through the app, they kept hitting the profile photo in the top left corner because they thought this was to go back. This happened on multiple pages, so we need to enlarge the photo so users can clearly see that it is their profile photo which implies their profile, rather than a back button.
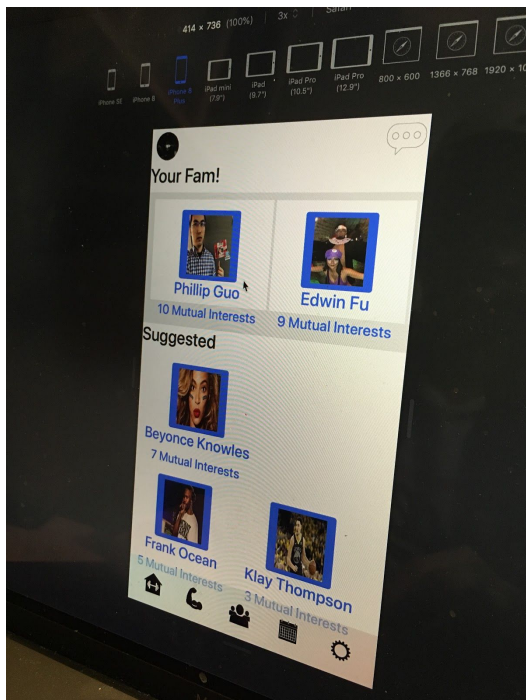
User only saw 2 friends in the friends section, but didn't know that it was supposed to be a side scroll. This is confusing because it isn't consistent with the suggest friends that is a vertical grid layout.
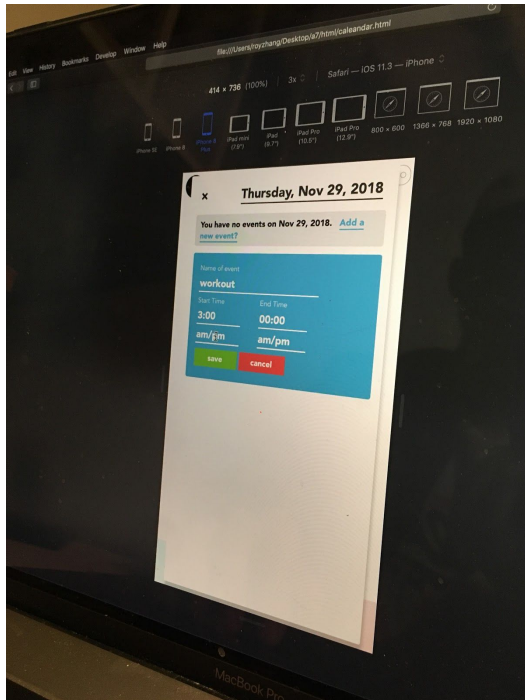
User struggled with inputting information for scheduling an event. The am/pm is too confusing because users don't know if they are supposed to input something themselves or if it will automatically get set.

Planned Changes:

- Add auxiliary text under bio to explain that users should tell us a bit about themselves (users were confused what to put in this section since it is a fitness app), and also add in max character amount to show users how much text they should typically be writing.
- Change "select an image" to "upload a profile photo" in sign up since some users were confused on what they should be uploading at this stage.
- Add sentence in the submit form that prompts user to choose multiple interests (user thought that she could only choose one)
- Add borders on the feed page to make it look more like a feed and not a chat.
- Be able to add a friend or un-add a friend.
- The top left profile icon is too small, some people were confusing it with a back button, but it kept directing them to their profile which was confusing.
- The nav bar doesn't have any form of feedback to show which page the users are currently on so some users will repeatedly click an icon even though they are already on that page.
- The colors of the buttons on the pop-ups for the friends page should be varied (instead of all red) and the words for the buttons should be more descriptive (users expected something different than what was shown when clicking on a button).
- Formatting on friends page should be consistent. The friends is currently a side scroll while suggested friends are a vertical grid. When viewing the app through a phone, the side scroll is not very intuitive since there is nothing that affords a side to side movement (such as an arrow or a constant scroll bar).
- When planning an event in the calendar, users were confused about how to input time since there was one option for the time, and then another for am/pm. We should explicitly show that one field is for am/pm to help users. A placeholder may help.
- People did not notice that there was a chat button until it was pointed out to them. It should be made darker and/or larger.
- When signing in/signing up, the buttons are too confusing to show users what they should be doing on that page. "Submit" and "Sign Up" are too ambiguous so "Sign Up" should be in a different location/different color. Should also add in "Don't have an account? Sign up" text to further help users.
- The post button for the "share something" modal on the home page is red and sends mixed messages to the user (red=delete post). The post button should be set to another color
- There is an example event in the calendar that was confusing some users because they were unsure what that meant (did it mean that this was the current day?)
- When viewing the exercises page in phone mode, one column is cut off so we need to reformat this.

Our feature redesign will focus on the following:
- **Overall user flow on the friends page was very cumbersome. As mentioned above, the side scroll for friends and vertical scroll for suggested friends lacks consistency and confuses users. The buttons in the modal pop-ups when users click on their photo are too ambiguous and lack any affordability for what it should do. Having three red buttons made users pause before selecting "Schedule". Furthermore, having the page direct to the user's profile when they click on their name causes further breakdowns as users have to figure out where they should click next in order to schedule a workout. Our ideal user flow would have users schedule through the pop up as it is most convenient, but one user almost never knew that this was a feature until he excessively clicked around. To counter these issues, we will make the format for both friends and suggested friends the same, and we will be removing excessive links to profiles on the names since the option to go to the profile page is already presented in the modal. The buttons will be redone to provide clearer information both in label and in color.**

Comparative Evaluation Criteria:
Our interview results showed that users had difficulty navigating through the buttons displayed in the pop-ups on the friends page. In the old version of our friends page, all of the buttons were red and the labels were fairly non-descriptive. We judged that having all of the buttons as one color contributed to part of the confusion and we assigned different colors to the buttons in a way that was more intuitive (red: remove friend, green: add friend) in addition to writing more descriptive button labels (writing "See Profile" instead of "More").

Furthermore, another user mentioned that the layout for the friends page was unintuitive and difficult to navigate, since the "Your Fam!" section was in a horizontal scroll format, and the "Suggested" section was in a grid. We eliminated this problem by making both sections into a grid format.

Lastly, for the redesign, we made both the name of the person and the picture of the person lead to the same modal, instead of the name leading directly to the profile page and the picture leading to the modal. We believe that this change will minimize the number of times that the user goes back to the friends page after being navigated to the profile page which they perhaps did not expect.

For our A/B tests we are gathering both qualitative and quantitative data because we feel that the effects of our redesign will be more accurately measured through the

combination of both. Version A will be our original design and version B will be our redesign. For the qualitative data we will be asking the users which page they are trying to navigate to when clicking on the "Schedule Workout" button versus the "Schedule" button. By asking this, we can determine if our button reflects the action that it is supposed to do. We will also be looking out for how natural the user flow on this page is for our test users. We had issues in our initial tests where users were struggling to accomplish our task and had to click around to understand how everything worked, but we are hoping for the process to be a lot more intuitive. For the quantitative data, we will be measuring how many times people perform the "Add Friend" and "Remove Friend" action. For the original design it may have been difficult to tell if the friend got added since the ways the existing friends and the suggested friends were formatted differed from each other. We expect that the users will spend less time trying to perform the task if the results were more clear after clicking the buttons. Additionally, the data also reflects the effectiveness of the button colors. We will also look at how many clicks it takes for a user to successfully schedule a workout with another user, we saw that in initial tests users were clicking around (mostly because they were confused about where to navigate), so ideally we have less clicks in our redesign compared to our original.

We expect that with the initial version of the app, there will be a lot more confusion and time taken to achieve our user task, since our findings told us that we had issues in user flow and how difficult it is to understand the workings of our app. Therefore the data to be gathered from our A/B tests would be similar to the notes we took above with our two user testers. We are hoping that with the redesign, the whole process will be more streamlined and take less clicking back and forth. Hopefully users also won't navigate to unintentional pages (in our original version, users navigated to a user's profile instead of the calendar). We also hope that by formatting both friends and suggested friends in a similar fashion, it will be easier to see who their friends are. We do not think users will navigate through version A better than version B since our redesign is focusing on all the issues we saw with our initial testers. If users struggle with B as well, we would most likely take a step back and see how we can redesign the whole page based off of the findings from these tests. From the results we receive we believe that we may reformat further elements in our app to reiterate consistency, and provide smoother user flow. By evaluating a larger test pool we hope to have more evidence to locate pain points users may have with the app (especially the friends page). By investigating other areas in our app where users struggle to naturally accomplish their goal (whatever it may be), we would like to catch issues in our UI/UX design. When we have more consistency within the app, we should also heighten recognition over recall while using the app, thus resulting in even better user flow.