

## Test Result Analysis

After finding five representative users who all went through break-up recently and wanted to move on, I conducted a usability test including 5 tasks. Each task I respectively measured the three main aspects of usability: **effectiveness**, **efficiency**, and **satisfaction**, taking five components - success rate, errors, time on task, subjective rating of task difficulty and comment - into account.

### 1 General Picture

In general, in terms of **effectiveness**, the success rate of these five tasks is around 88%, with three participants failing on one task each (see Fig.1). The result reveals that most of the tasks can be successfully performed, except three unsuccessful cases in task 3.

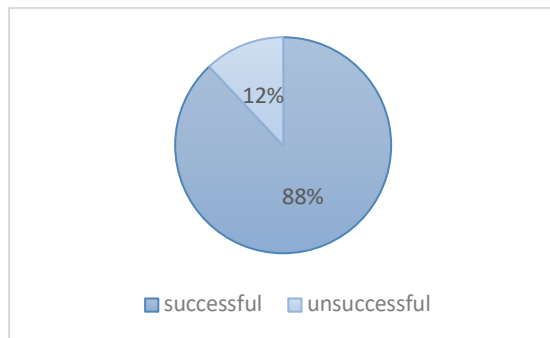


Fig.1

Regarding **efficiency**, time spent on each task varied from participant to participant, but I still can manage to show the distribution of task time for all the participants (see Fig.2). The final performance shows that most tasks can be completed in less than 20 seconds, more effort should be made on those six cases taking more than 20 seconds.

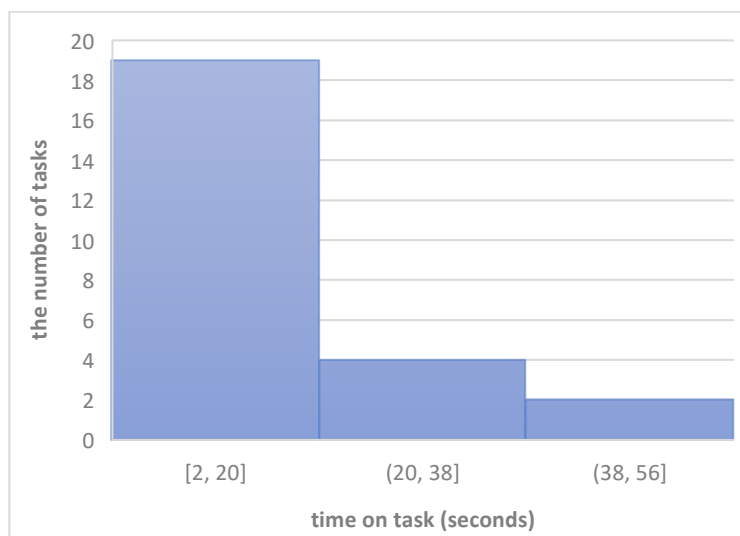


Fig.2

And in terms of **satisfaction**, it's technically more difficult to measure than the previous two aspects, since subjective involved. But asking participants to rate each task on a scale of one to five, according to Likert Scale, from very easy (1) to very hard (5), the result can help to understand satisfaction (see Fig.3). More than half tasks are considered as very easy or easy, while eight cases seem a little difficult to deal with.

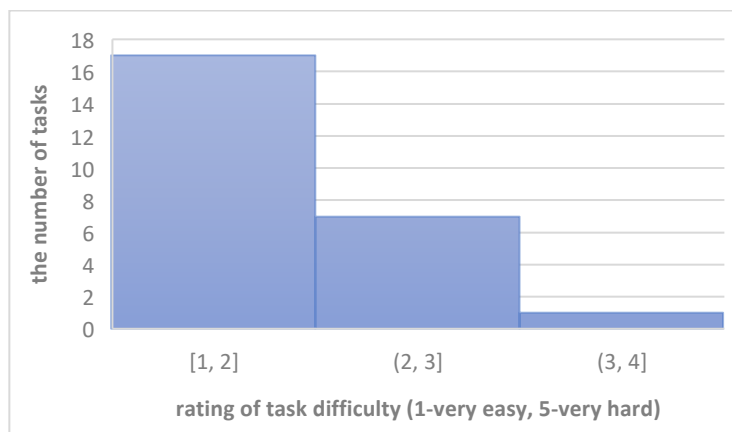


Fig.3

## 2 Detailed Elaborations

Specifically, usability test also provides insights of each task, mainly focusing on participants' reactions, including errors and comments.

(1) **Task 1:** Use this platform to find if anyone feel the same as you do.

Among five participants, three of them ranked task 1 as very easy, and two of them thought it was easy. All of them used 'direct' and 'straightforward' to describe this task. Not much error happens in task 1.

(2) **Task 2:** Use this platform to express some thoughts of your own.

Four participants all agreed that task 2 was relatively easy, ranking from 1 to 2, except *participant 2* had some difficulties dealing with this task, ranking 3. In her opinion, 'I want support' button can refer to other meanings, such as providing instructions, so she didn't consider it as the right button to click when she wanted to post something. She mistakenly clicked 'guidance' and 'treatment' once before finding the right path.

(3) **Task 3:** Find a book to read during those tough days.

This is the exact task that needs to pay extra attention on, since three of the participants all failed on this one. All three ended up clicking 'articles' in 'instructions'(error) instead of 'to-read list' in 'inspirations'. Five participants all

thought the difference between ‘inspirations’ and ‘instructions’ remained unclear, felt confused when doing the test. *Participant 5* specifically commented that there were unnecessary steps involved before clicking the right one. They all agreed that it’d be better if the path to the answer could be shortened. She also found out that lacking the buttons of ‘click to go back’ and ‘back to top’ made the task a little more time-consuming.

(4) **Task 4:** Look for an article that guides you to move on step by step.

All five participants think this task is easy to finish, since this task is heavily based on the completion of task 3, according to *participant 2*. Once they figured out the logic behind in the ‘guidance’ section, it would be easier to find the content they need.

(5) **Task 5:** Find a way to become a member and book a spa for yourself.

Although none of them failed to complete this task, four of them ranked this task between 3 and 4. I noticed the most error buttons were clicked during this task, which means improvement of the path and clear instruction are needed. The main reason why they spent more time on this task was that direct hint such as ‘membership’ wasn’t mentioned at all in navigation. So they had to guess how to become a member by clicking each button, which directly resulted in the most time spent by *participant 5*. Moreover, *participant 4* didn’t find it pleasant to choose between ‘self-care kit’ and ‘self-care activity’, because he had to click multiple times between these two options before figuring out what he needed.

### 3 Conclusion

After finishing the usability test, I have gain more useful insights from the actual users of this project. In particular, the major modifications should be made based on task 3 and task 5. I can finally draw a conclusion from this test that participants do hate to choose and guess, shorter and clearer path is urgently need.

### 4 Future Modification Plan

(1) Navigation: more accurate and direct words choice!

**“Community / Guidance / Shop / Membership”**

Move “About Us” to the footer.

(2) Community: more clear information on each button!

Post function: **“I want to share”**

Comment function: **“I can relate”**

(3) Guidance: one page only, no need to choose!

Change the first page of guidance into “**to-watch list**”, “**to-read list**”, and “**to-listen list**” directly, remove the classification of “inspirations” and “instructions” instead. Since articles can be included in “to-read list” and videos can be included in “to-watch list”, it is quite unnecessary to make it complicated.

(4) Shop: one page only, no need to choose!

This page shows ‘self-care kit’ and ‘self-care activity’ **at the same time**, instead of separating them to different pages.

One line of promotion can be mentioned in the header: “Buy anything here, Get a membership for free”.

(5) Membership: one page only, no need to click two pages multiple times!

Both subscription plan and how to become a member are shown **on the same page**, since some repeated yet unnecessary actions between these two pages were seen among participants.

(6) Helpful button for better user experience!

Buttons of ‘**click to go back**’ and ‘**back to top**’ are needed to save users’ time.

Appendix:

<Lists of participants>

*Participant 1: Jan*

*Participant 2: Lin*

*Participant 3: Riri*

*Participant 4: Zou*

*Participant 5: Hu*