Team XX Your Test Report

Submit into D2L with filename: ***TEAMXX_UserTesting.pdf***   (This is a team assignment).

1.   Prepare Script

Prepare the script that the Facilitator is going to use during the test session.

[WELCOME] How will you make the user feel welcomed and comfortable? Write this in your own words here:

Hello, and welcome to our testing. We hope you enjoy and trust me we are just as excited as you are to get our app tested! Don't feel pressured just do what feels intuitive and if you see something you think might need tweaking don't forget to keep that until the end and don't hesitate to let us know!

[INTRODUCE APP] How will you describe your app? Write this in your own words here:

When thinking about our app we fused two simple ideas hoping to make a new experience for the user. We put together a motivation app with a reminder app to produce Excelsior. The purpose of our app is to not only help people set new goals but to also motivate them through motivational quotes and friendly reminder messages to push them closer to making their goals into reality.

[COACH USER] Describe the testing process to help the user know what to expect, and to not feel dumb. (Any mistake is on design, not the user.) Write this in your own words here:

We're not evaluating you in any way, but we're learning from you about how you look for information online and what works and doesn't work for you. There are no right or wrong answers to any of the questions. With this, we hope we can make our product better for people like you. Please think aloud and let us know about all things that are running in your brain.

Create a New Goal/Task:
When you first see the landing page you are going to be drawn to the progress bar and the hamburger menu in the top right. Out of these two you are going to want to click the hamburger menu where you can see all our options, some of which are still in development. Let's say you want to set a new goal for a new habit you want to start, and you want to add and keep track of it within the app, how would you do it?
[For this task you are going to click the "Set a New Goal!" button which will then bring you to the page where you are going to set a new goal/reminder for yourself. Once on this page as you can see there are many different options made easy for the user to find the preferred date and customize the volume of the ringtone. After filling in all the boxes you are going to click "All set!" and the reminder will be put in the reminder page and the progress for this new activity will begin tracking!]

Customize Reminder Voice:
Imagine you just installed the app and you want to change the automatic generic voice of the reminder. Note that if you want to hear the reminder voice, you can test by tabbing on the "Good morning!" text on the top left of the main page. How would you proceed from the main page to change the reminder voice? - Tell me what you see here? - Let's say you want to hear the voice first, how would you do it? - Let's see that you want to select Anime voice, how would you proceed? - Let's say you want to go back to the main page, how would you go back?

Reminders : Monitoring your progress is important so that you can feel more motivated with every step you take towards success. Imagine you want to keep track with the activities you have been adding to the app, how would you proceed from the landing page? What do you see after tabbing on the Reminder button? From there let's say you want to see details about the activities, how would you proceed? Tell me what you see here. Let's say you want to adjust the reminder voice from here, how would you do?

[So in our landing page after clicking the hamburger menu you will see a 'Reminder' button. When you click on that you will be able to see all of the activities you defined in our app previously. You can see every information related to the activity you choose like start date, reminder frequency, reminder voice. We also provide you a chart so that you can track your progress in more visual terms.]

[CONCLUDE] How will you thank the user and conclude the session? Write this in your own words here:

Thank you for your time, we hope you liked what you saw and identified the promising foundations we have laid for our app. Any feedback is welcome and we hope you have a great day!

2. Prepare Task List

Prepare to articulate clearly 3 of the tasks that your team will be testing. The scenario serves as a script that you are going to read to the user, to set the stage for what they are going to do.

For each task:
- Title of the task flow.
- Describe the scenario (storyline with assumptions that the user should have in mind).
- State what the user is now "wanting to do".

Example:
- Title: Browse events and buy the ticket
- Scenario: "Let's assume you have already logged in, and you want to see what are the events in town and book one"
- Task: "Book event of choice"

Task 1:
Title: New Goal/Reminder
Scenario: When someone wants to create a new Goal/Reminder in the app
Task: Creating a new Goal/Reminder

Task 2:
Title: Customize Reminder Voice
Scenario: Let's assume that you have installed the app and you want to change the automatic generic voice to a more friendly voice reminder.
Task: Change Reminder Voice

Task 3:
Title : Edit previous activities
Scenario : User should be able to check their already defined activities
Task : Reminders

3. Post-test questions

What questions will you ask the user after testing? 3-5

Examples:
Did anything catch your eye in the design?
Was there any step that confused you?

1. Was there anything in particular that caught your eye?
2. What do you think would make our app more intuitive?
3. Were there any tasks that confused you?
4. Do you like the design choice (colors, images, etc etc)
5. What else would you want to include in the app?

4. Test Session Report and Retrospective

Provide a short report to document and capture your KEY TAKEAWAYS.
This report should be **around one page long,** possibly more if you include images.

What to include:
- State your test parameters (how many tests, roles, etc), test environment and goals.
- What did you learn from this test session? (Discuss the good, the bad, the ugly. Be specific.)
- What changes will you make to your design now?
- Concluding thoughts

During the user testing phase we had the opportunity to test three peer groups and have our wireframes tested by them as well. During the tests all three of us had a turn at being the facilitator of the presentation and took the role of answering the questions the testers might have about the app so far. While one of us was facilitating the other two were either keeping track of the timer or writing down the advice of the user for us moving forward with our tasks and our app. The tests were conducted over zoom for one of them. While, the other two were both done in person. Our goal for this testing session was to find preliminary red flags in our design and what from an outsider's perspective would be good to change or implement into our app moving forward.

After this test session, we learned many advantages and disadvantages that our application is having. The good sides of our app are the color theme, layout and intuitiveness. The testers found the design of the app is very vibrant and eye-catching. For the function, they found it very easy to navigate through the app and find ways to do the task successfully. However, the downsides are that our app lacks a bottom navigation bar, the progress bars on the landing page were confusing, and questions about the purpose of the ringtone/reminders voice. Without the bottom nav bar it was hard for the tester to go back to the landing page. The progress bar without any description made testers confused about what they are. And the

ringtone/reminders voice was not the main thing that the testers were looking for when using a motivation app. Lastly, testers wanted to have options to customize the background, color, theme of the app.

In the user testing phase we have seen that progress bars in our main page causes confusion in users. They were not able to specify their purpose clearly. So, we will work on it by either making it more understandable or replacing it. Our first option would be to label them, but the issue is still under consideration. We got some feedback saying that they can't spot the hamburger menu on the main page. This may be related to the background colors and themes we chose. We will change the design or layout of the main page to make the hamburger more noticeable. Also we got some feedback about the bottom navigation bar. This was noticed by the user and we got a lot of feedback about the bottom navigation bar being missing. Since this is not the final status of our app we did not implement a bottom navigation bar so that we can design it according to the feedback we will get in this testing phase. We saw in this testing phase that users want to have a text bar in the reminders page so that they can implement notes about their goals too. We will work on this matter. Similar to this issue, users wanted more customization options. They wanted to be able to change the background of the application and fonts while using it. We will find a way to provide more customization options so that users can feel more attached to our application.

As this was our first user testing for our app in its infancy stage we were really looking for solid constructive criticism or ideas in order to better lay our foundations which we will begin working on in the coming weeks. After three sessions we as a group were able to see how our peers are using the theme and making an app around it and how we can better suit the needs of someone who would want to use our app. In conclusion, this round of testing helped us to prioritize our main red routes and see the missing pieces we need to make our app great.