USABILITY TEST RESULTS & PLANNING FOR FUTURE TESTING

Gabriella Kovacs

Affinity Mapping

P1: Abi   P2: Chloe   P3: Adam   P4: Zoltan   P5: Lidija   P6: Jovan

OBSERVATIONS	POSITIVE QUOTES	NEGATIVE QUOTES	ERRORS

OBSERVATIONS

P1, P2 & P5: Expected to find weekly plan & progress in Workouts

Expected the icons in weekly goal and progress to be clickable (desktop)

Navigates the app quickly

Very accurate and quick

Confused when testing the desktop version

Accurate, navigates confidently

Expected all workout stats to be on the dashboard

Struggled to read the text in Overview, mobile version.

Didn't understand "Overview", needed clearer app text

POSITIVE QUOTES

That was easy! (saving a workout)

So you can find your progress, meals and workouts on the dashboard? Makes sense.

Looks like a pretty useful app!

I think everything is in a logical place.

Navigation is learnable, just needs a bit of getting used to.

This is so logical, I just need to get used to the app a bit.

Overall, you can quickly find what you need.

Everything you need for the week is on the dashboard or 2-3 clicks away.

NEGATIVE QUOTES

You could make some of these letters bigger! (mobile, when checking the Overview page)

I can't track my calories accurately if I can't log activities.

Is there a tracking button somewhere if I want to record my cycling session?

Is the heart saving or liking the workout?

So what happens if you eat something else? (not the meal in the meal plan)

Why is all this on the dashboard? I don't get it.

I don't understand this button?! (add workout)

So weird you can't click on these (fitness icons on dashboard, desktop version)

ERRORS

App text in Overview is too small

No activity log button

No activity log button

Can't interpret heart icon

No meal log button

Doesn't understand dashboard layout

Can't interpret add workout button

App text in Overview is too small

Can't interpret "Overview"

Participants

	P1	P2	P3
Scheduled session details	4 November, at 1:30 pm Moderated in-person	4 November, at 6:00 pm Moderated in-person	4 November, at 1 pm Moderated in-person
Name	Abiana	Chloe	Adam
Gender	Female	Female	Male
Age range	25-34	18-24	25-34
Role	Retail Supervisor	Retail Supervisor	Sales Assistant
Cognitive style	Thinker	Thinker / talker	Thinker
Approach to tasks	Detail-oriented / slower, but accurate	Quick / accurate / curious	Focused / accurate / confident

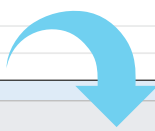|	P4	P5	P6
Scheduled session details	5 November, at 6 pm Moderated remote	7 November, at 7 pm Moderated remote	7 November, at 7:30 pm Moderated remote
Name	Zoltan	Lidija	Jovan
Gender	Male	Female	Male
Age range	35-44	25-34	25-34
Role	IT Engineer	Accountant	Office Administrator
Cognitive style	Thinker	Clicker	Thinker / talker
Approach to tasks	Focused / accurate / curious	Preferred to click around the app until she found what she needed / curious	Quick / accurate / focused

Usability Test Results - Errors and Observations

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
Errors - Record and prioritize most critical errors based on your error classification.									
[Error Rating 4] : Couldn't understand dashboard layout and content					■		1	While serious, this is an isolated case. 83% of participants could interpret dashboard layout and features without any problems, verifying the design. No action required.	The participant preferred a different layout & content showing fitness goal & progress details only.
[Error Rating 3] Struggled reading app text	■					■	2	Make app text in *Overview* readable, 14/16 px at least.	Correct mobile prototype in Figma!
[Error Rating 3] : Couldn't find a "log activity" button		■	■				2	Create a "log activity" feature.	It's important to address this issue as it impacts the synchronized activity and calorie tracker.
[Error Rating 2] : Couldn't find a "log meal" button			■				1	Create a "log meal" feature, for meals outside of the app.	This is a minor issue, the MVP can run without this.
[Error Rating 1] : Couldn't interpret heart icon				■			1	Change app text for easier interpretation: favourite > save	83% of participants had no trouble saving their workouts even without app text, implying that the icon is fit for purpose and conveys the right meaning.
[Error Rating 1] : Couldn't interpret "add workout" button				■			1	Clarify app text for easier interpretation: add > add to plan	Coach marks / progressive onboarding for this feature
[Error Rating 0] : Couldn't interpret "Overview"					■		1	No action required.	3 of the 6 people tested are not native English speakers and have different levels of language proficiency, ranging between B2-C2 CEFR. The follow-up questions determined this was a language issue, much rather than a usability one, as all other participants (83%) had fairly similar ideas for Overview content.
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.									
Expected to find weekly plan & progress in Workouts	■	■			■		3	Fitness goal and progress are staying on the dashboard, but users will get a clickable weight icon in Workouts so they can quickly navigate to fitness stats.	It was very interesting to observe how 50% of participants navigate to Workouts, even though fitness stats is the first thing displayed on the dashboard. The power of mental images and associations :)
Very accurate and quick		■	■			■	3		
Confused when testing the desktop version					■		1	As discussed in I3-J3.	
Expected all workout stats to be on the dashboard					■		1	No action required.	We do not want to overload the dashboard with all the information and diagrams. Stays where it is, one click away in Overview.
Didn't understand "Overview", needed clearer app text					■		1	As discussed in I9-J9.	

Usability Test Results – Positive and Negative Quotes

#		P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
16	**Negative Quotes - Any negative soundbytes? Record them here.**									
17	*"You could make some of these letters bigger!" (when checking the Overview page)*	■					■	2	As discussed in I4-J4.	
18	*"I can't track my calories accurately if I can't log activities."*		■					1	As discussed in I5-J5.	
19	*"Is there a tracking button somewhere if I want to record my cycling session?"*			■				1	As discussed in I5-J5.	
20	*"Is the heart saving or liking the workout?*					■		1	As discussed in I7-J7.	
21	*"So what happens if you eat something else? (not the meal in the meal plan)*			■				1	As discussed in I6-J6.	
22	*"So weird you can't click on these (fitness icons on dashboard, desktop version)"*		■		■	■		3	Make the desktop version interactive and clickable, too.	It was interesting how even participants who tested the desktop version first expected the fitness icons to be clickable, and it wasn't the case of transfer learning.
23	*"Why is all this on the dashboard? I don't get it."*				■			1	As discussed in I3-J3.	
24	*"I don't understand this button?! (add workout)"*				■			1	As discussed in I8-J8.	
25	**Positive Quotes - Any positive soundbytes? Record them here.**									
26	*"That was easy! (saving a workout)"*	■	■	■	■		■	4		
27	*"I think everything is in a logical place."*	■	■	■	■	■		5		
28	*"Navigation is learnable, just needs a bit of getting used to."*	■	■	■	■	■	■	6		
29	*"Overall, you can quickly find what you need."*	■	■	■	■	■	■	6		

	A	B P1	C P2	D P3	E P4	F P5	G P6	H TOTAL	I POSSIBLE SOLUTIONS & NEXT STEPS	J NOTES
1	**MOBILE USABILITY TEST**	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**TOTAL**	**POSSIBLE SOLUTIONS & NEXT STEPS**	**NOTES**
2	**Errors -** Record and prioritize most critical errors based on your error classification.									
3	*[Error Rating 4] : Couldn't understand dashboard layout and content*					■		1	While serious, this is an isolated case. 83% of participants could interpret dashboard layout and features without any problems, verifying the design. No action required.	The participant preferred a different layout & content showing fitness goal & progress details only.
4	*[Error Rating 3] Struggled reading app text*	■					■	2	Make app text in *Overview* readable, 14/16 px at least.	Correct mobile prototype in Figma!
5	*[Error Rating 3] : Couldn't find a "log activity" button*		■	■				2	Create a "log activity" feature.	It's important to address this issue as it impacts the synchronized activity and calorie tracker.
6	*[Error Rating 2] : Couldn't find a "log meal" button*			■				1	Create a "log meal" feature, for meals outside of the app.	This is a minor issue, the MVP can run without this.
7	*[Error Rating 1] : Couldn't interpret heart icon*				■			1	Change app text for easier interpretation: favourite > save	83% of participants had no trouble saving their workouts even without app text, implying that the icon is fit for purpose and conveys the right meaning.
8	*[Error Rating 1] : Couldn't interpret "add workout" button*				■			1	Clarify app text for easier interpretation: add > add to plan	Coach marks / progressive onboarding for this feature
9	*[Error Rating 0] : Couldn't interpret "Overview"*					■		1	No action required.	3 of the 6 people tested are not native English speakers and have different levels of language proficiency, ranging between B2-C2 CEFR. The follow-up questions determined this was a language issue, much rather than a usability one, as all other participants (83%) had fairly similar ideas for Overview content.

Usability Test Results – Learnability, Efficiency and Satisfaction

| | Task 1 | | | Task 2 | | | Task 3 | | | Task 4 | | | | |
	Success	Time	Satisfaction 1=very difficult, 7=very easy	Success	Time	Satisfaction 1=very difficult, 7=very easy	Success	Time	Satisfaction 1=very difficult, 7=very easy	Success	Time	Satisfaction 1=very difficult, 7=very easy	Time total	Satisfaction average per participant
P1	1	1:03	6	1	2:07	5	1	0:27	7	1	0:20	7	3:57	6.25
P2	1	0:32	7	1	0:41	6	1	0:22	7	1	0:31	7	2:06	6.75
P3	1	0:58	7	1	0:27	7	1	0:37	7	1	0:23	7	2:25	7
P4	1	0:41	6	1	0:49	5	1	0:30	7	1	0:45	7	2:45	6.25
P5	1	0:43	5	1	1:32	3	1	0:31	6	1	0:26	6	3:12	5
P6	1	0:36	7	1	0:45	7	1	0:23	7	1	0:31	7	2:15	7
Success rate per task	1.0			1.0			1.0			1.0				
Satisfaction average per task			6.3			5.5			6.8			6.8		

As we can see from the chart above, all participants were successful at completing usability tasks. The time it took participants to complete the tasks ranged between 2 minutes 06 seconds and 3 minutes 57 seconds, which implies high efficiency. The tasks they spent most time on were Task 1 (due to its descriptive nature that asks participants to evaluate layout and navigation), and Task 2 (Check your fitness goal and progress), which proved to be tricky as participants were expecting to find fitness goal and stats in *Workouts.*

Satisfaction was also measured using the following scale:

> *Overall, this task was:*
>
> 1 2 3 4 5 6 7
>
> very difficult   very easy

The results in the chart show that participants rated their experience highly, with the lowest score being 5.5 (out of 7) for Task 2, and the highest 6.8 for Tasks 3 and 4.

Thank you :)