



# Usability Testing



Jay Lawlor

Intro to UX Design

Task 1.6

# Vocabulary App Usability Testing Plan

**Scope:** We are testing the usability of a vocabulary app which presents high school level English / SAT words within the context of debate topics.

**Schedule:** Sessions were scheduled for in person testing on February 10, 2021.

**Sessions:** We tested 4 users individually, in 10-minute sessions each.

**Equipment:** We tested the app on user cell phones.

**Metrics:** We are using Jakob Nielsen's error severity rating scale

- 0 = I don't agree that this is a usability problem at all
- 1 = Cosmetic problem only: need not be fixed unless extra time is available on project
- 2 = Minor usability problem: fixing this should be given low priority
- 3 = Major usability problem: important to fix, so should be given high priority
- 4 = Usability catastrophe: imperative to fix this before product can be released

## Direct Tasks

1. Create a new user account.
2. Study vocabulary flashcard.
3. Save vocabulary to list.
4. Add new vocabulary to word bank.
5. Exit the app.

# Vocabulary App Usability Test Script

## Introduction

Hi, \_\_\_\_\_. My name is Jay, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10 - 15 minutes.

The first thing I want to make clear right away is that this is not a test. You can't do or say anything wrong here. You will be testing an incomplete prototype that likely has errors and mistakes - that's why we're testing it out! If you have any questions as we go along, just ask them.

OK, let's get started. I'd like to ask you just a few quick questions about yourself before we get started with completing a few tasks.

## Scenario Tasks

1. You have decided to try a new vocabulary app which offers the opportunity to study vocabulary relevant to high school English, the SAT, and common high school debate topics. Open the app to create an account and learn how the app functions.
2. Now that you have created an account, you want to begin studying vocabulary flashcards.
3. After studying the flashcard, you decide to save the flashcard to your list so you can review the vocabulary later.
4. Next, you decide to add new vocabulary to the debate word bank.
5. You are finished with the vocabulary app for the moment and want to exit the app to complete your session.

# Vocabulary App Usability Test Notes

## Participant 1:

### Name and Basic Biography:

Lois. Female. Early 70s. Retired homemaker.

### Notes and Quotes:

Overall, the app was easy to use for her. She wasn't clear when the tutorial ended, and the actual app functions began. "The 'Tap to Select' button doesn't work." (She was still in the tutorial at the time).

There were some functions she wanted to try but are not operational in this version of the prototype. For example, she really liked the idea of having audio for the vocabulary.

She also wanted to select a debate topic check box as part of the task, but that function was not operational in the initial prototype.

## Scenario Tasks:

1	She easily created an account using the Facebook account option. She tapped the screen to move through the tutorial but wasn't sure when the tutorial had ended.
2	She was unsure about when the tutorial had ended. As soon as it was clear she was done with the tutorial, she easily navigated through the flashcard feature to study vocabulary.
3	She easily added the vocabulary word to her list.
4	She tapped the "Add Word" button from the navigation menu to begin the task. As the button didn't work, she returned to the Home screen. From there she easily tapped the large "Add Word" button on the home screen and then used the search by word option. It was clear to tap the "Search" button. When her results were returned, she tapped the "Yes" button to add the word to the debate word bank.
5	She intuitively tapped the "Exit" button at the top of the screen, but the button was not operational in the prototype. She tapped the "Return Home" button and then tapped the "Exit" button at the top of the home screen to successfully exit the app.

# Vocabulary App Usability Test Notes

## Participant 2:

### Name and Basic Biography:

Nathaniel. Age 19. High school senior.

### Notes and Quotes:

He wasn't sure when the tutorial ended. "Oh, this is the tutorial still." He asked if he had exited out of tutorial when he reached the Home screen. From there, he was easily able to navigate the Flashcards functions. He tapped the audio button (not operative in this prototype), expressing interest in that feature.

He asked about the two different search boxes and commented that having the search function by debate topic was confusing.

## Scenario Tasks:

<b>1</b>	He easily created an account by choosing the Gmail option. He tapped the screen to move through the tutorial but wasn't certain about when the tutorial ended.
<b>2</b>	He easily navigated through the flashcard function by tapping all the buttons to intuitively flow through the task. He also tapped the audio button to see if it worked.
<b>3</b>	He easily saved the flashcard to his list by tapping the "Save To Your List" button.
<b>4</b>	He tapped the "Add Word" button in the navigation menu (which wasn't operational). He then returned to the Home screen. From there he easily navigated through the add to word function. He commented having a search function by debate topic was confusing.
<b>5</b>	He easily exited the app by tapping the "Exit" button at the top of the screen.

# Vocabulary App Usability Test Notes

## Participant 3:

### Name and Basic Biography:

Angela. Female. Mid-50s. Writer.

### Notes and Quotes:

She navigated through most of the tasks without any trouble but wasn't clear on what to do during the tutorial: "I'm not sure what to tap in the tutorial. Is it just showing me what to do, or do I actually tap these buttons?"

She was also not sure when the tutorial had ended and even tried to exit the tutorial but couldn't find an option to do so.

## Scenario Tasks:

<b>1</b>	She easily created an account choosing to link her Gmail account. She started the tutorial by intuitively tapping the "Begin Tutorial" button but was uncertain how to best use the tutorial. She also wasn't certain when the tutorial had ended.
<b>2</b>	She initially thought she would need to create flashcards before studying. She then tapped the "Study Flashcards" button and navigated without trouble through the task.
<b>3</b>	She easily completed the task to save vocabulary to her list.
<b>4</b>	She tapped the "Add Word" button in the navigation menu to begin the process, but the navigation menu was not operational. She then tapped the "Return Home" button. From there she easily flowed through the Add Word to word bank task.
<b>5</b>	She tapped the "Exit" button at the top of the screen to easily exit the app.

# Vocabulary App Usability Test Notes

## Participant 4:

### Name and Basic Biography:

Erica. Female. Early 40s. Director of Continuing Education program.

### Notes and Quotes:

Overall, she completed the tasks with little effort. She did have questions about what to do in the tutorial itself: "Do I just tap the screen or try out the buttons?" While she thought she knew when the tutorial ended, she wasn't certain as it was not clearly marked as completed.

She commented the home screen buttons were very intuitive: "I clearly should hit the big 'Study Flashcards' button to start that task."

She intuitively tapped the "Add Word" button in the navigation menu to begin that task, but the menu was not functional in this prototype. Her default was to return to the Home screen.

Initially she thought the search function was for searching her list, not searching a database for options of words to add to the word bank.

## Scenario Tasks:

1	She easily created an account using the Gmail option and tapped the "Begin Tutorial" button. She tried hitting most buttons in the tutorial, not certain whether that was part of the tutorial or not. She also wasn't certain when the tutorial ended.
2	She tapped the "Study Flashcards" button as she found it very intuitive. She easily navigated through the task but did try the audio function first.
3	She easily saved the word to her list.
4	She tried to begin the task by tapping the "Add Word" button in the navigation menu (not operational in this prototype). Her default was to return to the Home screen. From there she easily navigated to the word search screen. At that point she paused as she thought the search function was to search her list, not a database to search for words to add. She did then select that option and completed the task by tapping "Yes" for adding a word to the word bank.
5	She tapped the "Exit" button at the top of the screen to easily exit the app.

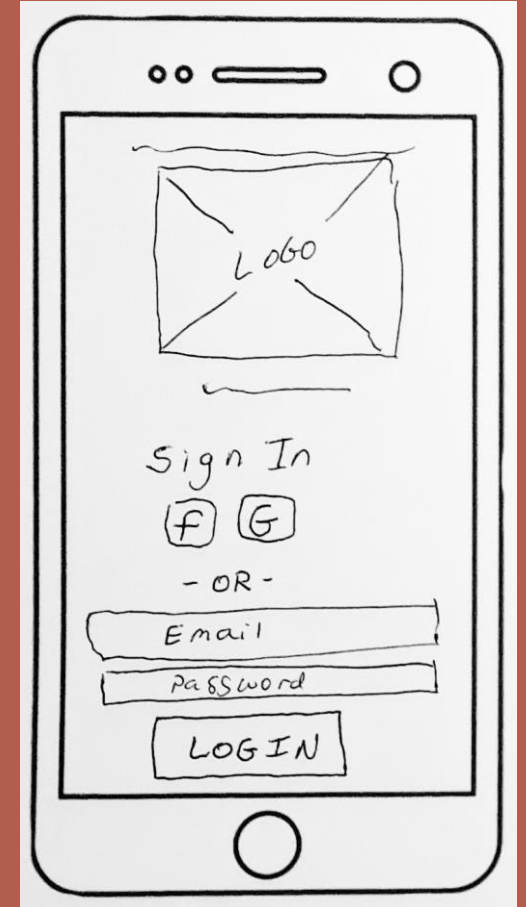
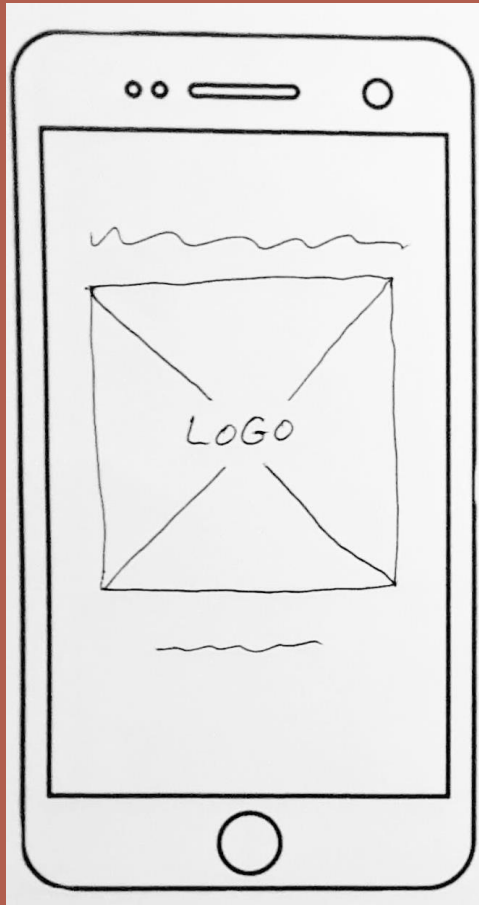
# Vocabulary App Usability Test Report

Task #	Observation	Severity	Recommendation
1	Users created accounts by tapping either the Facebook or Gmail buttons. All users tapped the buttons or areas highlighted in the tutorial and some users tapped menu buttons as well. Users asked if the buttons should work or not? Users expressed they were uncertain when the tutorial ended.	3	Clearly label the end of the tutorial. It will also be helpful to revise the tutorial either with images which make it clear the user is in a tutorial or make example buttons functional within the tutorial.
2	Users tapped the buttons, flashcard, and selection boxes as designed to successfully complete the study vocabulary task. Most users tapped the "Play Audio" button and commented it was not functional.	2	The task could be completed without the audio feature (which was not part of the functionality for this prototype), but it is clearly a desirable feature to be included before a final prototype is developed.
3	Users tapped the "Save to Your List" button.	0	
4	Users tapped the "Add Word" button in the navigation menu to begin the task, and commented the button was not operational. Users then tapped the "Home" button. Users tapped the search box and then tapped the "Search" button. One user observed having an additional search box by debate topic was confusing.	4	The "Add Word" button navigation button needs to be functional in all prototypes going forward as it prevents the "happy path" to begin the task and requires defaulting to the Home screen before beginning the task. Once in the task, the boxes and buttons function as designed. The second search box is not necessary. The prototype should be revised to include a single search box.
5	Users tapped the "Exit" button at the top of the screen.	0	



# Vocabulary App Revised Prototype

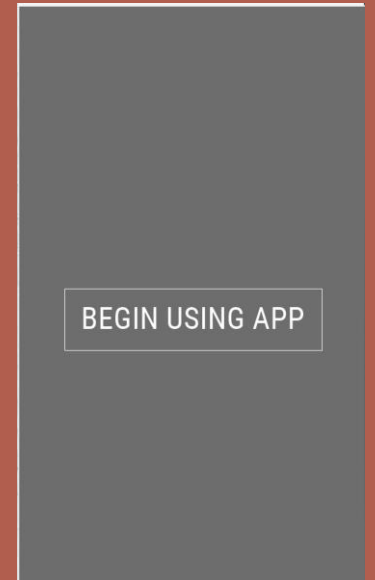
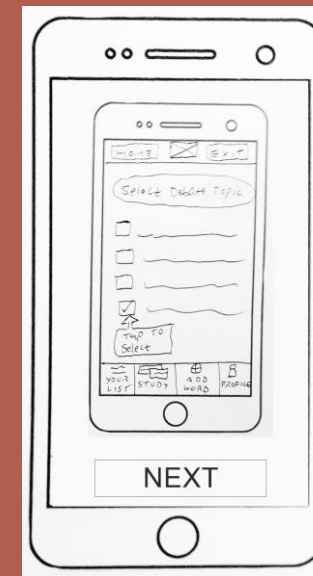
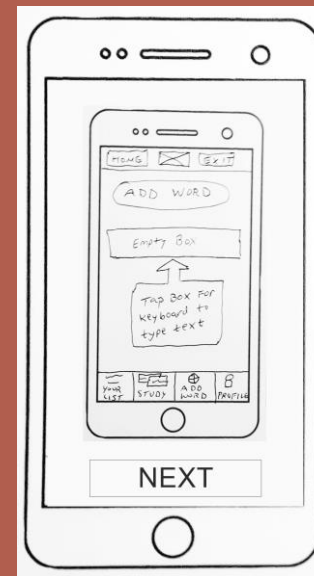
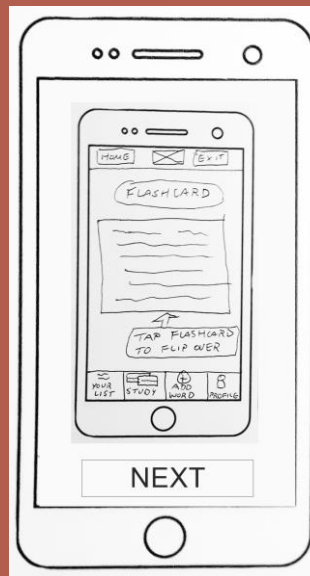
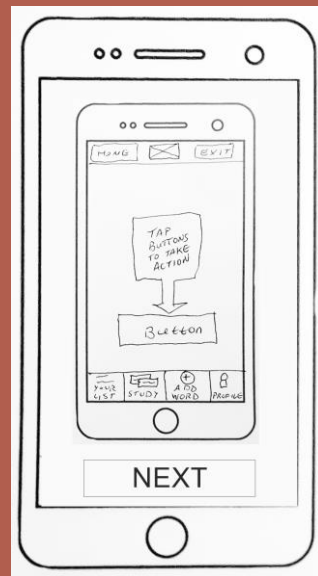
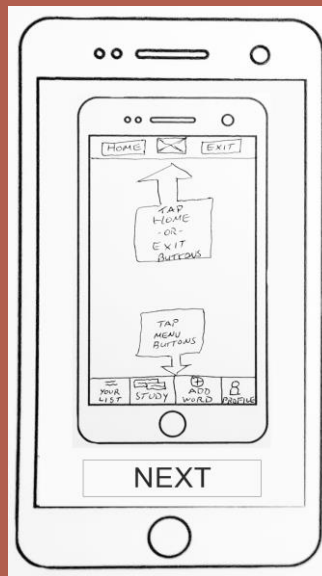
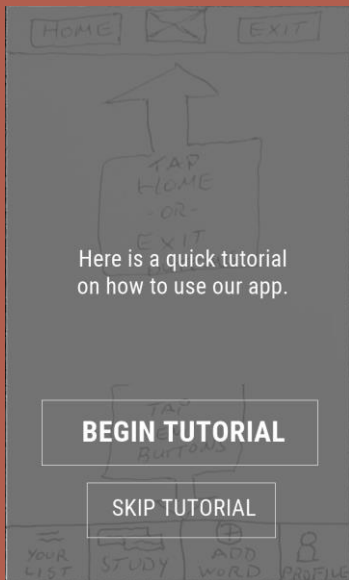
No changes to Splash, Sign up or Log In screens



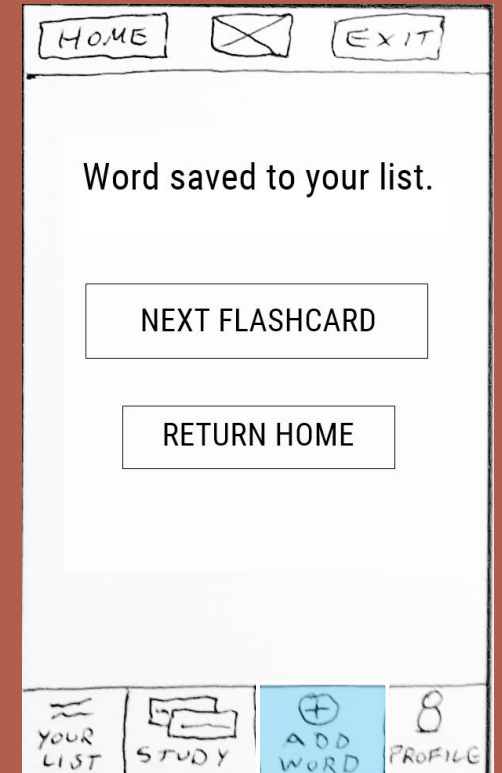
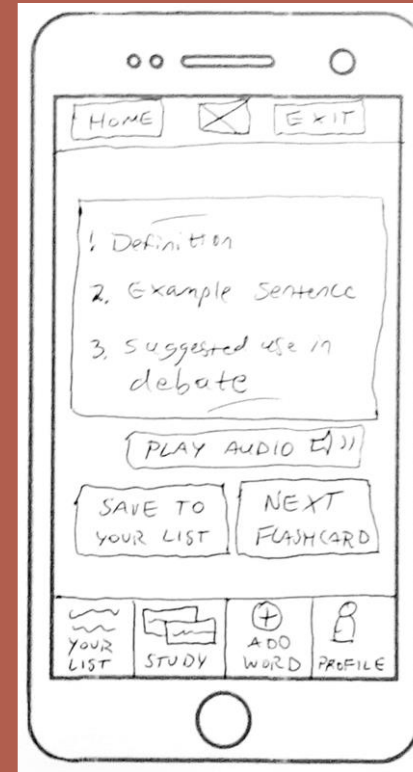
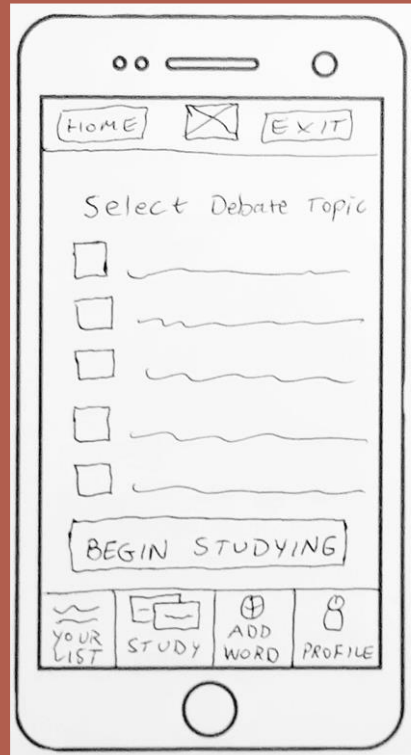
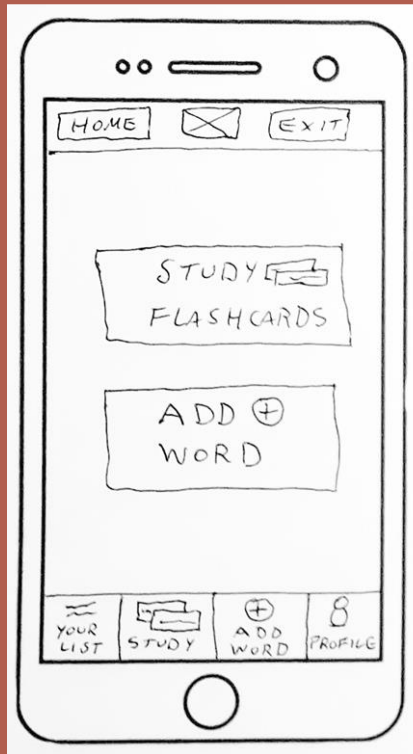
# Vocabulary App Revised Prototype

Tutorial screens were updated for clarity by showing phone within phone and adding "Next" button.

Screen added



# Vocabulary App Revised Prototype



"ADD WORD" button made functional.

# Vocabulary App Revised Prototype

Redesigned the search screen for clarity by changing the wording, adding an example search term in light grey, and removing the "search by debate topic" (which was a confusing, and unnecessary, feature).

