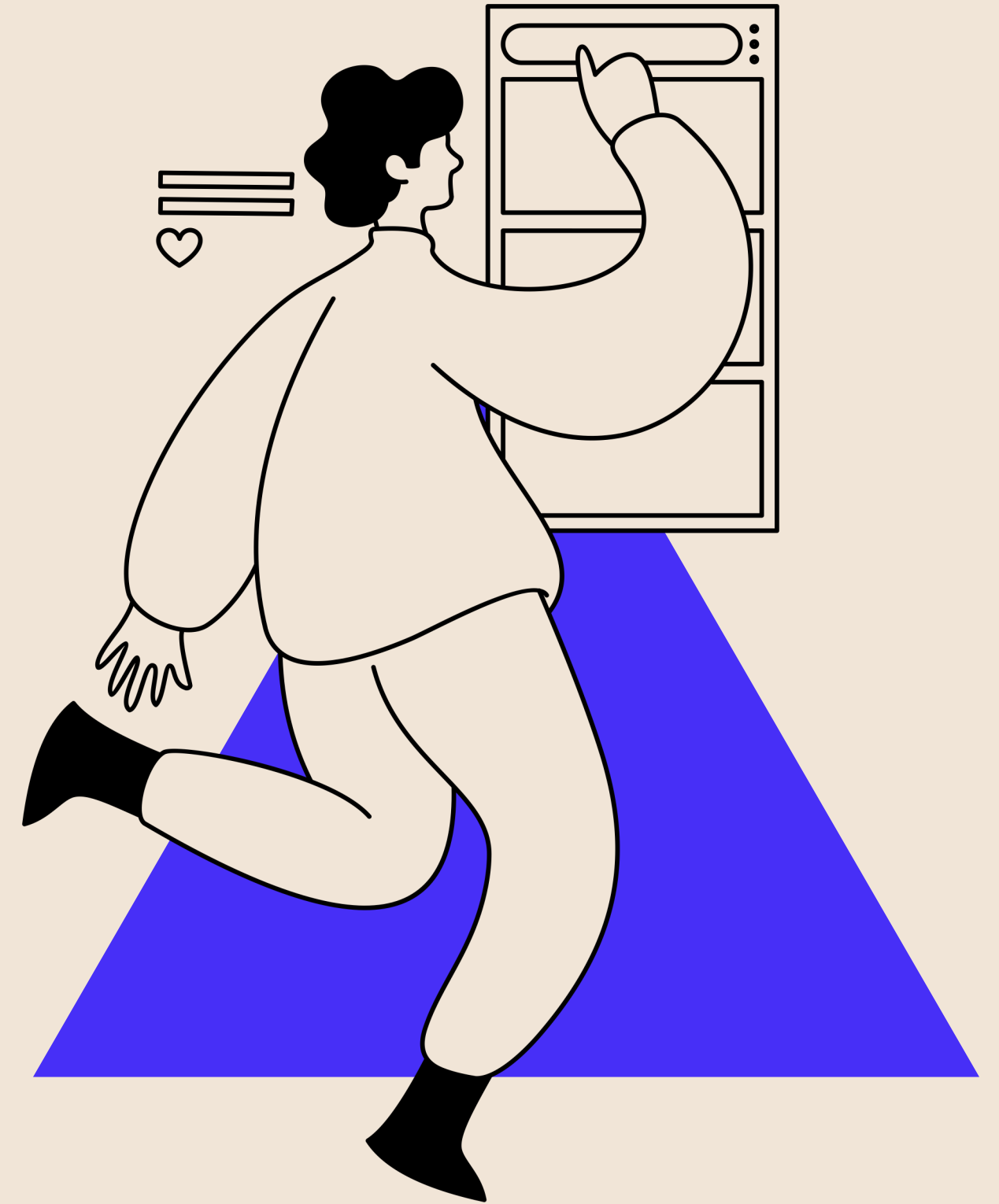


Usability Testing

5 tasks / 5 personas

Salvatore Anastasia – Task 1.6

#CAREERFOUNDRY UX COURSE

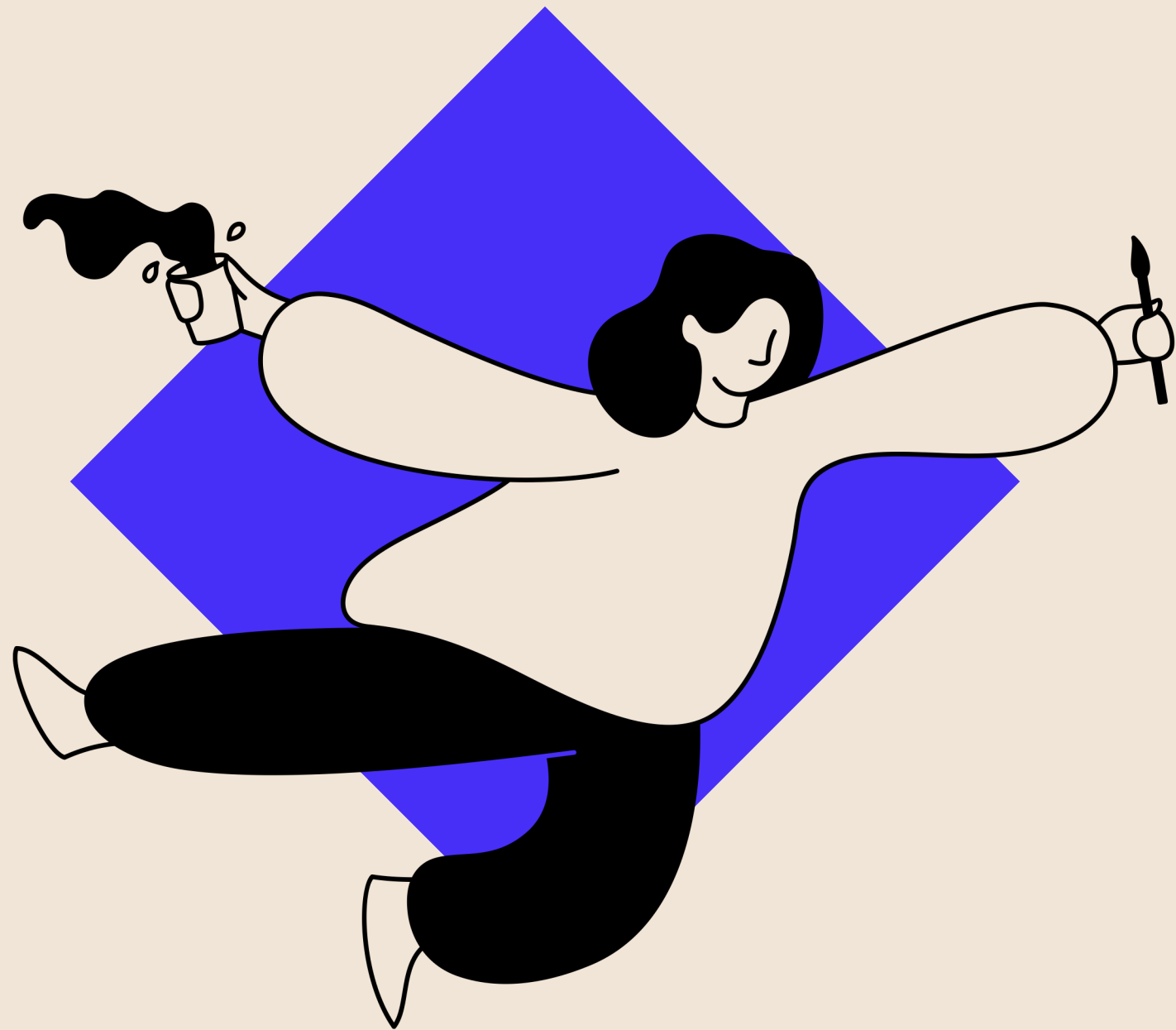


01.

DIRECT TASKs

- ~~1. Don't see all the instructions.~~ 🖱️ Switched into [scenario tasks](#)
2. Listen to the podcast
3. Create a new collection
4. Add a new word in that collection





02.

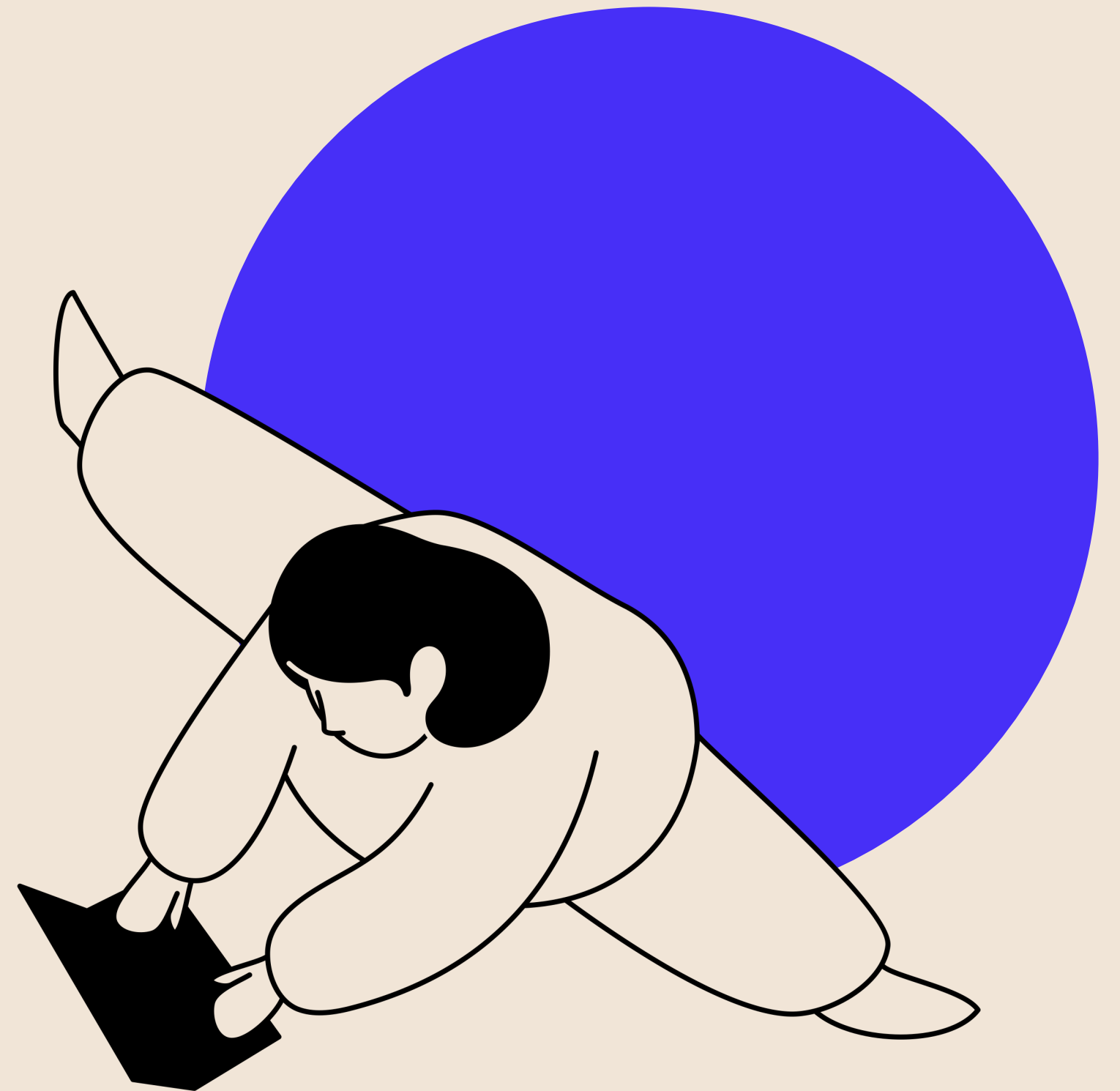
SCENARIO TASKs

1. You've installed for the first time the app, and don't want to follow the instructions that usually a new app gives. How will you do this?
2. You are a reserved person and prefer to try an app without entering your data, before to sign up and definitely using it. Moreover, you want a better way to study and saving new words / categorizing them. You've installed Wordz for the first time and now you want to try it, without entering your data.

03. I've ordered the tasks in this way

D : Direct S : Scenario

- S1
- D2
- D3
- D4
- S5



“

hi, my name is **Salvatore**, and I'm going to be walking you through this session today.
I'm asking people to try using a mobile app that we're working on so we can see whether it works as intended. The session should take about 10 mins.

#THE SCRIPT

“

Try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us. Don't worry if you're going to hurt our feelings, we're doing this to improve it, so we need to hear your honest reactions.

#THE SCRIPT

Jakob Nielsen's rating scale:

- 0 = I do not 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 and should be given high priority
- 4 = Usability Catastrophe: imperative to fix before product can be released

Vito • 27 • Italy • Developer

“I don’t understand what “MORE OPTIONS” is”

~~D1~~ S1 he found difficult to understand just the direct task, so I’ve given to him more context transforming this Direct Task into a Scenario Task.

👉 FAILED

D2 👉 PASSED

D3 👉 PASSED WITH A FACILITATOR

D4 👉 PASSED WITH A FACILITATOR

S5 👉 FAILED

ISSUE DESCRIPTION	SEVERITY RANKING	ISSUE TYPE	ACTION
“Writing” label in the TabBar takes the user tapping it when he/she wants to add a new Collection.	3	Major Usability Problem	Change “Saved” with “Collections”
The title in the UI to add a new word is “Add Item”.	2	Minor Usability Problem	Change with “Add Word”
“More Options” User was thinking that was for skip the Sign up / in process.	0	No Usability Problem	Maybe change with “Easy way”, but I don’t wanna change it. Explanation at the end.

Alessandra • 24 • Italy • Biotech Student

onBoarding “Am I already using it?”

- S1 🖱️ FAILED
- D2 🖱️ PASSED
- D3 🖱️ PASSED WITH A FACILITATOR
- D4 🖱️ PASSED
- S5 🖱️ FAILED

ISSUE DESCRIPTION	SEVERITY RANKING	ISSUE TYPE	ACTION
Improve instructions visibility in the onBoard.	2	Minor Usability Problem	Add a title “Instructions” or “Introduction” in the intro & onBoard.
“More Options” User was thinking that was for skip the Sign up / in process.	0	No Usability Problem	Maybe change with “Easy way”, but I don’t wanna change it. Explanation at the end.
“Writing” label in the TabBar takes the user tapping it when he/she wants to add a new Collection.	3	Major Usability Problem	Change “Saved” with “Collections”

Luisa • 17 • Italy • High School Student

S1 “So, I have to skip?”

- S1 🙋 PASSED [...she was the first 😄]
- D2 🙋 PASSED
- D3 🙋 PASSED WITH A FACILITATOR
- D4 🙋 PASSED
- S5 🙋 FAILED

ISSUE DESCRIPTION	SEVERITY RANKING	ISSUE TYPE	ACTION
“Writing” label in the TabBar takes the user tapping it when he/she wants to add a new Collection.	3	Major Usability Problem	Change “Saved” with “Collections”
“More Options” User was thinking that was for skip the Sign up / in process.	0	No Usability Problem	Maybe change with “Easy way”, but I don’t wanna change it. Explanation at the end.

Alessandra • 23 • Italy • Ph. Student

“The translation would be useful for some exams!”

- S1 📌 PASSED
- D2 📌 PASSED
- D3 📌 FAILED
- D4 📌 PASSED
- S5 📌 FAILED

#PERSONA 4

ISSUE DESCRIPTION	SEVERITY RANKING	ISSUE TYPE	ACTION
“Writing” label in the TabBar takes the user tapping it when he/she wants to add a new Collection.	3	Major Usability Problem	Change “Saved” with “Collections”
“More Options” User was thinking that was for skip the Sign up / in process.	1	Minor Usability Problem	Maybe change with “Easy way”, but I don’t wanna change it. Explanation at the end.
“Skip” button of the Intro must go to onboarding and not to Sign up page	2	Minor Usability Problem	Edit the flow.
Choose a “Tag” option.	2	Minor Usability Problem	Change a “Color” could be better.

Toni • 32 • Holland • Language Teacher

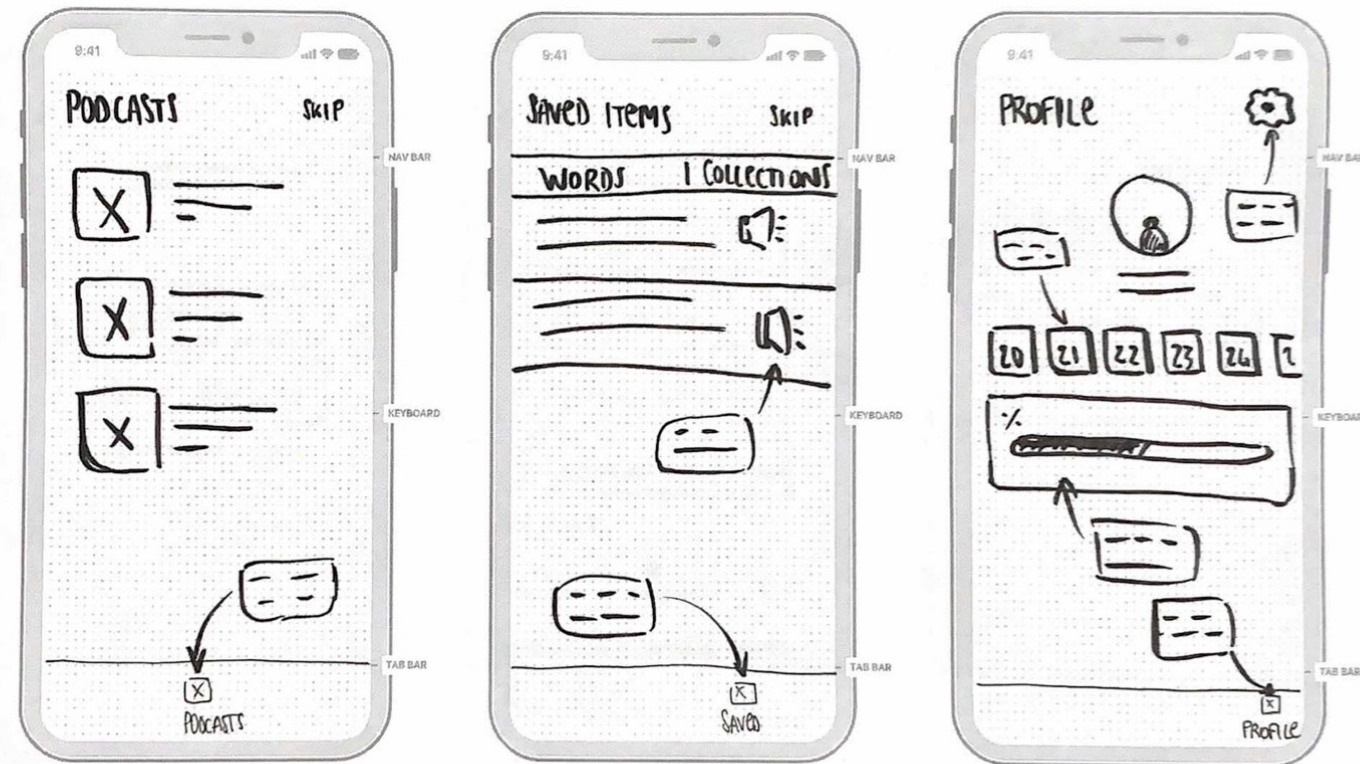
“Often, I not open the app because I’m not pleased with it”

- ☐ S1 🖱️ PASSED
- ☐ D2 🖱️ PASSED
- ☐ D3 🖱️ PASSED WITH A FACILITATOR here I’ve decided to give the user more context for this task.
- ☐ D4 🖱️ PASSED
- ☐ S5 🖱️ FAILED

ISSUE DESCRIPTION	SEVERITY RANKING	ISSUE TYPE	ACTION
“Writing” label in the TabBar takes the user tapping it when he/she wants to add a new Collection	3	Major Usability Problem	Change Writing Label in the TabBar.
“More Options” User was thinking that was for skip the Sign up / in process.	0	No Usability Problem	Maybe change with “Easy way”, but I don’t wanna change it. Explanation at the end.
“Saved Items” UI plus button on the right corner isn’t working.	1	Minor Usability Problem	Delete it.

What I've reviewed.

Before

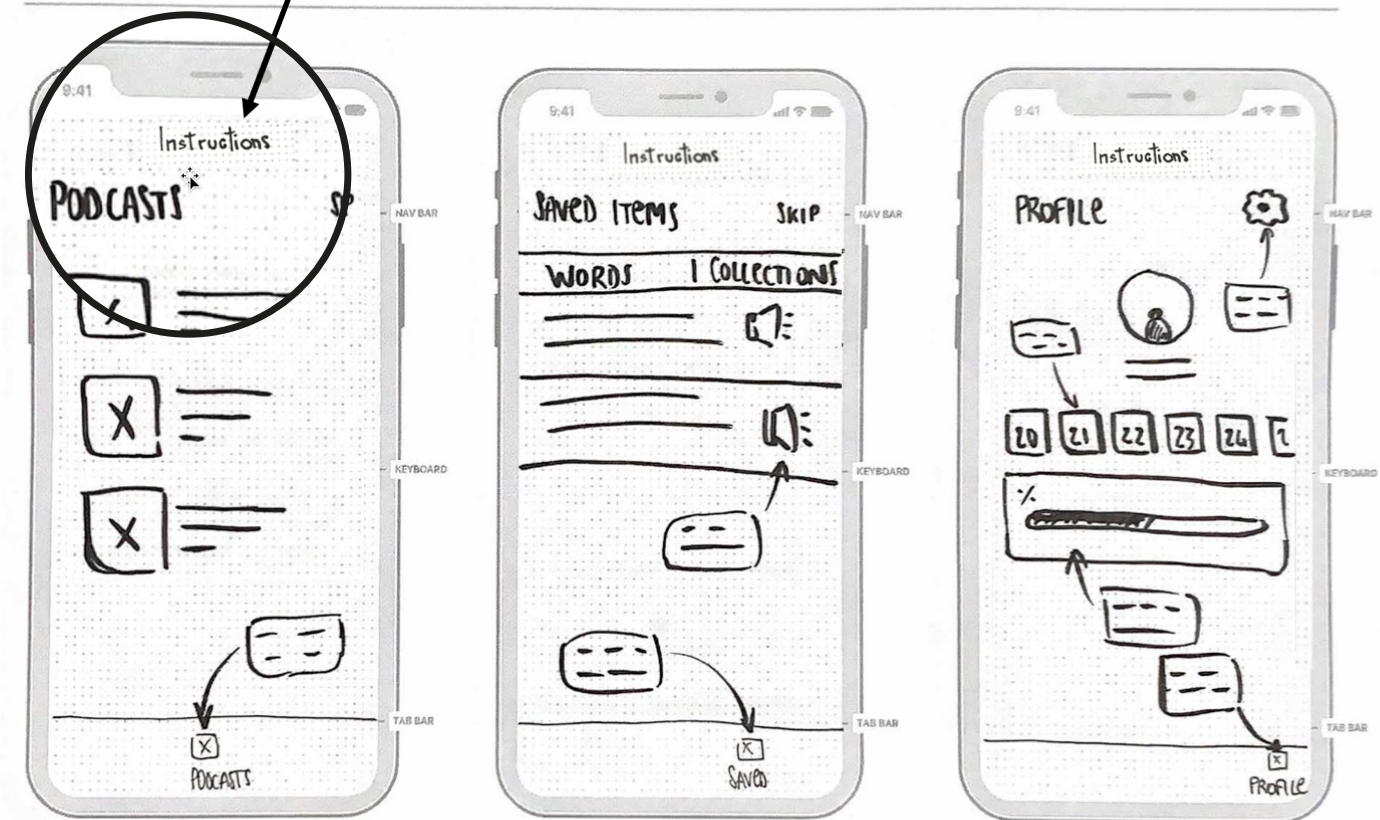


ONBOARDING 3

ONBOARDING 4

ONBOARDING 5

Added a title: "Instructions"



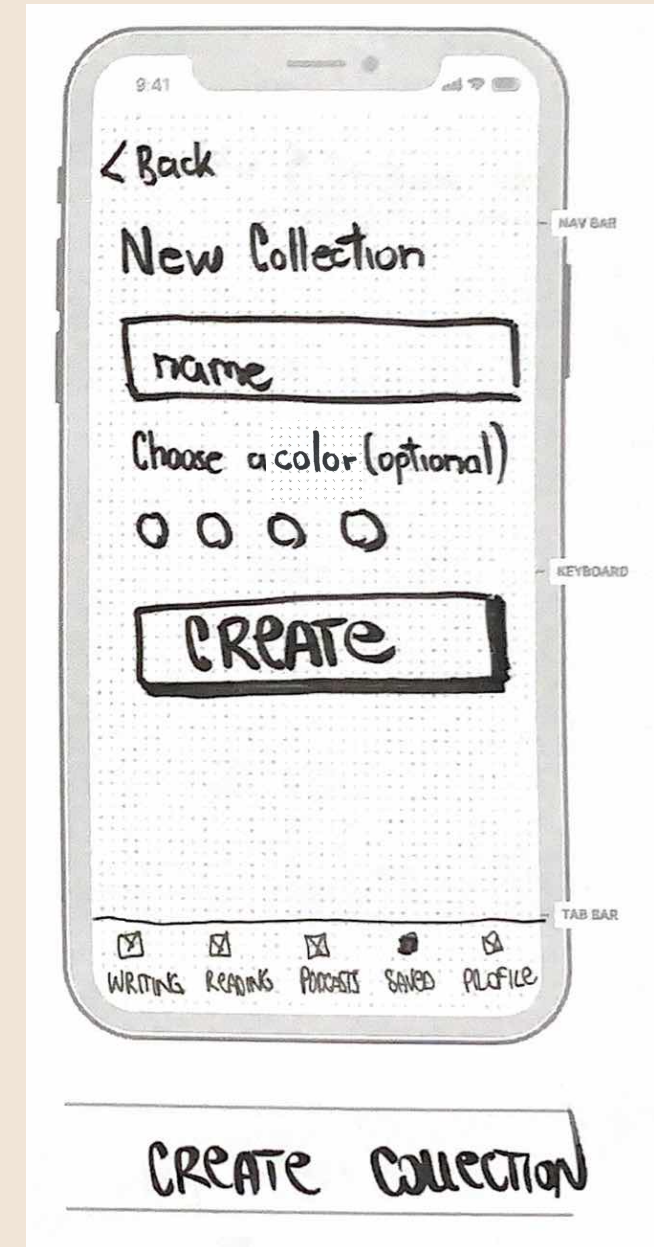
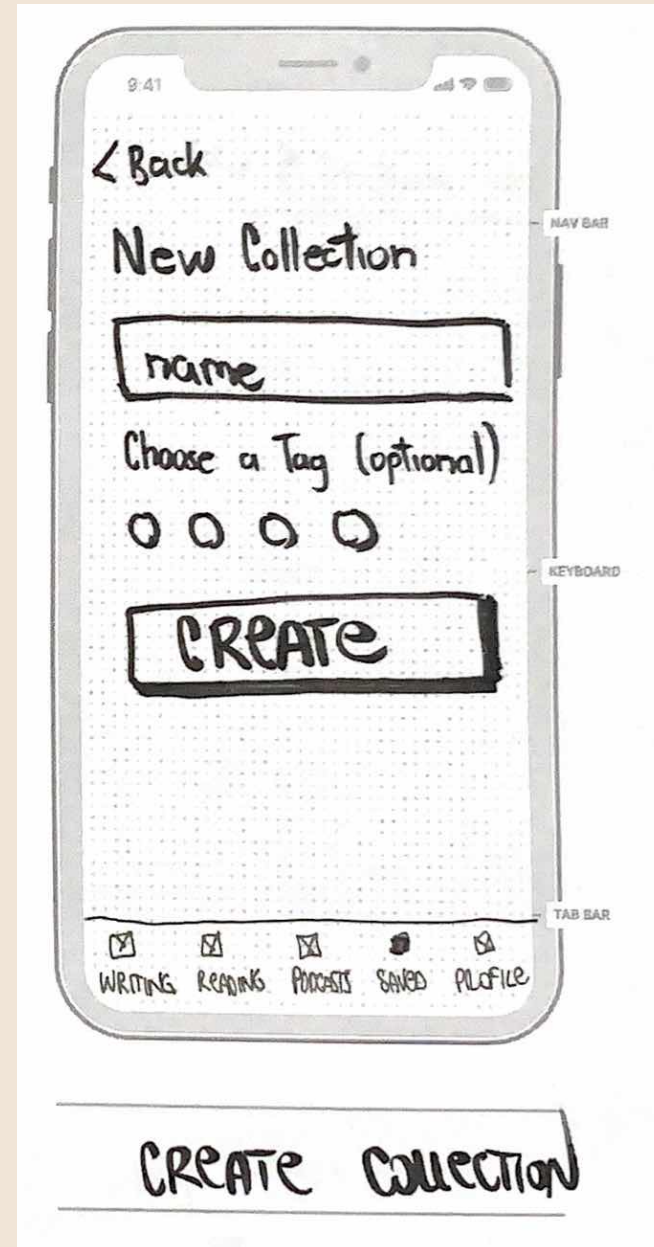
ONBOARDING 3

ONBOARDING 4

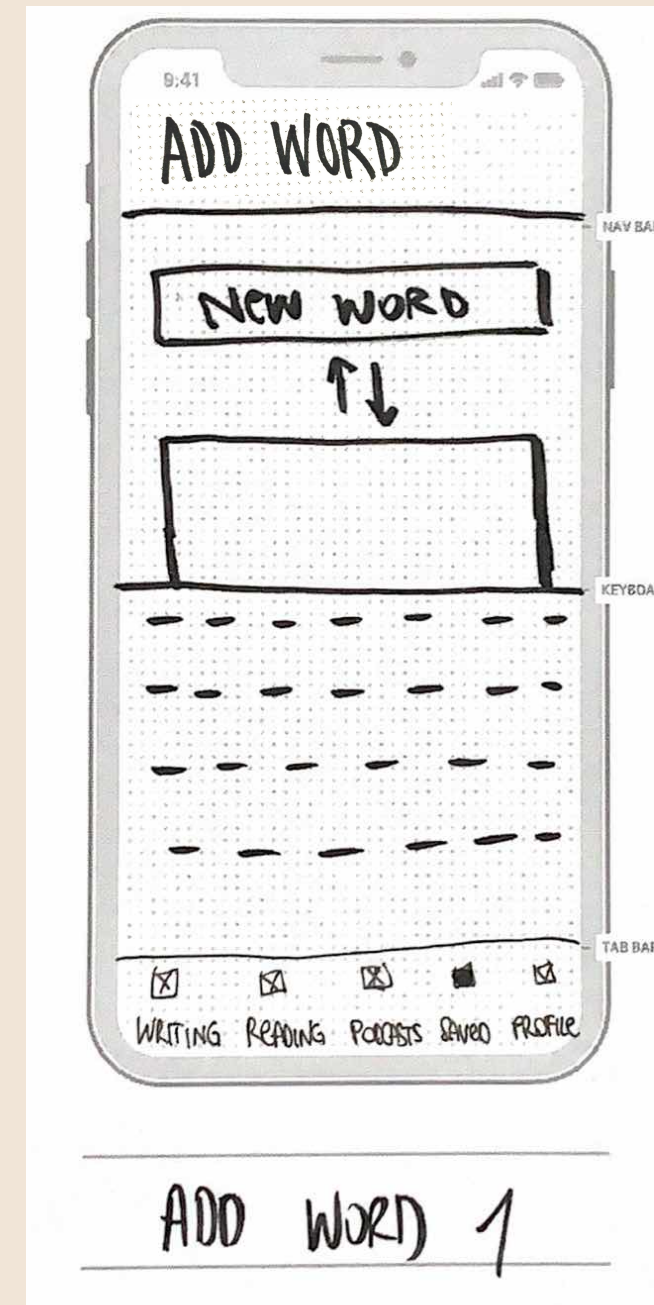
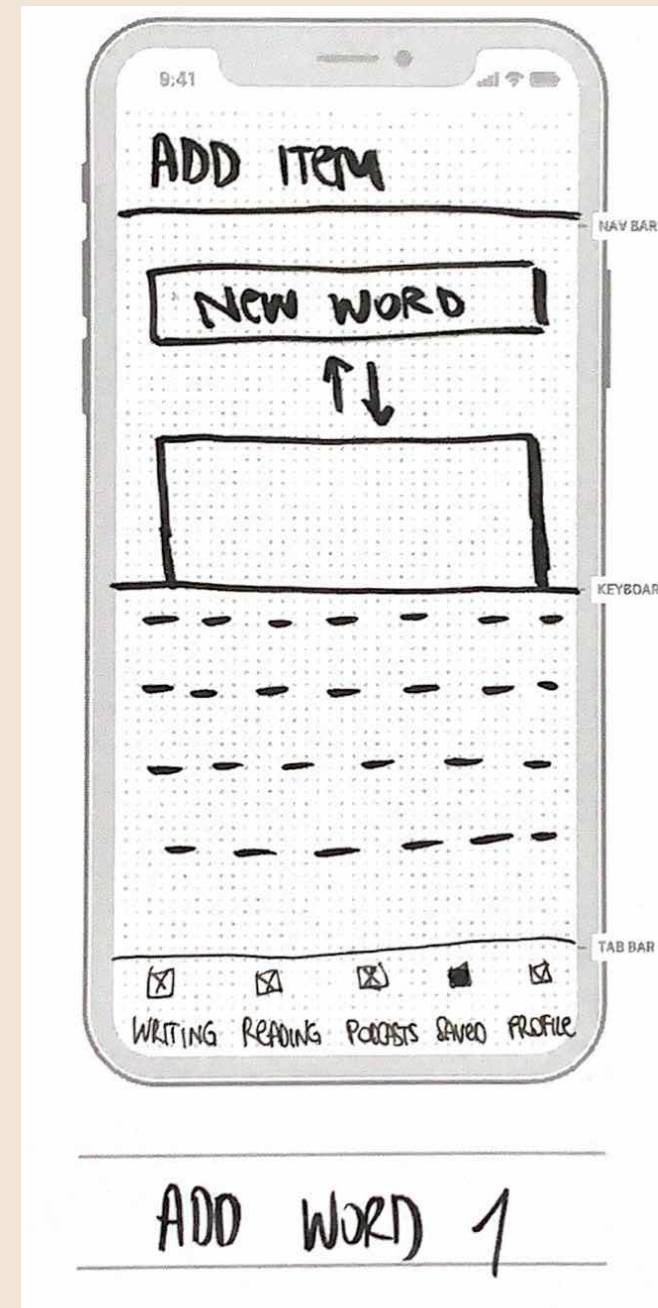
ONBOARDING 5

After

What I've reviewed.



What I've reviewed.



What I've reviewed.

Before



After



I want the users do the sign in / sign up. I choose to put the “X” to not register / login into the app in the left corner. It is really difficult to see, mostly because the skip button in the intro & onboarding screens is on the right corner.

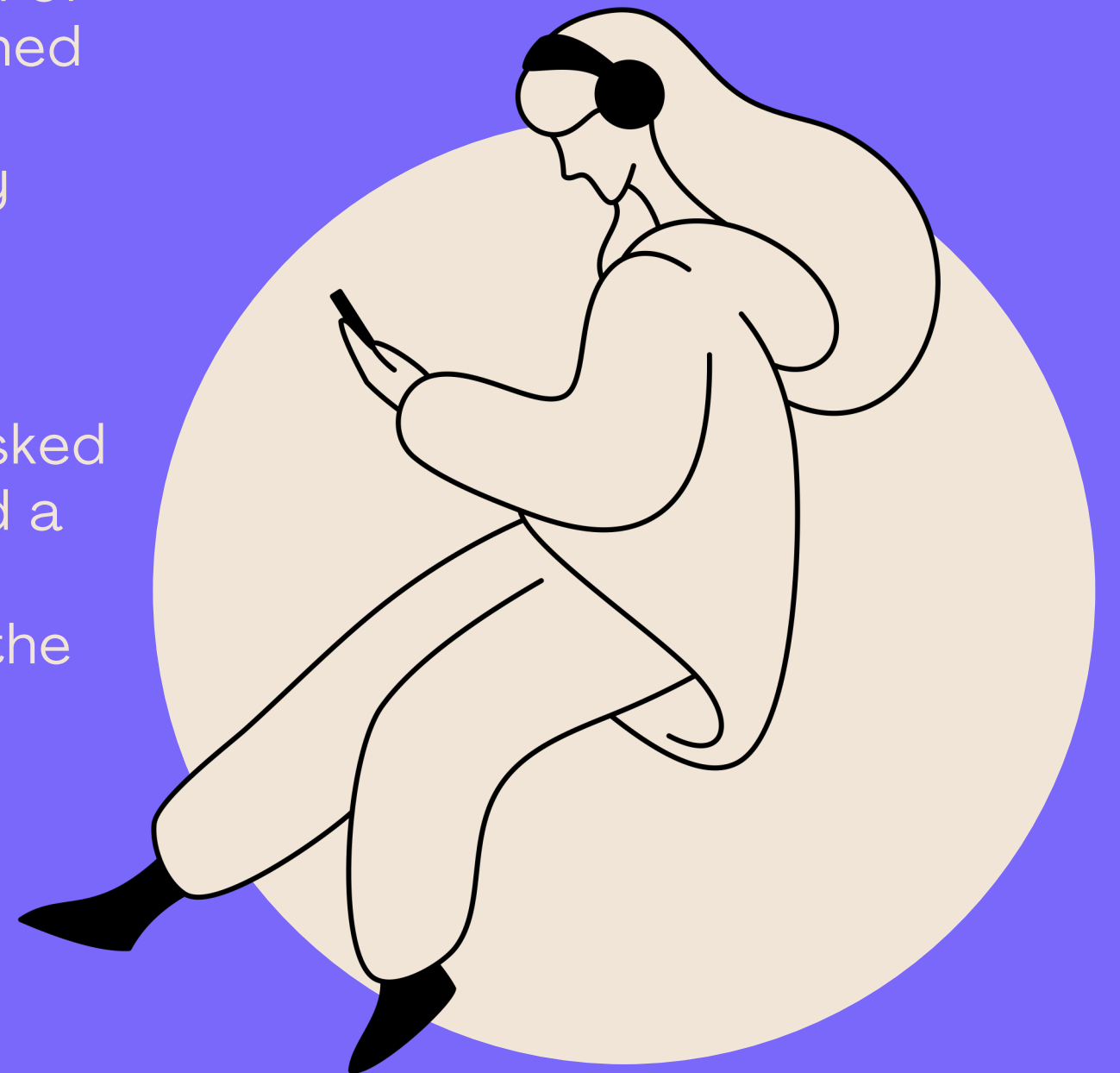
It’s a good choice to give at more expert users the freedom of not signing up and I’ve tested the average users always signed up / in.

Thus, in conclusion, I’ve not considered this one a usability problem, but a design choice.



Moreover, the most users (4/5) tapped on “Writing” when I asked them to add a new Collection or someone also when to add a new word.

I hope this problem will be solved changing “Saved” label in the TabBar. If not, I’ll have to change “Writing” label too.



Thanks for watching.

