test plan

SCOPE: Testing the usability of a new language and vocabulary learning app.

SCHEDULE: I will meet 5 participants in person on May 29th.

SESSIONS: 10-15 minutes long.

EQUIPMENT: Participants will use their own smartphones to test the prototype. I will take notes on my laptop.

TASKS:

1. Open app and sign up
2. Download a beginner-level cooking flashcard set
3. Practice with your downloaded flashcard set
4. Create a new flashcard set

   Interact with other users and
5. write a post.

metrics

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 there is extra time available for the project

2 = Minor usability problem; fixing this should be 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

usability test scipt

Hi [participant name], my name is Rebeca Arens. I'll be running this testing session with you today.

I'm conducting usability tests to better evaluate the usability of a language & vocabulary learning app I've began designing. This is not a final design, nor is it a test for you - you'll be testing an incomplete prototype, and I'd like to learn more about your experience using it. If you have any questions as you go along, feel free to ask!

So today, you'll be trying to complete five tasks on the app. This will take about 10-15 minutes. I'll be taking notes as you go, and when you complete the task I'll ask you a few questions about your experience. Thank you for your participation!

scenario tasks

1. You want to start learning a new language and study in your free time. Open the Decodex app and sign up for an account.

2. You want to start learning some new words about cooking. Download a beginner-level flashcard set.

3. You want to study your new vocabulary on the subway ride to work. Practice your downloaded flashcard sets.

4. You recently came across some new words in an article you were reading, and you want to learn them by heart. Create a new flashcard set.

5. You'd like to find someone who you can study and practice conversation with. Interact with other users and write a post.

user #1

HENRY

Age: 22

Profession: Medical student

Race/Ethnicity: African-American

Education: Bachelors in Neuroscience

"I think it was easy to navigate. The only thing is that when you get into the app for the very first time, it could use more prompts and hints to make it clear what buttons do what. I wish it had colors, but that's more of an aesthetic thing,"

1. The onboarding isn't super clear, and when he tries to select things they don't click. Otherwise, he found it fairly easy and didn't have any real problems.

2. First went to 'Add New Set' instead of 'Search,' and when he got to the Search tab, he clicked on 'Suggested Flashcards' instead of the search bar. He recognized the download button, but recommended putting the word download for older people who might not recognize it.

3. He found it super easy to access the section of downloaded flashcards, but thought that the review flashcards might need more onboarding prompts. He guessed what to do because he uses other flashcard apps, but thought it should have instructions the first few times.

4. It was really easy for him to locate the 'Add Flashcard Set' button, and he thought the icon was easy to find. He liked that he was able to enter in his own definition and that he could choose to keep the set private, but wanted a 'share link' button so he could share it with a study group.

5. He went through the app and found the community without much difficulty.

user #2

HELENA

Age: 58

Profession: Systems Analyst

Race/Ethnicity: Latino

Education: Masters in Computer Science

"If this is is my first time on the app, I'm going to need a little more information when I start, like a guided tour. I think it should be a little easier to filter your searches and add multiple terms. Otherwise, the app is pretty straight-forward and easy to use."

1. Found it fairly simple to proceed through the Splash page and easy to sign in, though she was confused about the presence of buttons that she couldn't press. She liked that she had options to personalize her profile and set her level, and thought all the basic questions were present.

2. Got confused about where to click to find flashcards; clicked 'Suggested Flashcards' instead of the search bar. Was confused about having to search the term then click the filter option, and wanted a more obvious way to filter things, especially for basic things like language and level.

3. She was able to navigate to find the downloaded sets fairly intuitively, but hesitated a bit before clicking on the tab for 'My Materials.' She felt like she had to guess where to start, but found it easy once she was on that page. When she practiced the flashcards, it took her a while to figure out how the system worked and wanted a little bit of guidance on how to proceed, like a tutorial option.

4. It took her a while to find the 'Add Flashcard Set' icon, because she thought the plus sign wasn't hovering and was part of 'My Achievements.' She thought the plus icon should be next to the tab that said flashcards because currently it looks like it's part of a different subsection. She also felt like the process of adding a term took too long and it should be easy to do multiple at once.

5. She found the community tab very easily and had no problems writing or interacting with posts. She thought it was very straightforward and simple to see the posts, filter them, and interact with them.

user #3

RON

Age: 63
Profession: Security Sales
Race/Ethnicity: Caucasian
Education: Bachelors of Science, graduate studies

"I thought it was really complicated and needed a lot more instructions on how to use it, because I don't recognize any of these terms or icons. So for people like me who are older or don't use apps, they'd need a lot more instructions. The more information you can give without overwhelming the page the better."

1. He didn't understand how to proceed through the first onboarding splash pages, and had a hard time filling in the account because he couldn't type things in.

2. While he was able to find the search tab easily, he got very frustrated when trying to find the flashcards; he kept trying to click on flashcards that weren't part of the prototype and thought they should at least lead to an 'under construction' page. He didn't know what 'filter' meant and thought it should be 'filter search' so a wider variety of people could understand it.

3. He didn't know where to find the downloaded sets, or where to click to open the flashcard set. He tried to leave the app and go to the 'Files' app on his phone for the flashcard set. He thought it would be better to include instructions on how to work the app. He didn't know how to move from flashcard to flashcard, though he was able to intuitively understand how to use the features like seeing a sentence with the word or favoriting the card.

4. Didn't realize that the plus icon would make a flashcard set, or that it was even a feature that the app would offer. He thought that the intro should include a slide about how people could make their own flashcard sets, if it was something people would be interested in.

5. He was able to find the community tab easily, but needed an explanation for how to interact with a post because he doesn't use social media.

user #4

SEBASTIAN

Age: 24
Profession: Medical Assistant
Race/Ethnicity: Latino
Education: Bachelors in Cognitive Science

"There's too many things on this app. You should get rid of the 'My Materials' tab completely and it should be under course in 'Home.'"

1. He didn't have any problems processing through the splash pages and making an account. He liked that it wasn't too complicated.

2. He got stuck on seeing the 'Suggested' section of the search page, because he felt like at the beginning he didn't have to click the search bar and could just click suggested flashcards. He wanted a way to see if the flashcards were any good or not, like if they were amateur or made by professionals.

3. He went to the home page instead of the materials page, and kept trying to open the 'course' tab because he thought the flashcards were in there. The icon was very unclear for him, if he downloads something he expects it to be in home, or at least see a notification of where the set went.

4. He was able to find the 'Add New Set' button fairly easily, but accessed it from the 'My Flashcards' page and not the 'My Materials' page, because he thought there was no way that he could add the flashcards from that plus button outside the Flashcards page.

5. He found the community tab very easily and progressed through making a post and interacting very smoothly. He thought the only reason he found it easily was because he'd clicked on all the other tabs, and thought the icon looked too much like a settings wheel.

JESSI

Age: 22

Profession: Nurse

Race/Ethnicity: Caucasian

Education: Bachelors in Science of Nursing

"I honestly thought this was pretty self-explanatory. Like, it could use a few more icons and instructions while you're going through the app for the first time, but otherwise everything is pretty easy to figure out and I didn't really struggle trying to find anything. The search and filter was really easy to use in particular, but that might just be because I online shop so much."

1. She was able to pass through the splash pages, onboarding, and set up an account very easily. She thought it might be helpful to have some icons like an arrow or a play button when processing through the onboarding pages.

2. She had no problems finding the Search tab, though she did click on the Suggested flashcards before clicking on the search bar. She thought the filters were easy to find and liked the automatic sequence of searching and filtering, because she considers it helpful to only have to type the theme and then be able to filter from there, though she thought the language and difficulty level should have dropdown

3. menus under the search bar instead of in the Filter section, since they're the most important ones.

   Went to home first to check for the materials there. Once she found the 'My Materials' tab she was able to navigate it easily, and had no problems using the flashcards. She felt like the icon should be changed for 'My Materials,' and maybe refine the terminology in the text of the completion pages to be

4. clearer.

   Struggled to find the 'Create New Set' button, though she knew it was in the 'My Materials' section. She thought the placement of the plus sign made it look like it was part of Achievements and not

5. Materials.

   Made a post and interacted with other posts in the community tab very easily. Was very interested in the filtering system and wanted to know if you could @ people or direct message, or even make a peer group for others studying.

test report

TASK	OBSERVATION	SEVERITY	RECOMMENDATION
1	Confusion about how to start onboarding process after splash page	1	Cosmetic, will be solved in a more complete prototype with animated instructions
1	Some buttons in the sign-up process are unclickable	3	Will be solved in high-fidelity design/launch product when things like logging in with a Google account and customization is more important.
2	Users keep clicking the 'Suggested flashcards' instead of search bar when asked to find a specific flashcard set	1	Cosmetic, can be fixed by changing the prominence of the 'Suggested' options and including some prompts directed toward the search bar in later prototypes
2	User has a hard time finding & knowing when to use the filter option	3	High priority, can be fixed by moving the 'level' and 'language' (most important) filters to be below the search bar for better visibility
3	Users expect flashcards to be in Home tab	2	Can be solved with more onboarding text directing the user, or moving materials to under 'My Course'
3	Dashboard icons are unclear	1	Cosmetic, can be fixed by adding text or changing icons in later prototypes
3	Users had issues with understanding how to proceed through the flashcard sets	2	Can be fixed with more onboarding text directing the user during the process

test report

TASK	OBSERVATION	SEVERITY	RECOMMENDATION
3	User thought that the option to 'review passed cards' meant they'd missed cards	2	Cosmetic, can be fixed with phrasing changes or adding a way to mark cards as 'don't know'
4	Users not sure where to find the button to add a new flashcard set and confused about the location	1	Can be fixed by changing the location and size of the 'Add' button, and adding text to label it
4	Close (X) and back buttons don't function	3	Add links to the target pages
4	When adding terms, it sends them to a new page to type and users feel like it slows down the addition process	3	Cosmetic; the 'new page' is representative of the keyboard popping up, so that can be fixed by editing the way the page looks
5	Icon looks like a settings button	1	Cosmetic, can be fixed changing icons in later prototypes