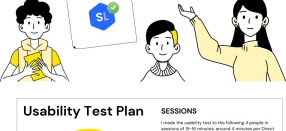


Usability Testing



Direct Tasks

- 1 Set your first meeting as a new user
- 2 Set a new meeting as a registered user
- 3 Add the new word "Revolution" to the topic "History"
- 4 Create the topic "French History" and add a new word to it

Script



Hi, my name is Adria, and I'm going to be talking you through this session today. We're conducting usability tests to better evaluate how well our prototype engages people to learn more 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



Guillermina M

59 / teacher / Spain



- She didn't speak English anymore though could manage fast
- She didn't ask many questions, everything through
- She couldn't see Guillermina from some pages first it was unexpected

"It is really easy, no problem!"

Guillermina solved the first two tasks relatively fast and with no questions. She had some barriers in the third and fourth exercises, but after giving her the Scenario Task, she also solved it really fast.



- 1 She didn't have problems at all to solve the task. ✓
- 2 She also solve the task with no questions and really fast. ✓
- 3 She got confused go directly to "History" or add it in "My Topics". ✗
- 4 How to do it? In the Home Screen there is a "New Topics" card. ✗

Time: 10 minutes

Daniel C

32 / economist / Spain



- He couldn't see Daniel from some pages first it was unexpected
- He didn't ask many questions, everything through
- He couldn't see Daniel from some pages first it was unexpected

"Just get used to the navigation"

Daniel found the app really intuitive and it just took him one task and a half, after the first big problem, to get used to the navigation and complete the tasks also really fast. He had one obstacle on the way, the BCD button, but it wasn't not more than a few seconds.



- 1 He got stuck trying to fill details in "Free days" or "Maps", but solved fast. ✓
- 2 "Your Meetings" shows a proposed meeting when you still should set your free time. ✗
- 3 She got confused: how to add "History" to "My Topics"? ✗
- 4 Once the previous task was understood, no problems at all. ✓

Time: 10 minutes

Jaime P

43 / music producer / Colombia



- He couldn't see Jaime from some pages first it was unexpected
- He didn't ask many questions, everything through
- He couldn't see Jaime from some pages first it was unexpected

"It is complicated with the Topics"

Jaime took more time to complete the tasks and, in his opinion, Topics and how to work with it is a little confusing. He thinks that New Topics is not well placed in the Home Screen, but considers that in a high fidelity prototype the buttons will be clear and easy to use.



- 1 Shuffle and last screen with date and place don't look like buttons. ✗
- 2 The notification is not too clear and the go back button doesn't work. ✗
- 3 He doesn't get the Topics and "New Topics" is confusing. ✗
- 4 Once the previous task was understood, no problems at all. ✓

Time: 20 minutes

Janet L

33 / marketing manager / Germany



- She couldn't see Janet from some pages first it was unexpected
- She didn't ask many questions, everything through
- She couldn't see Janet from some pages first it was unexpected

"Too many steps to add a word"

Janet was the fastest to complete the test and found no problems in the navigation on the tasks 1 and 2, but the same problems that Guillermina and Daniel had in number 3 and 4. She thinks the app works naturally but few Topics and the notification should be more clear.



- 1 No problems at all with the first task. ✓
- 2 "Your Meetings" shows a proposed meeting when you still should set your free time. ✗
- 3 The notification is not so visible or clear, but the rest was all good. ✓
- 4 How to do it? In the Home Screen there is a "New Topics" card. ✗

Time: 10 minutes

Usability Test Report

TASK	OBSERVATION	SEVERITY	RECOMMENDATION
1	There are no GO BACK button when you wanna set the free days, free time and favorite places, so it gets confusing	1	Make it go back to the direct previous page always
1	Notification is not visible enough and the Home Screen can lead you somewhere else	2	Notification to the phone and in any case the user starts the app make him/her confirm or reject the meeting in the first screen
2	In the Home Screen, the button "Set Up a Meeting", as a registered user, goes directly to a proposed Meeting, when you should set the details first.	4	Fix the link to the last page confirming the details before the meeting.



Usability Test Report

TASK	OBSERVATION	SEVERITY	RECOMMENDATION
3	"The user has a dilemma when wants to add a new word to the topic "History": click directly on the topic or "Add" it is "My Topics"?"	3	Make a visible button for "Add History" and another one visible with "Add it to My Topics"
4	"New Topics" in the Home Screen is confusing, the user cannot create a topic going there and it doesn't fulfill it's purpose	4	Drop "New Topics" from the Home Screen and make a new design
4	There are too many steps to add a new word in a new topic	2	Add the option to Create a Topic already in "My Topics" page, next to the search option

