

CHEER UP YOU

usability test

PART 1 | OVERVIEW

STUDY STRUCTURE

5 Participants -- *all students*
20 minute *user feedback sessions*

First, the participants three preliminary questions to gauge their experience and familiarity with technology and applications (social vs personal use). Participants then attempted to complete five separate tasks using the (minimally clickable) Cheer Up You prototype to determine if the initial usability had any flaws or issues. After the tasks were complete to the best of the participants' abilities, they were asked a few additional post-task questions to gain more insight into their experience.

GOALS

- establish current ease of usability
- determine any "missing" features expected to be on the main page
- find any loose ends, points of weakness where users get lost
- determine if all features/functions included are necessary/desired

PART 2 | TASK RESULTS & SUMMARY

TASK LIST

1. Set your mood.
2. Send a cheer/message to your friend.
3. View your saved messages.
4. Add a new friend.
5. Update your status.

USER	TASK 1	TASK 2	TASK 3	TASK 4	TASK 5
1	3	5	5	2	3
2	5	5	5	2	2
3	5	5	5	3	4
4	3	4	5	2	2
5	5	5	5	3	5

Ranked 1-5 based
on ease of task
completion

1 meaning user had
a lot of difficulty

5 meaning user had
no problems

AREAS OF DELIGHT

- locating inbox and creating new messages went almost perfectly smoothly for all users
- all users created message first rather than selecting from contacts first

AREAS OF PAIN

- most issues occurred trying to locate add friend function
- too many steps away: inbox>contacts>add friends
- some issues updating status/ expecting status to be automatically updated with new mood setting
- users kept checking menu when in doubt of what to do

PART 3 | QUESTION & TASK ANALYSIS

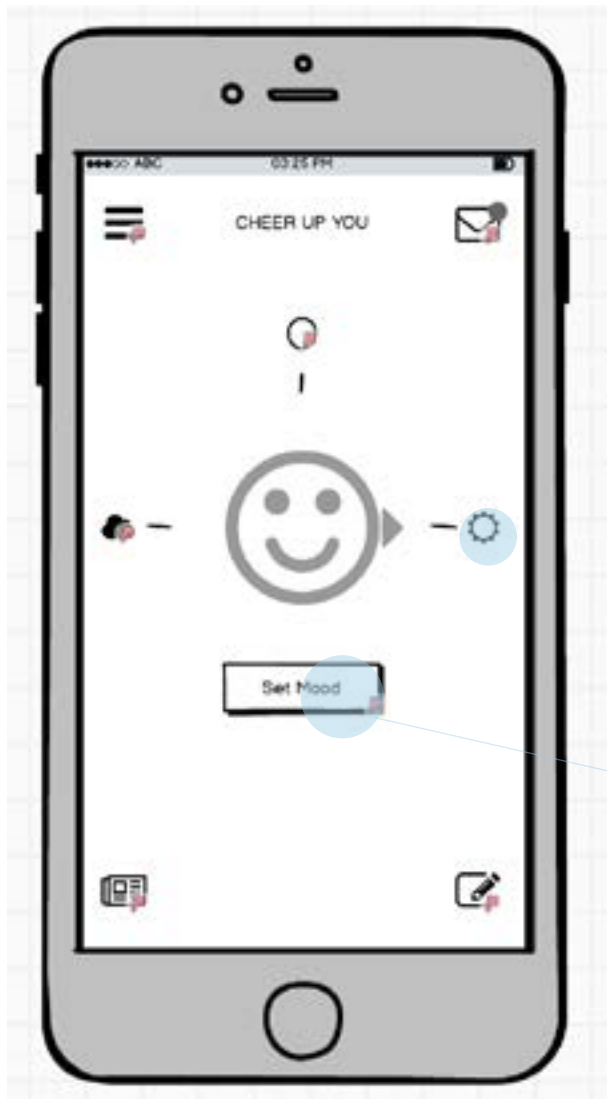
PRELIMINARY QUESTIONS

- *Do you feel like you have a good grasp of how to navigate most apps? Can you pinpoint any consistent issues you've dealt with?*
- *Have you ever used a compliment application or anything similar before? Can you describe your experience with it?*
- *Do you use mostly personal apps (to-do lists, trackers, etc.) or social apps (Facebook, Twitter, etc.)? A mix of both? How do you feel they benefit you?*

The preliminary questions were set to gauge the "tech-savvy"ness of the participants and the general level of usage and experience with this specific genre of application. All five of the participants believed they had a good grasp on navigating most apps, almost all being long time smart phone owners. While only 2 had ever used compliment-based applications, all were familiar with them and were confident in understanding how they worked. In regards to personal vs. social apps, all participants stated using a mixture of both.

PART 3 | QUESTION & TASK ANALYSIS

TASK 1 | Set your mood.



There were almost no problems with task aside for two users who tapped the 'Set Mood' button before actually setting the mood. This isn't particularly an issue as it just set the mood to whatever the dial was currently on.

- Users were able to figure it out right after the feedback message was displayed.
- The real version will look more like a dial to make it more intuitive to turn, hopefully solving any issues with this task.

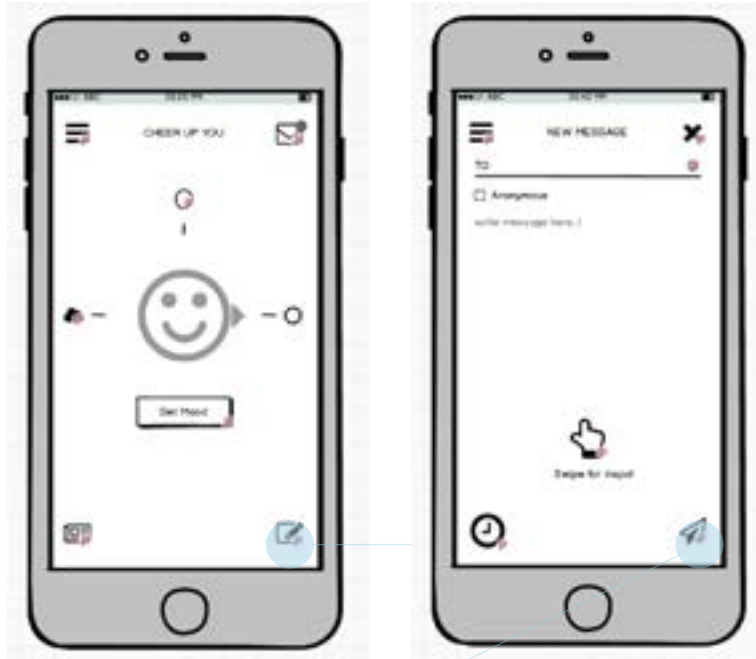
"It's nice and easy to see. No distractions."

"I like how the face changes as you change the mood! Great feedback."



PART 3 | QUESTION & TASK ANALYSIS

TASK 2 | Send a cheer/message to your friend.



This was the task that none of the users had any issues completing.

- One of the users was a bit confused when the first prompt to set a time appeared.
- Only a few of the users utilized all the functions of the message page: time setting, contact fill, inspiration, etc.
- None set a time before being prompted.

"I don't know what to write so I'm going to swipe for some inspiration... It's perfect."

"Time? No, I'll just send it now."



PART 3 | QUESTION & TASK ANALYSIS

TASK 3 | View your saved messages.



Finding the inbox proved to be no issue for all of the users.

- One of the users thought out loud to check the menu but ended up selecting the inbox after noticing the envelope symbol.

"This is right where I expected the inbox button to be."

"Oh, it's nice that the saved messages are first."

PART 3 | QUESTION & TASK ANALYSIS

TASK 4 | Add a new friend.



"Menu? Nope. Where is it.... uhh just going to tap everything."

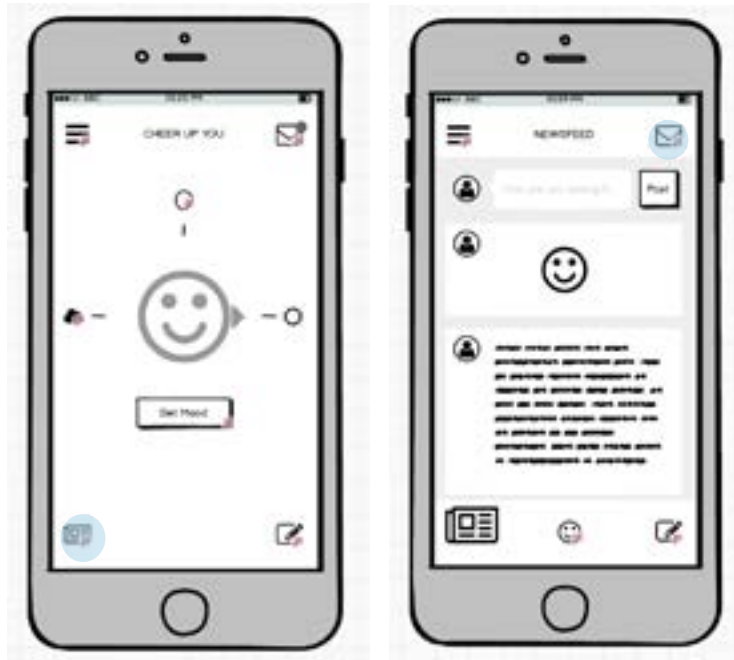
"Is this the 'user' page? Ah! It's the conacts. Yes. Add friend."

Adding a friend was by far the most difficult task out of the five. This is most likely due to having to move through two screens to locate the function.

- Most of the users couldn't find it on the homescreen so resorted to checking the menu.
- After coming back to the home screen, the participants just kind of stared for awhile until deciding to check the inbox.
- One went to the newfeed first.
- Once in the inbox, none of them had issues locating the contacts.
- Most chose the "Add new friend." button over the one in the top right corner.

PART 3 | QUESTION & TASK ANALYSIS

TASK 5 | *Update your status.*



The final task, updating your status, also caused some problems. It seemed like participants were somewhat surprised that having a status was an option. There was some confusion between updating your status/setting your mood and if they were the same thing.

- Two users checked the menu again and went to 'Mood Settings' (which is not yet clickable). Seems to be a recurring thing to do when they can't find something on the home page or it isn't obvious.
- A few simply set their mood again, thinking it was the same task.
- One user found the newsfeed page easily but then tapped the big smiley face. This could be a low-fidelity problem.

"I don't think having the newspaper is great idea. I thought it was going to be actual news."

"Didn't we already do this one?"

"Ok.. menu. Now mood settings?? Wait, that doesn't work."

PART 3 | QUESTION & TASK ANALYSIS

POST QUESTIONS

- *Is there anything you saw or dealt with that you think need to be on the home screen? Or anything else missing?*
- *Were you surprised that you could update your status or that there was a social aspect at all?*
- *Was the main "mood dial" confusing to you at all? Is weather a good representation or do you feel like something else would be better?*

1. Some participants believed the contacts page should be on the home screen, but then felt a little conflicted as to if it were necessary. One user said if all you could do with contacts is send them messages, then it was fine to stay in the inbox. However, if the social aspect is going to be a large part of the application (the newfeed), then it should be more accessible.

2. Most of the users weren't too surprised about the social aspect of the app since most apps tend to include that regardless of its genre or category. One good suggestion was to auto-update (or have the option to) when users updated their mood and to limit the newfeed to just all the users' current "mood dial" setting as to set it apart from Facebook word statuses.

3. The confusion with the mood dial, most participants stated that it was a problem with low-fidelity and that if it were to resemble a dial more, it wouldn't be confusing. When asked about the weather representations, none of the participants had a problem with it and seemed to understand the relationship between mood/weather.