Usability Testing Procedure

Version 2 - June 2020

OBJECTIVE:

Observe and analyze user flow for the "wellyou - in hard times" app to gain insights on the usability of its features.

GOALS:

- Discover ways the app content can be improved to better align with user expectations
- Discover engaging ways to present information
- Determine information hierarchy and app layout

PROCEDURE:

Due to covid-19 social distancing protocol, we'll be leveraging Google Meets desktop version and screen sharing via mobile app to conduct remote usability tests of the "wellyou - in hard times" app. The procedure will be as follows:

1. Schedule and pre-screen participants via the calendly scheduling tool. The pre-screen will determine demographic variables and current consumption behavior of the participant's wellness products and practices
2. After scheduling, an email will be sent to the participant with instructions to fill-out the recording consent form and download apps (Google Meets & wellyou - in hard times). Email Templates & Instructions
3. Upon meeting, the moderator will first walk participant through setting up their desktop and phone for testing
4. Once participant is set up, moderator may start recording and begin introduction and set of questions listed under "Usability Testing Script"

PRE-TEST SCREENER:

1. What is your gender?
2. What is your age?
3. What is your occupation?

USABILITY TESTING SCRIPT

INTRODUCTION:

Hello and thank you for joining us. My name is [Name], I'll be moderating the interview today. This is [Name], he/she will be taking notes and may jump in with follow up questions if needed. We have been working on a design for an app that helps users maintain their physical, mental, and social well-being while social distancing due to COVID-19 and would like to get your feedback on the existing app. This is not a test of you or your knowledge; feel free to think aloud and let us know what you're doing and how you'd expect certain features to behave.

QUESTIONS:

    A. **FIRST IMPRESSIONS:**

1. Please describe what you see on the homepage screen?
2. Can you share your thoughts on the way the content is presented?
3. Before clicking through each tab, what do you expect each one to do?
4. What is the first thing you would click?
5. What do you think the icons on the bottom of the screen might be? What would you expect when you click on those?

    B. **TASKS:**

Deep Dive Topics, Daily Snippets, Picture of the Day, Boost your Immune System, Daily Reflection, Tasks, Group

1. **Task**: Please find the Deep Dive Topic article on "Home Office".
   a. Before clicking into the article, what do you think the icons to the left of each of the topics mean?
   b. Click into the article, can you please share your thoughts on the way that the content is presented? Is there anything you like or dislike about it?
2. **Task**: Can you please find me one of the scientific sources for this article?
   a. Was it easy to find? Why or why not?

3. **Task**: Please find the Daily Snippet of the day. What do you think the 3 icons across the top mean?

4. **Task**: Please demonstrate how you would find the evening snippet from June 2nd.

   a. Now, can you find and read the positive news article title from this day's morning snippet?

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5. **Task**: Please explain how you would expect to upload your picture-of-the-day.**

6. **Task**: Find one of your friend's photos.

   a. How would you expect to be able to interact with this?

   b. How often would you use this feature? How could we make this feel more important?

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7. **Task:** You have been wanting to pay more attention to your water intake. Where would you go to track how many glasses you've had for the day?

   a. Please add 1 glass of water to your daily intake.

   b. Oops, you've added too many, please delete one glass of water from your daily intake

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8. **Task**: For today, you have intentions to meal prep your meals for the coming week. Please demonstrate how you would set this as your daily intention.

   a. How easy or difficult was this task?

9. **Task**: Please add your reflection for the day (you can make something up) and share it with the group.

   a. Where would you expect to find the daily intention and reflections that you have set?

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10. **Task**: Physical exercise is an essential task. Can you show me how you would add 45 minutes of physical exercise to your to-do list?

    a. Where would you go to learn more about the task you're adding?

11. **Task**: Please demonstrate how you would add "Meal Prep" to your to-do list for today. Note that this to-do supports your physical health and typically takes 1 hour to do.

    a. How easy or difficult was this task?

12. **Task**: You realize that meal prepping would actually take 2 hours to do. Please show us how you would edit that task.

13. **Task**: Now let's pretend you finished meal prepping. Please check that off your list.

    a. How is your balance of social, mental, and physical activities looking for today?

14. **Task**: Finally, please add an Experience to your task list for today.

    a. Each new experience you do comes with a badge of completion. Show me how you would claim your experience badge.

    b. Can you tell me what the different colors mean on each task?

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15. **Task**: Let's pretend you would like to add your friend _____ to the app using his email address _____. Please demonstrate how you would do so.

    a. How would you expect this process to work?

16. **Task**: Can you tell me what badges _____ has?

17. **Task**: Can you tell me what information is presented on the graph?

18. **Task**: What kind of activities have your friends done in the past few days?

    a. Although you can't in this current version, how would you expect to interact with the activity feed?

C. SUMMARY

1. Do you see yourself using this app today?
2. What features did you like or dislike?
3. What would this app need to better suit your needs?