

Usability Test of Capstone Project Findings

June 19, 2021

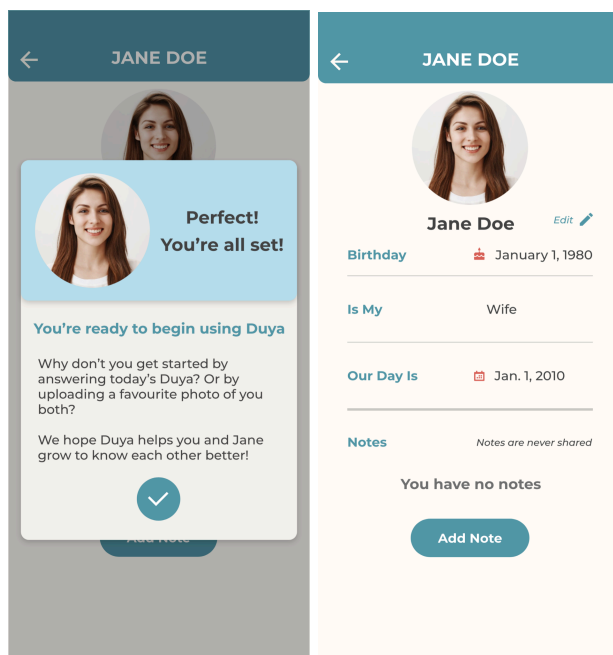
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Introduction

This usability test was completed in remote sessions over Zoom by 5 participants that fit the characteristics I was searching for. All five participants were in a romantic relationship, owned a cell phone, and fell within the age range. The participants engaged with the high-fidelity design that was assembled using InVision and I observed them proceed through the scenarios that I had set. The three main questions I was asking were: can the participants complete the entire onboarding process? Do the participants understand the purpose and design of the Duya tab? And how do the participants use the tools (search and filter) available on the History tab?

Findings

Issue #1 - Final Onboarding Pop-Up



The most consistent issue that the participants displayed was understanding and reacting to the results of the final pop-up. The final pop-up confirms that they've finished setting up the accounts, provides suggestions for what to do next, and gives a note of encouragement. On

clicking the checkmark, the iteration leaves the user on the same screen - to add notes if desired and to back out to use the app if they have nothing more to add. Nearly all participants stayed on this screen and were hesitant to either click away or admit that they had finished. It's possible that the scenario to 'link their account with their partner' added to this hesitancy. When asked, most admitted they weren't sure if there was an additional step or not because it had kept them on the same page.

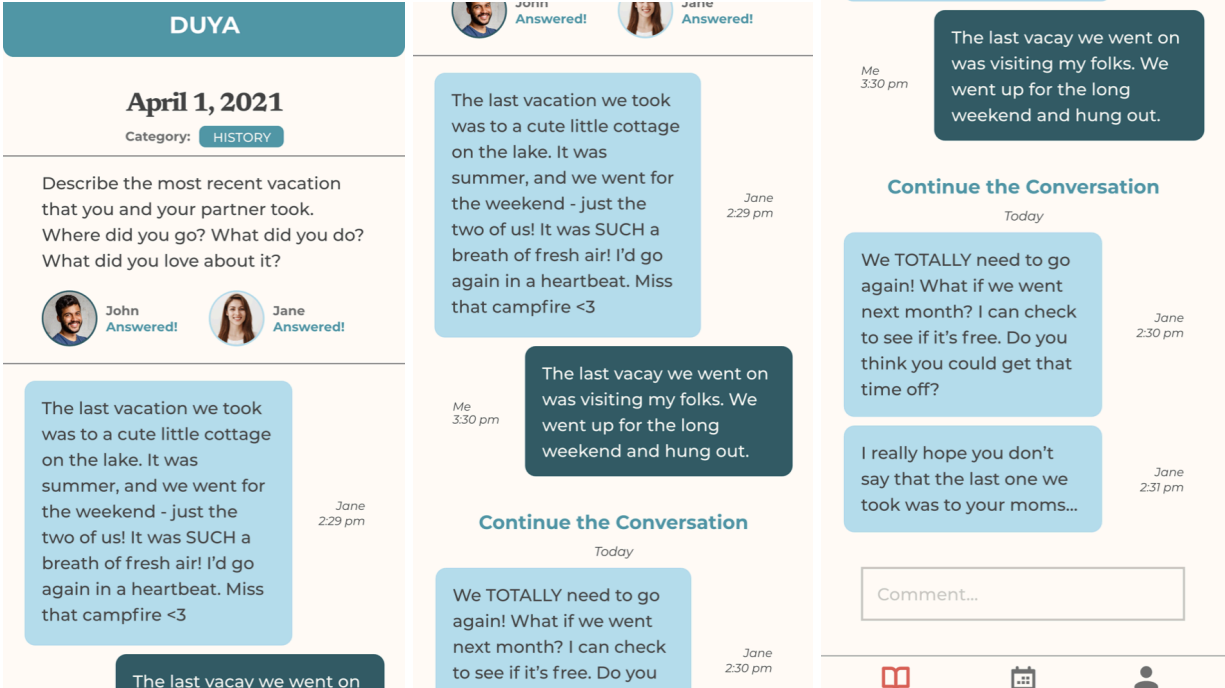
Summary:

- Participants clicked the pop-up without reading
- They expected there were additional onboarding screens
- Exhibited confusion when the pop-up left them on the same screen

Recommendations:

- Have the pop-up take the user to the Duya page or to the Profile page after clicking the pop-up

Issue #2 - Duya Answers & Conversation



Participants displayed a moment of consideration to fully understand the layout of the answers and continued conversation. The names and timestamps were helpful in determining whose answer was which, and the alignment followed standard messaging practices. But the

organization and ordering of the answers being prioritized at the top, placing some messages out of time-order, gave the participants a moment of pause. In part, it seemed to be because of the identical design of the answers and comments. It's important to note that after taking a moment to understand, they felt comfortable and understood why the original answers were separated in the iteration and felt it should remain that way.

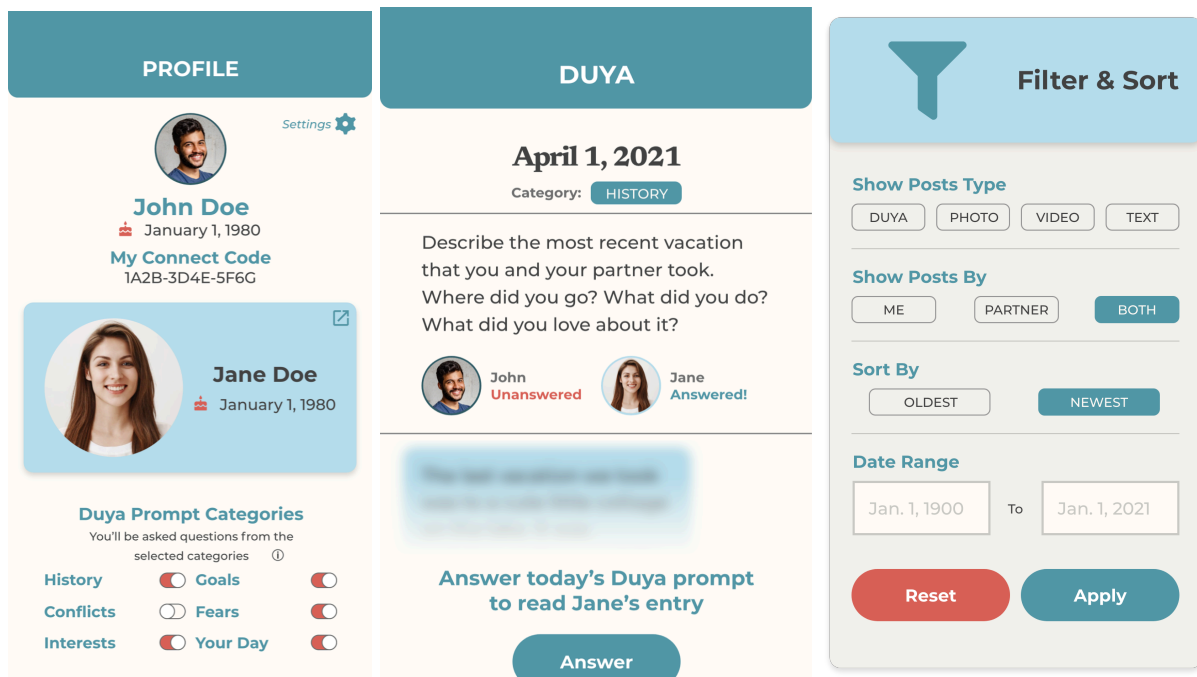
Summary:

- Initially, seeing the answers and comments “out of order” gave participants pause
- After they took time to understand, it made sense to them
- The Duya answers and following comments look to closely alike, or do not have a great enough separation

Recommendations:

- Adding additional elements to the Duya answers to distinguish them (a symbol, a border, different colours, etc.)
- Adding a divider element between the answers and the continued conversation below

Issue #3 - Duya Category Labels



The categories of the Duya prompts that are indicated on the profile page and labelled as a part of the header on the Duya page. The participants expressed the desire to be able to filter those

categories directly. Additionally, they expected that clicking the label on the Duya page would take them to some kind of list or page showing those categorized prompts.

Summary:

- Participants expected that there would be an interactive element to the category labels
- Thought that clicking the labels would take them to a list or another location showing just that category
- Surprised to see that the categories were not included as a filter

Recommendations:

- Add the categories as filters to the Filter option
- Test the categories always visible (grayed out if Duya is not selected) vs. the categories appearing when selecting the Duya posts type
- Add an interaction of clicking the label on the Duya page to take the user to the History page, pre-filtered to show only that category of posts

Usability Issues by Priority

Priority	Issue	Recommendation
Critical	User is confused that final onboarding pop-up leaves them on the same screen	Have pop-up redirect user to Profile or Duya tabs
Critical	It took participants time to understand the arrangement of the Duya answers and comments below	Add additional design elements to distinguish between the two
Critical	Participants expected the Duya categories to be filterable	Add the Duya categories to the filter menu
Major	There was no interaction with the category labels on the Duya page	Have the categories be clickable to auto-filter History by that category
Major	Users were not confident in the difference between "Duya" and "Text" in the filter options	Provide better context in the app for "Text" to be understood before using filter OR rename the filter to something else (journal, post, etc)

Major	The comment symbol was not clearly recognizable	Find a better symbol to use and change the color from red
Minor	It was not clear to all participants how to exit the Filter menu	Add a close button to the filter menu
Minor	Users were not completely sure what kind of notes to add	Create an empty-state example note
Minor	On the History regular page, the posts are not labelled/categorized	Create a design element so that the differences are easily distinguishable
Minor	“Our Day” stuck out to the participants as something to think through before deciding it meant anniversary	Revert to anniversary
Normal	The share functionality was not clear which sharable and which were not	Remove the share symbol from the history page for the Duya prompts, leave only for the media
Normal	Users were not clear on the naming of “Continue the Conversation” - if it was a button, or something else	Rename section - possible “Continuing the Conversation”
Normal	Participants could not see what category a Duya post was on the History tab without opening it	Add category label to be visible on History tab