

IDP Usability Test Report

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Introduction

For this round of usability testing, the group conducted 5 moderated, remote tests. Participants were recruited based on being a target user and platform skill and familiarity level. The group completed recruitment through asking family, friends and related networks.

The major goals were to validate the app product, have users easily navigate through all tasks, understand the overall concept, find value in the content and have an overall delightful user experience. The process is part of the larger objective to help the user find all related meeting information in real-time.

Findings

Issue #1

Users did not know they were on the Minutes page when they reached the Minutes page.

Summary

- User reached minutes page but didn't know they were there.
- User hesitated and sat in silence on the Minutes page, was prompted by the test administrator that they reached the Minutes page.
- User reached minutes page, read Minutes header, still asked if they were on the Minutes page.
- User reached minutes page, read Minutes header before navigating elsewhere on the site, still struggled to find the Minutes page when that task came up.

Recommendations

- Possibly alter flow to create a real landing page for the Meeting, let users navigate to Minutes and Agenda from there.
- Create a more dramatic difference between Minutes and Agenda tabs

Issue #2

Once on the home screen, it was not clear that Next Meeting and Action were clickable.

Summary

- Delayed response in finding clicking Next Meeting
- Thin colored borders did not create enough of visual cue to make user click right away or know that they lead to anything

Recommendations

- Add drop shadow to each item; similar to how View Attendees appear in HF wireframes

Issue #3

In bottom navigation, Board Info verbiage is confusing or misleading.

Summary

- User thought that if they clicked 'Board Info', it would provide additional information about the meeting; unclear that it would lead to board member contact information

Recommendations

- Revise verbiage from Board Info to Members, Member Info or Directory

Additional Feedback

- Easy to read, clear, straightforward and user friendly
- Liked color differentiation between Next Meeting and Action
- All users easily able to find Attendees
- One user was interested in adding hyperlink to Zoom in Meeting Location on Minutes or Agenda tab
- One user requested access to the take notes and create comments and task in the mobile experience; would be the only way this experience would create value
- One user preferred the mobile app experience over the desktop version
- One user did not feel the tab labels for Meeting Minutes and Agenda were sufficient; user expected to be on a general landing page for the meeting and thought there should be Minutes and Agenda button to navigate the user to those pages
- One user wanted to know if meeting minutes would update in real time during a meeting

Participant Completion Data

- Data based off of 5 participants
- Task completion meaning participant completed on first try, as designed

