Usability Testing Plan

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Introduction

As a part of the "app" design process, we plan to conduct a usability test with our 10 users in order to obtain practical, real-time feedback that can be incorporated to improve the design, in order to provide a more optimal user experience

Scenario:

" Your name is Amanda and you are a millennial living paycheck to paycheck. Your next paycheck is due in a week but your utility bill was unexpectedly high over $300 for you budgeted. You dont want to use your credit card because you are saving it for the coming week. You heard about this app and downloaded it added all the information and now are ready to use this app"

Persona

Summary:
- Likes to have an easier way to borrow money
- Dont want to take out a personal loan or get a line of credit for smaller amounts

Goal:
- have a convenient way to pay for any sudden expenses
- I do not want to disrupt her credit score

Test Script

Hi, _____. My name is Prapti and I will be walking you through this session today. We're asking people to try using our mobile app that we're working on so we can see whether it works as intended.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

"___" is an app to help you in your financial emergencies by allowing you to access a part of your paycheck earlier than its intended date. This app makes the process of borrowing money super easy and efficient so during a financial emergency it doesn't add more stress than you are already in.

Questions that were asked for feedback after the test:

How was the experience of this journey overall?
Do you have any thoughts or comments about the overall process?
Is there anything you thought was not working for you?
Is there anything that you would like to see in the updated version?

Sessions: 1 Output Document

Evaluation Tasks SESSIONS OUTPUT ----
Executive Summary

The test took place on Oct 25th at Brain Staton which is on King St, Toronto, Canada

The purpose of the test was to *put the user first* and get a clear understanding of the **usability** and feedback on the **user experience** before I started finalizing my design.

This document contains compiled information about what went to my user testing. Some of the important points are:
- A list of tasks users were asked to complete
- Testing Record
- Overall Testing results
- Summarized analysis of each task
- Conclusion of the user test

The tasks the testers were asked to complete

● How would you go about borrowing money?

- How would you go about choosing a Payday loan as your choice?

- How would you go about borrowing the amount you are eligible for?

- How would you go about uploading your utility bill?

- So you have uploaded your utility bill and everything looks great now How would you go about going to the next step?

- How would you go about choosing your repayment method?

- How would you go about choosing the way you want to receive the money you will borrow?

- Now how would you go about reviewing and finishing before completing your application?

Overall Testing Results

	Borrowing Money	Choosing Payday loan	Borrowing the eligible amount	Upload Utility Bill	Next Step	Repayment Method	Receive money	Finish application
Jessica	✅	✅	✅	✅	✅	✅	✅	✅
Jane	✅	✅	✅	✅	✅	✅	✅	✅
Koka	✅	✅	✅	✅	✅	✅	✅	✅
Buggsie	✅	✅	✅	✅	✅	✅	✅	✅
Anoushka	✅	✅	✅	[✅	✅	✅	✅	✅
Task Average	✅ / 5	✅ /5	✅ / 5	✅ / 5	✅ / 5	✅ / 5	✅ / 5	✅ /5

Test & Task Record

Jessica

- Jessica was able to go through all the steps successfully and she enjoyed how simple and straightforward the process was
- The tester did not misinterpret any components they knew what they were clicking
- Jessica suggested that some of the text on some screens could be a bit bigger in size and if the unselected option in one of the screens could be the last
- I assumed that Jessica would be able to complete each task but would have questions about the other options of the app, both assumptions were validated

Koka

- Koka was able to finish all the tasks successfully, she liked how everything was simple and to the point.
- Koka said she knew where to click without misinterpreting any components or CTA
- Additionally, Koka felt like the information to submit the application could be a little condensed or be together
- I assumed Koka would be able to go through each step and this assumption was validated

Buggsie

- Buggsie was able to finish all the tasks successfully, she liked how everything made sense
- Buggsie was able to complete every task she was asked without any hesitation
- Buggsie made some suggestions about the sub-copy for the money-receiving page could be a bit bigger
- I assumed Buggsie would be able to go through each step and this assumption was validated however I did not account for the feedback about the copy being a bit small on the receive money screen

Anoushka

- Anoushka was able to finish all the tasks successfully, she liked how everything was descriptive and how each step was clear and concise with information
- Anoushka did not hesitate to complete any task

- Anoushkas' feedback included increasing some of the types in certain screens could be a little bigger and she also mentioned how each screen has labelling or some sort of indication of what to expect from that particular page.
- I assumed Anoushka would be able to go through each step and this assumption was validated however this time after testing with my previous tester I accounted for the feedback about the copy being a bit small

Jane

- Jane was able to finish all the tasks successfully and mentioned that every screen made sense
- Jane did not hesitate to complete any task
- Jane's feedback was that she really liked how the CTAs sit at the bottom of the screen and still can grab her attention.
- I assumed Jane would be able to go through each step and this assumption was validated. I also thought that Jane might have the same feedback about the feedback for type being too small but that didnt occur.

Overall Task Analysis

Task:1 Borrowing Money

- All testers had a seamless experience with this task. They intuitively knew where to tap and confidently completed the process
- All testers had a solid understanding of the tasks at hand and were able to proceed without hesitation,
- There were no usability issues as after knowing the scenario the tester knew whats the purpose of this task and knew where to tap

Task2 Choosing Payday loan

- All the testers were able to complete this task successfully without any hesitation
- All the testers were able to recognize the selected state and unselected state of that screen and the option
- The testers appreciated how both options were descriptive and provided information about the option they were going to choose

- There were no usability issues because the testers had information to go about from for their decision-making process and were able to complete the task smoothly

Task3 Borrowing the eligible amount

- All the testers were confident in the choices they were making
- All the testers completed their task without any hiccups
- The clear and informative layout significantly enhanced the overall experience of the task
- There were no usability issue because of the clear descriptive CTAs as an indicator

Task4 Upload Utility Bill

- All the testers were able to identify that the utility bill document was missing from the document review list and was successfully able to upload, review and confirm the upload.
- Some of the testers suggested increasing the overall type size in the modal for better legibility
- All the testers completed this task of uploading the bill successfully.
- The alarming icon and the greyed-out CTA intrigued testers that something was missing and the visual cues aided testers in finishing the task
- There were no major usability issues as the testers had visual cues to complete their task and the clear layout of the prototype instigated the user to complete the task without any hesitation

Task5 Go to the Next Step

- All the testers were able to complete the task successfully
- After uploading the utility bill the testers saw that the greyed-out CTA was now active because the UI was darkened a bit to show its active state this hinted to the testers that they were ready to go to the next step of their application.
- All the testers were able to see that now there is a checkmark in front of their missing document which was previously in an error state
- There was no usability issue every tester was able to see what the next step because of the active state of the CTA and visual cues to move forward

Task6 Repayment Method

- All the testers were able to know what are they choosing as their option because of the descriptive copy under each option.
- The testers informed that the clean layout and informative components made their choosing the repayment option process fluid.

- There were no hiccups to completing this task
- There were no usability issues as their options were descriptive and supported by clean simple and minimal design making a smoother user experience

Task7 Receive money

- All the testers were successfully able to finish this task
- The testers liked that there were multiple options to choose from to repay their money.
- The icons were super helpful and made the choosing process fluid and direct
- The testers were happy about the descriptions underneath each option to keep them informed about the decision they are making but would like the type of it to be slightly bigger
- There were no usability issues as tester knew where they were tapping

Task8 Finish application

- All the testers were able to review the information they just input throughout each step of their application
- All the testers were able to understand that this is the last step of their application because of the copy in the CTA
- The testers expressed that the type for this screen could be bigger so they can review their information which is a crucial step for this screen, in particular,
- All the testers were able to finish their application task successfully
- There were no usability issues because there was supporting copy to help testers conclude the process

Conclusion

My overall user testing went really well the users knew what to click next and had an idea of what to expect if they clicked on any component. All the testers were able to complete all the tasks without any hesitation.
My test and prototype were successful in making the user experience fluid and informative.
My feedback from this user testing was to make some of the type in a couple of the screens legible
I am now going to take this feedback and I am going to make a revised prototype and make my prototype ready for 2nd round of User testing.

Sessions: 2 Output Document

Executive Summary

The test took place on Oct 26th at Brain Staton which is on King St, Toronto, Canada

The purpose of this test is to validate whether the feedback from the 1st round of user testing is applied successfully or not.

And to *put the user first* and get a clear understanding of the **usability** and feedback on the **user experience** before I started finalizing my design.

This document contains compiled information about what went to my user testing. Some of the important points are:
- A list of tasks users were asked to complete
- Testing Record
- Overall Testing results
- Summarized analysis of each task
- Conclusion of the user test

The tasks the testers were asked to complete

- How would you go about borrowing money?

- How would you go about choosing a Payday loan as your choice?

- How would you go about borrowing the amount you are eligible for?

- How would you go about uploading your utility bill?

- So you have uploaded your utility bill and everything looks great now How would you go about going to the next step?

- How would you go about choosing your repayment method?

- How would you go about choosing the way you want to receive the money you will borrow?

- Now how would you go about reviewing and finishing before completing your application?

Overall Testing Results

	Borrowing Money	Choosing Payday loan	Borrowing the eligible amount	Upload Utility Bill	Next Step	Repayment Method	Receive money	Finish application
Linda	✅	✅	✅	✅	✅	✅	✅	✅
Eliel	✅	✅	✅	✅	✅	✅	✅	✅
Krishna	✅	✅	✅	✅	✅	✅	✅	✅
Redate	✅	✅	✅	✅	✅	✅	✅	✅
Isabella	✅	✅	✅	[✅	✅	✅	✅	✅
Task Average	✅/ 5	✅/5	✅/ 5	✅/ 5	✅/ 5	✅/ 5	✅/ 5	✅/5

Test & Task Record

Linda

- Linda was able to go through all the steps successfully and she enjoyed how simple and straightforward the process was
- Linda did not misinterpret any components they knew what they were clicking
- Linda suggested that some of the type and the icons on the document screen could be a bit bigger
- Linda liked the overall aesthetics of the prototype and appreciate the fluidity of it
- I assumed that Linda would be able to complete each task which is true but I also thought that the type was big enough after the feedback from last rounds user testing was applied, which apparently is not big enough.

Eliel

- Eliel was able to finish all the tasks successfully, he liked how straightforward it is
- Eliel knew where to click without misinterpreting any components or CTA
- I assumed that Eliel would be able to finish all the tasks successfully without any hesitation which is proven true

Krishna

- Krishna was able to finish all the tasks successfully
- Krishna pointed out that the provided information is very helpful in making decisions
- Krishna completed all tasks without any hesitation
- Krishna recommended removing the italics from some of the text to maintain consistency
- I assumed Krishna would be able to go through each step and this assumption was validated

Readate

- Readate was able to finish all the tasks successfully without any hesitation
- Readate said the app looks very straightforward and realistic and she can tell that it's for IOS
- Readate said that the layout of the app made the process for her less overwhelming and she was able to focus on the important things.
- I assumed Readare would be able to go through each task successfully and this assumption was validated.

Isabella

- Isabella was able to finish all the tasks smoothly
- Isabella's feedback was to double-check some spacing between 2 words and increase the size of the type in the document screen
- Isabella likes the UI of the prototype and how the alignment is making it easier for her to follow the content of the prototype.
- I assumed Isabella would be able to go through each step and this assumption was validated.
- I did not assume that the document screen type is small because I have applied the feedback from the 1st round of user testing.

Overall Task Analysis

Task:1 Borrowing Money

- All testers had a seamless experience with this task. They intuitively knew where to tap and confidently completed the process
- All testers had a solid understanding of the tasks at hand and were able to proceed without hesitation,
- The straightforwardness of the layout helped users complete the task
- I was able to validate my assumption regarding that every tester will finish this task.
- There were no usability issues as after knowing the scenario the tester knew whats the purpose of this task and knew where to tap

Task2 Choosing Payday loan

- All the testers were able to complete this task successfully without any hesitation
- All the testers were able to recognize the selected state and unselected state of that screen and the option
- The testers appreciated how both options were descriptive and provided information about the option they were going to choose
- The testers felt confident selecting the options they are choosing because they had information about their choices
- There were no usability issues because the testers had information to go about from for their decision-making process and were able to complete the task smoothly

Task3 Borrowing the eligible amount

- All the testers were confident in the choices they were making
- All the testers completed their task without any hiccups
- The clear and informative layout significantly enhanced the overall experience of the task

- One of the testers recommended removing the italics from the type for consitency
- All the testers appreciated the custom option on this screen
- There were no usability issues because of the clear descriptive CTAs as an indicator

Task4 Upload Utility Bill

- All the testers were able to identify that the utility bill document was missing from the document review list and were successfully able to upload, review and confirm the upload.
- Some of the testers suggested increasing the overall type size in the modal for better legibility and removing italics from some of the types
- All the testers completed this task of uploading the bill successfully.
- The alarming icon and the greyed-out CTA intrigued testers that something was missing and the visual cues aided testers in finishing the task
- There were no major usability issues as the testers had visual cues to complete their task and the clear layout of the prototype instigated the user to complete the task without any hesitation

Task5 Go to the Next Step

- All the testers were able to complete the task successfully
- After uploading the utility bill the testers saw that the greyed-out CTA was now active because the UI was darkened a bit to show its active state this hinted to the testers that they were ready to go to the next step of their application.
- All the testers were able to see that now there is a checkmark in front of their missing document which was previously in an error state
- Some of the testers suggested increasing the overall type size in the modal for better legibility and removing italics from some of the types
- There was no usability issue every tester was able to see what the next step was because of the active state of the CTA and visual cues to move forward

Task6 Repayment Method

- All the testers were able to know what are they choosing as their option because of the descriptive copy under each option.
- The testers like the clean layout and informative components but recommended removing the italics from some of the types to maintain consistency
- There were no hiccups to completing this task

- There were no usability issues as their options were descriptive and supported by clean simple and minimal design making a smoother user experience

Task7 Receive money

- All the testers were successfully able to finish this task
- The testers liked that there were multiple options to choose from to repay their money.
- The testers liked the icons as they were engaging but recommended removing the italics from some of the type to maintain consistency
- The testers were happy about the descriptions underneath each option to keep them informed about the decision they are making
- There were no usability issues as testers knew where they were tapping

Task8 Finish application

- All the testers were able to review the information they just input throughout each step of their application
- All the testers were able to understand that this is the last step of their application because of the copy in the CTA
- One of the testers recommended removing the italics from some of the type to maintain consistency
- All the testers were able to finish their application this task successfully
- There were no usability issues because there was supporting copy to help testers conclude the process

Conclusion

After applying the feedback from the 1st round of User Testing, I realize that there were other things that the testers didnt quite catch in the 1st round of testing and there was new cosmetics feedback for my 2nd round of testing.
My overall user testing went really well the users knew what to click next and had an idea of what to expect if they clicked on any component. All the testers were able to complete all the tasks without any hesitation.
My test and prototype were successful in making the user experience fluid and informative.
My feedback from this user testing was to make some of the types and the icons bigger and remove some italics from the type

I am now going to take this feedback and I am going to make a revised and updated prototype which will reflect the feedback that I got from my 2nd round of testing.