

Usability Plan – Test 2

Prototyping Fall 2024 – MICA UXD

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[Assignment 5 Figma File](#) · [Prototype](#) · [Usability Test Script](#) · [Usability Test Notes](#)

About

This usability test will look at the clarity and usefulness of including an allergy count section to Apple's weather app and a notification feature. Primarily, the navigation and understanding of the allergen information and the allergy alert process will be analyzed.

Usability tests will be conducted on 5 users in a mixture of in-person and remote testing over Zoom. Each test will take around 20 minutes to complete. Recordings and detailed notes will be utilized to ensure all useful data is collected.

Background

Many people who use Apple products frequently view its built-in weather app. Apple's weather app has a variety of features and has offered more information with each update. However, it lacks specific information regarding allergy counts. Individuals looking for this information have to download additional apps or view search websites for these counts. Taking these extra steps can be time-consuming and frustrating for users.

This research will offer a prototype with an updated version of Apple's weather app which includes a section for daily and weekly allergy counts for tree, grass, weed, mold, and dust & dander allergens. Each allergen type will have information on the most relevant types for the user's region and time of year. Additionally, users can set notification preferences to be alerted to custom allergen levels just as Apple's weather app currently offers for severe weather and upcoming precipitation.

Objective

We hope to understand:

- Perceptions of the addition of allergen information
- Comprehension of allergen information
- Expectations of allergen count features and notification settings
- The usefulness of additional allergen information and daily/weekly views
- Thoughts about allergen alerts and scheduled alerts
- Users' understanding of overall navigation and use

Usability Script, Questions, and Notes

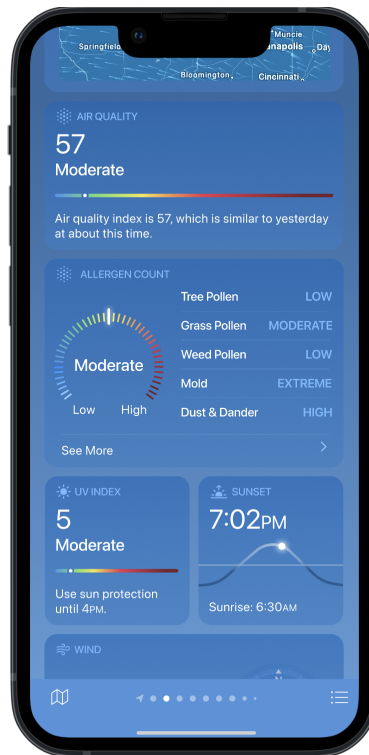
File Name	Link
Usability Test Script/Questions	View
Usability Test Notes	View

Participants

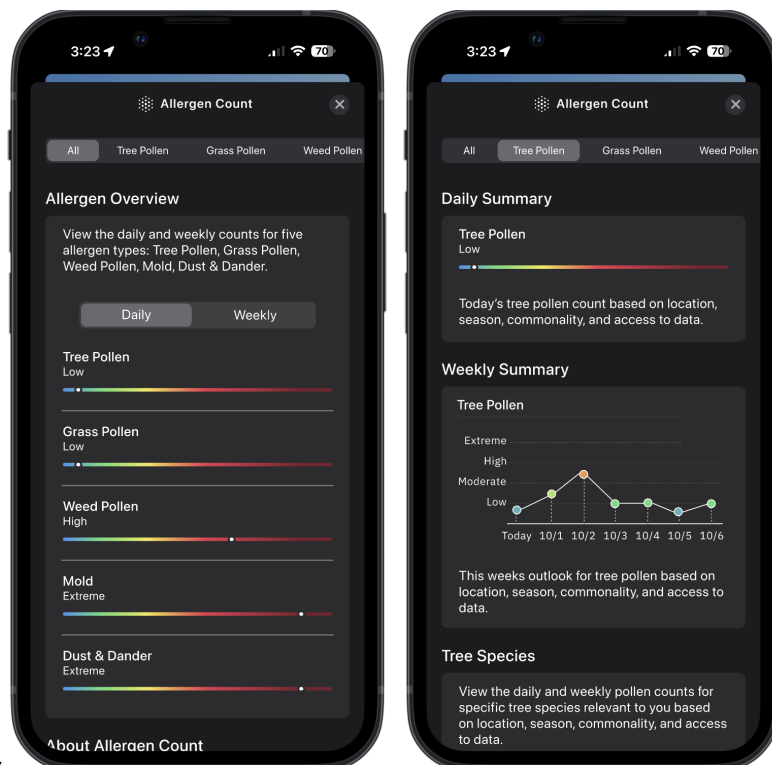
Name	About	Contact	Date/Time	Method
Priyanka Patel	• 30's • Washington (USA) • Web Developer • Friends and family have bad allergies to specific pollens • Seasonal Allergies	priyanka.createweb@gmail.com	10/3/24 @3:30pm EST	Zoom
Kalina Stephani	• 20's • California (USA) • UX Designer • Friends have bad	stephanikalina@gmail.com	10/4/24 @4:00pm EST	Zoom

	allergies			
Cameron Eaton	• 30's, Indiana (USA) • Data Analyst • Has Moderate Allergies	cameron.eaton72@gmail.com	10/4/24 @9:30pm EST	Zoom
Maddie Bisi	• 20's • California (USA) • Masters Program Student • Has Mild Allergies	maddiebisi@gmail.com	10/6/24 @4:00pm EST	Zoom
Lisa Leonard	• 50's, Indiana (USA) • Project Manager • Daughter has bad allergies	lisa.leonard490@gmail.com	10/7/24 @3:30pm EST	Zoom
Maddie Bisi	• 20's • California (USA) • Masters Program Student • Has Mild Allergies	maddiebisi@gmail.com	10/6/24 @4:00pm EST	Zoom

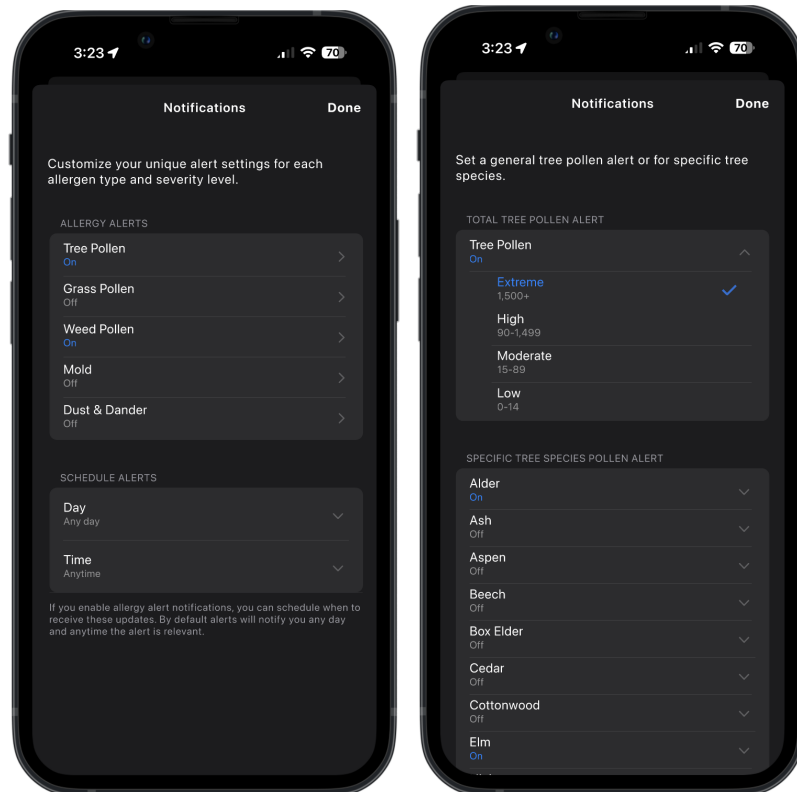
Stimuli



Weather App Allergen Count Section



Detailed Allergen Count View



Allergen Alert Notifications

Summary of Usability Test

Key Findings:

1. Nonspecific dial

- a. Four users (Priyanka, Kalina, Maddie, Lisa) had hesitations about what the moderate dial in the allergen count widget in the weather app was representing. Users wondered if it was the average total amount (yes) or represented one of the allergen types (no).

2. Confusion about scheduled alert usage

- a. Four users (Kalina, Cameron, Maddie, Lisa) wondered if the scheduled alerts meant that you would set a range on a given day and tell you what the allergen alert was during that timeframe.

3. Incomplete time selection for scheduled alerts

- a. Three users (Kalina, Cameron, Maddie) were curious about how the time worked for the scheduler. Initially thinking a range was selected, they wondered how picking a single time worked and what time alerts would come in originally.
4. Text alert notification content is not organized optimally
 - a. All users gave useful opinions and insight into their idea of an optimal text alert for the allergen notification. Some thought that less information was better and then click into the alert for more information, while others wanted as much detail as possible.
5. The user journey after selecting the allergen alert notification is undefined
 - a. I asked all the users how they were expecting to interact with the text alert and where clicking it would take them as I had not designed it yet and some users made it to this line of questioning before I had a chance to ask. Users expected to be taken to the detailed allergen count view in the weather app when clicking the allergen alert.

Top-level insights:

- [Insight 1](#): Improving the labeling on the average display dial on the home allergy count widget will improve browsing efficiency.
 - [Nonspecific dial](#)
- [Insight 2](#): Completing and clarifying the usage of scheduled alerts will minimize user confusion.
 - [Confusion about scheduled alert usage](#)
 - [Incomplete time selection for scheduled alerts](#)
- [Insight 3](#): Ensuring the allergen alerts are efficiently displaying information will improve the efficacy of the feature.
 - [Text alert notification content is not organized optimally](#)
 - [The user journey after selecting the allergen alert notification is undefined](#)

Theme Topics

1. Theme topic 1: Specifying the dial display labeling

a. Observations

- Observation #1 Four users (Priyanka, Kalina, Maddie, Lisa) had hesitations about what the moderate dial in the allergen count widget in the weather app represented.

b. Insight

- Insight 1: Improving the labeling on the average display dial on the home allergy count widget will improve browsing efficiency.

c. Patterns

- Four users (Priyanka, Kalina, Maddie, Lisa) had hesitations about what the moderate dial in the allergen count widget in the weather app was representing.
- Users wondered if it was the average total amount (yes) or represented one of the allergen types (no).
- The common thought, if it was not an average, was that it displayed whatever allergen type the user clicked or set to show.
- Two users (Kalina, Maddie) wondered if you could customize which one is displaying in the dial through settings.

d. Quotes

- Priyanka: "I do wonder if the display on the left that says moderate is showing the overall allergy count or if it is specific to one allergy type. Like if I click on a type does this show?"
- Kalina: "I'm wondering what the moderate means - if it's like an average or if it's for a specific thing?"
- Cameron: "The moderate modal is the overall allergen - like the net allergy amount."
- Maddie: "Moderate is today and a general summary like an average. Or maybe you can set certain alerts and it display here? I remember in the past user test we did there was an alert for specific allergens."
- Lisa: "I think moderate is the grass pollen because that one is moderate."

e. Suggestions

- I had already planned on adding text to state what it was but was struggling with the visuals and ended up leaving it out to see what users thought it would be representing.
- Add “total avg” or something similar to the moderate dial on the weather app allergen count widget.

2. Theme topic 2: Clarifying the usage of scheduling allergy alerts

a. Observations

- Observation #1 Four users (Kalina, Cameron, Maddie, Lisa) wondered if the scheduled alerts meant that you would set a range on a given day and tell you what the allergen alert was during that timeframe.
- Observation #2 Three users (Kalina, Cameron, Maddie) were curious about how the time worked for the scheduler.
- Observation #3 Initially three users (Kalina, Cameron, Maddie) thought a range was selected, they wondered how picking a single time worked and what time alerts would come in originally.
- Observation #4 One user (Maddie) incorrectly thought that if they chose an allergy alert for low, then it would notify them for low, moderate, high, and extreme – like a slider range from the last usability test.

b. Insight

- Insight 2: Completing and clarifying the usage of scheduled alerts will minimize user confusion.

c. Patterns

- Four users (Kalina, Cameron, Maddie, Lisa) thought you'd set a ranged alert because they thought there was hourly allergen data.
- Three users (Kalina, Cameron, Maddie) were curious about how the time worked for the scheduler picking one time.

d. Quotes

- Kalina: "I expect to open up a similar list like severity but days so I can select a day. I expect to select a range of times. The day is acting exactly how I expected. For the time, I would like range. Like if I'm outside during certain times I could set it for that."
- Cameron: "I think it would be nice to set a range of times. maybe every Saturday I'm doing something outside between a certain time and I want to know the allergies for the day. So I want an alert for the time frames." *[explains there is no hourly data]* "Now I understand what the schedule alert is. It is so you're not getting a million and can schedule it all at once. I like that you can select all the different severity levels too."
- Maddie: "Time is a bit confusing. Is it the time when you get the notification? When I want to be notified or check a certain time? I think it's when you're getting the notification."
- Maddie: "If I choose a low ash count. I assume it would be a threshold that it would notify me for low and above."
- Maddie: "I assume that it would notify me for all of the species if I select the general."
- Maddie: "There could be a lot of notifications if I select lots of things."
- Lisa: "I think it will tell me at a certain time if the allergy I set is high. I'd give it to give me an alert if the pollen count is high for that day."

e. Suggestions

- Allergen count information does not come in hourly data.
- Rename "Schedule alerts" to "Schedule Allergen Report"
- Finish fully building out the time-setting option
 - Add a checkbox for the automatic time of x (maybe 5 am?)
 - When do daily reports typically roll out?
 - Add a done/set thing for the time

- Add more descriptive text? Like say if you set it for general you will just get the general reading info and if you set a specific species alert then you will get that specific allergen species alert.

3. Theme topic 3: Improving allergen text alerts and completing the user journey

a. Observations

- Observation #1 All users gave useful opinions and insight into their idea of an optimal text alert for the allergen notification.
- Observation #2 All users expected to be taken to the detailed allergen count view in the weather app when clicking the allergen alert.

b. Insight

- Insight 3: Ensuring the allergen alerts are efficiently displaying information will improve the efficacy of the feature.

c. Patterns

- Users expected to be taken to the detailed allergen count view in the weather app when clicking the allergen alert.
- Some users wanted a general alert and then dig into it on their own.
- Some users wanted a detailed alert so they don't have to dig into the app.

d. Quotes

- Priyanka: "High is all capitalized so it draws attention. Can you make it a different color?"
- Priyanka: "If I click this can I see which tree pollen type this is? Or do I have to go into the app and check?"
- Priyanka: "Multiple alerts are nice to see since you can set multiple alerts. For the notification it's fine. But what if I have more than 5 or 10? It would be bulky. Take up the whole screen. I like the detail but I'd like to keep it short. Maybe click the alert to get more details?"

- Priyanka: "Text: the first option is small and sufficient. Attention to go and check the weather app. If I want to see multiple allergy alerts maybe you can show in one line. Like low: list and then moderate: list, etc."
- Kalina: "There's nothing bad about it, I get the general info. I get what it is and I like the time and day. Specific and says it's near your location. I feel like it would be good to know right away what this alert or like right away if it is tree pollen alert."
- Kalina: "I like it says the different types of notifications for the multiple view. Is there a reason there is an alert effect?"
- Cameron: "It's a text message so it's kind of limited on information you can put here. Kind of surprised you can have this much information for a Lock Screen notification."
- Cameron: "Clicking into notification, I think it would take me to the allergen tab as if I clicked on the see more button. Well based on the previous text, I assume I have to click through each tab to see something specific. The alert is already kind of giving me the specific alert. I wonder if I had a whole bunch of specific alerts set how they would interact here. But now I'm thinking about developmental limitations. I could see there being a specific tab that just shows everything the user has an alert for. Like a customized all tab? That would show the overall for tree and grass and then specifics (as text notifications show)."
- Cameron: "I think these text alerts are fine. If there is no granular data for hourly allergy. I don't know what terms I would use for time sensitive but I may change what that says. It makes me think there is a time-sensitive part."
- Maddie: "It makes sense and I assume in settings I could adjust banner notifications."
- Maddie: "If clicked, it would take me to the weather app - the allergy section. Probably clicked into see even more info."
- Maddie: "I don't think it's typical if so much information can be shown without long holding it. Like with texts if you long hold you

get a preview. I assume long holding this notification would give a brief summary.”

- Lisa: “I like that it gives the date and how long the alert lasts so I don’t have to go into the app right away. It gives an overview of what I need so I can get the alerts and if I don’t have an alert then I don’t need to go in and look.”

e. Suggestions

- Rewrite this text alert – step away from apples design system
- Figure out how to best show this information in one line or two
- Where will clicking into this text alert take you?
 - I think it would take the user to the detailed allergen view in the weather app
- Add some kind of alert tag/notification in the allergy alert section to show there are active alerts?
 - Click on alert tag to view a detailed breakdown of all the alerts active