

Introduction

Usability Test Report

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Introduction

After building a wireframe prototype for a subscription management app, usability testing was conducted to evaluate the app's overall usability, identify any friction points, and assess whether users can navigate key features intuitively. After testing with 5 participants, insights and feedback were gathered regarding user behavior to help refine the interface before development. For context, this app helps users manage their subscriptions more easily.

Severity Scale

CRITICAL

Multiple users could not complete a task. These issues are issues you must fix before you launch your app or site

MAJOR

Multiple users struggled to complete a task. These issues are important to fix before you launch your app or site

MINOR

Users completed a task but raised concerns about design choices. You should fix these issues when time allows

NORMAL

Users identified a cosmetic problem. You should fix these issues when time allows

Key Findings

Key Findings

Participant 1

July 2, 2025

5:30pm

Findings:

- User found navigation and core functions (adding/managing subscriptions) generally intuitive
- UI clarity improvements needed: clearer headers, color usage, and feedback after actions
- Custom categorization feature well-received, but some interaction design refinements suggested
- Calendar view and notifications accessible, but date selection UI could be more obvious

Errors encountered:

- Manually adding subscriptions (e.g., Adobe Creative Cloud) was mostly clear, but some UI elements caused confusion
- Calendar navigation between months needs refinement (current date highlighting, clickable areas)

Participant 2

July 2, 2025

9:30pm

Findings:

- Overall, the app's navigation and core functions were intuitive and straightforward for the user
- The custom categorization feature with drag-and-drop was particularly well-received
- Some UI elements could be refined for clarity, especially around deleting vs. canceling subscriptions
- Minor technical issues occurred with notifications not displaying consistently

Errors encountered:

- Some confusion between "canceling" a subscription vs "deleting" it from the app
- Suggestion to make "delete from list" option more accessible from main subscription screen

Participant 3

July 3, 2025

10:00am

Findings:

- User found the app intuitive and easy to navigate, completing tasks efficiently
- Suggestions for improvement: multi-select feature, collapsible categories, and more visible cancel/delete options

- Alphabetical sorting and search functionality highlighted as desired features for future iterations
- Overall positive feedback on the app's foundation and streamlined user experience

Errors encountered:

- Suggested collapsible categories for better organization of numerous subscriptions
- Suggested more prominent placement of cancel/delete options for easier access
- Suggested alphabetical sorting as a popular option for organizing subscriptions

Participant 4

July 3, 2025

1:00pm

Findings:

- The wireframe prototype was well-received, with positive feedback on its minimalist design and intuitive layout
- User successfully completed most tasks, indicating good overall usability
- Dashboard and graphical representations were particularly appreciated
- Minor technical issues (screen blackouts) occurred but were resolved

Errors encountered:

- N/A

Participant 5

July 3, 2025

8:30pm

Findings:

- User found the app intuitive and easy to navigate, praising features like the dashboard graph, potential savings, and categorization options
- Calendar view for upcoming payments was highly appreciated for visualization
- No major confusion points were identified during the testing process
- User suggested adding exact dates to "upcoming payments" for clarity

Errors encountered:

- Implement exact dates for upcoming payments in addition to relative time

Problem Log

Problem Log

CRITICAL

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Issue Identified	Solution idea

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Issue Identified	Solution idea

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Issue Identified	Solution idea
When clicking on a different day, one participant mentioned that she would like to see the current day highlighted	Include a way to highlight current day when the user is viewing a different day on the calendar
2 participants expressed a suggestion to move cancel and delete options to the parent subscription profile page for quicker removal	Move 'Cancel subscription' and 'Delete subscription' to parent subscription profile page
One participant noted that if categories and lists get too long, it'd be useful to be able to collapse them	Add collapse/expand caret to categories in subscriptions

NORMAL

Users identified a cosmetic problem. You should fix these issues when time allows

Issue Identified	Solution idea
One participant preferred seeing the exact date for upcoming payments instead of “2 days”	Implement exact dates for upcoming payments in addition to relative time
One participant expressed her confusion with the subscription details page when adding Adobe CC to her list. She couldn't tell if the added information was already there or not	Add additional screens to showcase subscription details with default entry details