

# Capstone Usability Testing Results

by Amber Hicks

April 18, 2019

## INTRODUCTION

Second-round usability testing occurred at Jefferson City Schools -- mainly Jefferson Academy (3rd-5th grade). Teachers were asked a screener question to determine how frequently they currently use apps and websites to communicate with parents and families of their students. If the frequency was daily, the teacher fit the requirements for being a participant in usability testing. 5 teachers were tested individually in their classrooms.

Through usability testing, my goals were to:

- Discover initial impressions of Profile, Messaging, and Announcements screens
- Uncover usability problems in red routes and analyze if first-round usability pain points were successfully iterated
- Identify strengths and weaknesses in red route screens

## FINDINGS

After iterating the app based on first-round usability testing findings, I conducted 5 more usability tests with new participants.

Main takeaways and Insights:

- Profile screen is streamlined and clean, according to participants
- Connecting to Parents/Families red route task had a 100% completion rate
- 100% of participants mentioned a desire for a back arrow on the messages screen -- I learned that I broke the consistency of the app in leaving out the back arrow on this screen.
- Viewing/Sending Messages red route task had a 100% completion rate
- 5 out of 5 participants mentioned they liked the design of the messages screen
- Viewing/Posting Announcements red route task had a 100% completion rate
- 5 out of 5 users mentioned that the +Announcement CTA is easy to find, making this task simple and routine
- Classroom Feed red route task had a 100% completion rate
- 5 out of 5 participants voiced that the "social media feel" of the Classroom Feed screen made the layout recognizable and organized

Through my second-route usability tests, I learned that my iterations upon first-round usability test pain points were beneficial in integrating the calendar into the

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announcements postings, incorporating more fill text throughout the messaging and announcements red routes, and including more visibility of system status and interaction throughout the app.

Even though my initial pain points were solved, second-round usability tests highlighted new pain points such as increasing UI consistency throughout the app. This serves as a perfect reminder that a product can always be iterated upon to improve user experiences.