

Introduction

GalleryPal - Usability Test Report

By Jesh Anies

Introduction

After building a high-fidelity prototype for GalleryPal, 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, GalleryPal is an app that provides museum guests with an interactive guide to their visit.

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

[Link to usability test notes](#)

Participant 1

May 7, 2025

9:00am

Findings:

- User successfully completed all tasks, navigating through key features (location services, map view, scan tool, journaling)
- Map view with thumbnails was highlighted as a favorite feature, praised for its clean layout and helpfulness
- Minor navigation confusion when transitioning between map view and scan feature
- Short but valuable session providing insights for improving customer satisfaction in art viewing

Errors encountered:

- Minor confusion navigating back to main menu from map view to access scan feature

Participant 2

May 7, 2025

11:00am

Findings:

- Luke successfully completed all tasks, navigating the app with ease and providing valuable feedback
- The map feature and scan tool were particularly well-received, with suggestions for UI improvements
- Minor confusion around the journal icon's design, but overall positive reception of the app's concept and potential

Errors encountered:

- Minor confusion around the journal icon's design as it didn't clearly represent a journal

Participant 3

May 7, 2025

1:00pm

Findings:

- Asa successfully completed all tasks, navigating through key features (art info, map, scanning, journaling)
- UI feedback: font size inconsistency in art info section, positive response to attention to detail (e.g., location hints)
- Both participants discussed their recent design sprint experiences and Figma Config announcements

Errors encountered:

- N/A

Participant 4

Rachel A

May 7, 2025

4:30pm

Findings:

- Participant found the app intuitive and easy to navigate, completing all tasks efficiently
- Horizontal scrolling for artwork info was well-received, keeping the image visible while reading
- Journal feature slightly unclear at first, but easily discoverable upon exploration
- Location-based auto-adjustment of museum info suggested as a potential future feature

Errors encountered:

- N/A

Participant 5

May 7, 2025

5:30pm

Findings:

- William successfully completed all tasks, navigating the app's core features with ease
- The app's organization of art information, journaling feature, and simple map layout were particularly well-received
- Potential improvements: personalized journal entries in art profiles, accessibility features on the map
- The usability test validated the current user experience design, with minimal necessary improvements

Errors encountered:

- N/A

Problem Log

Problem Log

CRITICAL

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

Issue Identified	Solution idea

MAJOR

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

Issue Identified	Solution idea
2 participants expressed minor confusion navigating back and forth between main menu and map view under explore	Use smart animate to seamlessly integrate the main menu and map pages to feel like a singular page

MINOR

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

Issue Identified	Solution idea
2 participants expressed minor confusion navigating back to main menu from map view to access scan feature	Implement a way to access the scan tool from the map view

NORMAL

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

Issue Identified	Solution idea
One participant expressed minor confusion around the journal icon's design as it didn't clearly represent a journal	Redesign the journal icon for better clarity
One participant noted font size inconsistency in art info section (key info, date, medium, dimensions)	Establish cohesion between font usage
One participant instinctively clicked on the art from the mini map view on the explore page	Evaluate the possibility of making artwork clickable on all map views
One participant suggested personalizing the experience by showing past journal entries in art profiles	Consider implementing personalized journal entry display in art profiles