

Dively

User Testing with Clickable Prototypes

Opening Script for One-on-One Testing

Thanks for your time today; this session should take 15 minutes or less. I'm testing a prototype of a new app to help scuba divers log their dives and manage their gear and certifications. Please open the link to the Maze prototype [*for remote*: and share your screen]. The platform will present four short "missions" for you to try to complete in the app.

The prototypes are interactive in a rudimentary way, where all you will need to do is click - no typing or swiping. If there are places where you would expect to type information, just clicking will auto-fill text. Not everything is clickable at this point.

Try to talk out loud through your thinking as you work on the missions. Let me know if you have questions, but some I won't answer because I want to see how you're able to navigate the app without help.

I'll be taking notes on my computer, and these cleaned up notes will be shared with my design mentors and accessible via a link on my portfolio website.

[*For remote*: I'll mute myself so my typing isn't distracting for you, but I'll unmute whenever needed.]

Any questions before we begin?

Mission 1: Log in

You've just launched the dively app for the first time on your new phone.

Get started by clicking anywhere on the screen with the logo. Refresh yourself about what the app does and log in with an email address.

Notes from User Tests

Tester 1

- I usually skip the overview. 6 screens seems like a lot too.
- "Outfits" sounds funny, like it should be something trendy that divers choose based on the way they look.

Tester 2

- The smaller text on onboarding screens is a little too small. Though that could be because the screens aren't at full size in Maze.
- Gear outfits are cute.

Tester 3

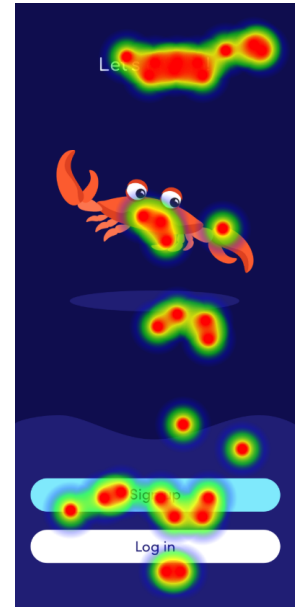
- I would normally skip the overview.
- Not sure what a dive computer is, but I'm not a diver.

Tester 4

- Crab is cute
- Inconsistent use of periods in the onboarding screens
- Taking a photo seems useful, and the gear outfits
- Onboarding was a lot of information

Tester 5

- No issues



Observations from Maze Data on Other Testers

- Some users tried to swipe on the last onboarding screen ("Let's dive in!") instead of tapping on the "Log in" or "Sign up" buttons.

Changes

- Consolidated two of the onboarding screens so there are now 5 instead of 6
- Will revise prototype so swiping on the Dive In will take the user to a sign up page.
- Fixed periods in onboarding sequence to be consistent

Mission 2: Dive list

View a list of your logged dives.

Notes from User Tests

Tester 1

- Not sure right away where to click. Don't want to click on dive in the navbar because I can tell that's how you add a dive bc there's a + sign. Found the toggle on top though.
- Vest in the navbar looks a little like lungs.

Tester 2

- Found the list toggle within a few seconds

Tester 3

- Found the list toggle within a few seconds

Tester 4

- Not immediately apparent that that whole thing was my log. I wanted to see a list, and wasn't sure if all the info in the summary was my recent dive log. But then I saw "list" on the top and got that it was a toggle.

Tester 5

- No issues, just took a few seconds of thinking

Observations from Maze Data on Other Testers

- Aside from a few clicks in random places, all testers were able to find the log list.

Changes

- None

Mission 3: Save a piece of gear

Navigate to your gear list and add a new dive computer. Give it a nickname "Suunto" and add it to your "Tropical" gear outfit.

Notes from User Tests

Tester 1

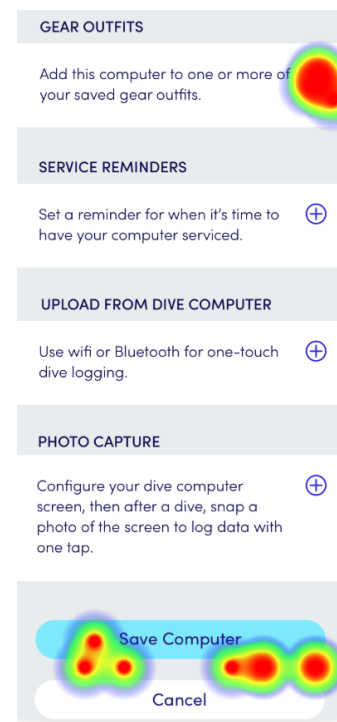
- Wanted to click on the "Tropical" circle instead of "Computers" in the list below
- Why is his watch see-through?
- Not sure what to do after the Tropical toggle was switched. Seems like the mission is completed, but had to scroll to the bottom to save.

Tester 2

- No issues

Tester 3

- Clicked on list of dives first. Then clicked on the dive "+" in navbar before finding the gear section in the navbar.
- Then wanted to add another gear outfit before seeing computers in the gear list. Then got it.



- Not sure whether iOS uses “save” on keyboard instead of “return.”

Tester 4

- After entering the name and adding it to my tropical outfit, I wasn’t sure for a second whether I needed to click save or if I was done. Maybe there are no save buttons and pressing “enter” on the keyboard or adding a small “save” word next to each field would do the trick.

Tester 5

- Wanted to save before adding to tropical kit

Observations from Maze Data on Other Testers

- When they got to the step of adding the computer to their “Tropical” gear outfit, some testers wanted to click “Save Computer” at the bottom of the screen instead of opening the “Gear Outfits” section.
- Many participants wanted to add the computer by first clicking on the “Tropical” gear outfit.

Changes

- Mocked up the “Tropical” outfit page so the user can complete this mission via two paths.
- Made dive gear 100% opaque in the illustrations with the crab.
- Added small “save” and “discard” buttons on each section of the add new computer page and removed the “Save” button from the end of the page
- Checked iOS guidelines, and it looks like you can customize the copy on the “return” button. <https://files.design/templates/keyboards-ios>

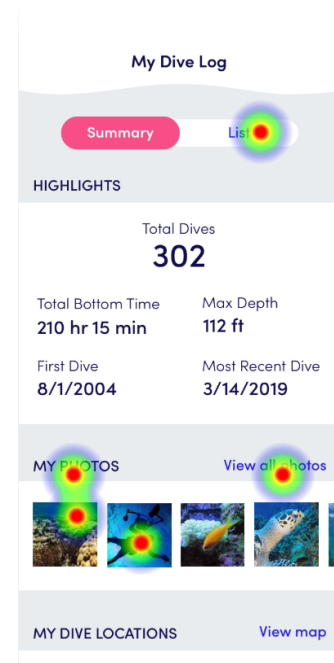
Mission 4: Log a dive

Log a dive by taking a photo of your dive computer screen. Use your Suunto computer.

Notes from User Tests

Tester 1

- I want to be able to click outside the field to make the keyboard go away.
- Expected list of outfits to be in the same circles as on the computer page. But this toggle layout works too and is clean.



Tester 2

- I wanted to log a dive within the “Log” section, but when I saw the “+” button at the bottom it was obviously that.

Tester 3

- Went to log first and clicked through summary and list before discovering the “+” section in navbar.

Tester 4

- The 3 process screens looked pretty similar in the taking photo process - maybe make the format different or add an icon to each to make them more different from each other.

Tester 5

- Wanted to go to log section, but then found add dive section

Observations from Maze Data on Other Testers

- Many users wanted to complete this task by clicking on the “Log” section in the navbar. Some also tried clicking on the “Photos” section of the dive log summary page. Several clicked around for a while before finding the “Add Dive” section of the navbar.
- Once they found the “Add Dive” section, they were able to complete the mission with virtually no mis-clicks.

Changes

- Added a button in the dive log summary and list that directs the user to the add dive section.
- Will make clicking outside the text field remove the keyboard and overlay when I revise the clickable prototypes.
- Added the photo and dive computer icons to the relevant screens in the log-dive-with-photo process so the screens look slightly more distinct from each other.
- I could have changed the outfits to the circle format, except then the circles would behave differently on the two screens - on one screen acting like a button that takes the user to another place, and on the other screen like an on/off switch that does not bring them to a different screen. It seems like if the circles appear in more than one place they should behave the same in all those places.