

Introduction

Kaya - Usability Test Report Round 2

By Jesh Anies

Introduction

After making adjustments to the high-fidelity prototypes for Kaya, 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 new participants, insights and feedback were gathered regarding user behavior to help refine the interface before development. For context, Kaya is an app that helps users find compatible roommates.

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

Date: April 16, 2025

Time: 10:00pm

Findings:

- Participant provided valuable feedback on UI elements, user flow, and potential improvements
- Some technical issues with prototype loading were identified and resolved
- Participant showed high engagement, exploring beyond basic tasks and offering insightful suggestions
- The app is user-friendly and aesthetically pleasing, with potential for dark mode
- Key features like bookmarking, scheduling calls, and requesting documents were well-received
- The participant found value in the product, especially for recurring users like landlords in major cities

Errors encountered:

- Encountered loading problems with Google Maps integration

Participant 2

Date: April 17, 2025

Time: 8:00pm

Findings:

- The app's interface is intuitive and familiar, especially for users accustomed to dating apps
- Participant found most tasks easy to complete, with minor confusion on some icons/labels
- Filtering system and profile customization features were well-received
- Some suggestions for improvements were made, including more concise example text and additional customization options
- User found the app intuitive and familiar, praising its ease of use and similarity to other apps
- The invite tracking feature was identified as the most confusing aspect, with suggestions for improvement
- User appreciated the app's warm color palette and human-centric design elements
- App received positive feedback for solving a specific problem efficiently

Errors encountered:

- Invite tracking was the most confusing feature to locate as the participant expected it to be located under messages instead of explore

Participant 3

Date: April 17, 2025

Time: 9:15pm

Findings:

- Niko found the app intuitive and easy to use, praising its simplicity and user-friendly interface
- The participant suggested adding features like clearing notifications and considering multi-room scenarios
- Niko raised questions about the matching algorithm and the implications of archiving conversations
- The usability test revealed potential improvements in notification management and profile customization

Errors encountered:

- Niko questioned the authenticity of recommendations and suggested considering verification methods

Participant 4

Date: April 18, 2025

Time: 2:30pm

Findings:

- Rachel found the app intuitive and user-friendly, comparing it favorably to familiar social media interfaces
- The profile creation and roommate search processes were straightforward and easy to navigate
- Some minor UI confusion occurred around filter selection and message request location
- Rachel appreciated features like the topics checklist and document request functionality
- Rachel found the app intuitive and user-friendly, praising its clear navigation and accessibility
- Some initial confusion about archiving conversations, but overall positive feedback on the feature
- Reporting system and profile switching were well-received and easy to use
- App's design reminiscent of familiar social media platforms, contributing to its modern feel and ease of use

Errors encountered:

- Lile Via, Rachel initially looked for message requests in the main message inbox

Participant 5

Date: April 18, 2025

Time: 7:00pm

Findings:

- User found the app's color scheme relaxing and intuitive
- Some UI elements like toggles and filters caused minor confusion
- User appreciated features like verification, checklists, and archiving conversations

- Suggestions made for improvements like marijuana-specific options and profile visibility controls
- The app's interface is user-friendly and straightforward, with positive feedback on navigation and notification features
- Participant suggested additional security measures for sensitive documents and a media gallery for uploaded files
- Recommendations for improvements include gender preference filters and better organization of uploaded documents
- Overall, the participant found the app easy to use and explore, with a preference for vertical scrolling over swiping

Errors encountered:

- Request for clearer indication when profile is removed from explore page

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
Niko suggested evaluating the implications of the automatic "no longer interested" message when archiving conversations considering some users may prefer manually sending that note when they're ready to.	Allow users to adjust their "no longer interested" message when archiving a message.
Though other participants were able to easily locate it, 2 participants instinctively looked for message requests under messages (post-match) instead of explore (pre-match)	Consider nesting message requests under messages instead of explore
One participant assumed that the personality sliders felt like you have too much freedom	Implement stops for profile sliders

adjusting the scale and should have stops to visually let you know how many options you have within the range	
One participant expressed her concern about a lack of access to uploaded images and documents in the message thread	Add a media gallery to easily access uploaded documents

NORMAL

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

Issue Identified	Solution idea
One participant pointed out that if you're offering a room, "how much is the monthly offer?" sounds like you are negotiating a price when that is already a set number	Clarify language around room pricing ("monthly rent" vs "room offer")
One participant felt a little bit of confusion when reading "send" when you draft a message to send invitation requests and also with decisions and archive too.	Consider rewording the "Send" button to "Send Message" for clarity