



HealthHorizons Usability Test Plan

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Introduction

HealthHorizons App – Moderated- Remote and In- Person-Usability Tests (Mobile Version)

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Location: Raleigh, NC

Background

HealthHorizons is a responsive health and wellbeing portal which enables users to record their health and medical information, as well as access general physical and mental wellbeing resources to establish and maintain a healthy lifestyle. Two user personas were created. The primary persona highlighted a user managing multiple medical conditions with need to establish a specific wellness regimen for health maintenance. The secondary persona was a user with an overall general need to maintain work-life balance and identified desire for guidance in forming healthy life habits. The discovery phase for HealthHorizons began in May 2022 with competitive research and user interviews. The resulting prototype is an initial hypothesis on how we hope to solve the problem. Now, we would like to test the most important features and functionality for our primary persona.

Goals

The main goals of usability testing were to determine how useful the HealthHorizons app is, to confirm whether features were functional, and to identify any errors which need to be addressed according to Jakob Nielsen's scale. My aim is to avoid having errors with severity levels of 3 & 4. If any of these are identified, they will be prioritized during the next iteration.

Test Objectives

The specific features being tested are: "Two Factor Authentication", "Log Health Information", "Share Wellness Resource", and "Participate in a Challenge". These features cover some of the main needs and goals of the user personas. The primary question will be addressed for each feature: Is this design easy to use and can users complete each task with limited friction?

Methodology

- Sessions: 5 usability tests were conducted each being 15–20 minutes. Moderated in-person or Moderated remote test methods were used depending on the participant's location
- Tools: Recorded sessions on desktop browser using Zoom. Sessions conducted remotely also used Zoom with screen sharing feature
- Tasks:



- You have downloaded HealthHorizons to begin with your wellness journey. You want to sign up and complete the security authentication process. How would you accomplish this task?
- You were able to browse certain wellness resources and have identified an article that you wish to share with a friend. How would you go about doing this?
- You have been able to set specific goals related to Nutrition management and want to track calories you consume each day. You will need to add a food that you ate for breakfast to your Nutrition log. How can you complete this task?
- You have begun to get serious about participating in a fitness activity and want to be held accountable by joining a 30-day challenge. You are not set on a specific topic but would like to discover different options you can take part in. How would you be able to complete this activity?

Participants and Schedule

Jessica (29, Culinary Arts Instructor); Cameron (33, SEO Analyst); Victor (20, Warehouse Worker); Jordan (33, Psychologist); Rita (38, Educator)

Recruitment of five participants was done through the facilitator's personal network. Participants varied in age from early twenties – early forties as this fits the target audience of expected age range of users. participant's identities and contact information are considered confidential and should not be shared.

Script

For a detailed look at the Test Script, including a list of all tasks tested, please review complete script: [Usability Test Script](#)