Usability Testing Worksheet

Group 3: Mental Health.

Grow. app

Method

"Usability testing is the practice of testing how easy a design is to use with a group of representative users. It usually involves observing users as they attempt to complete tasks and can be done for different types of designs. It is often conducted repeatedly, from early development until a product's release." *Source: Interaction Design Foundation*

Roles

Moderator (Gabriel)	Facilitates the session especially by guiding participants and encouraging them to think aloud. Is in charge.
Scribe (Nina)	Also referred to as note taker. Is responsible for capturing the user feedback and documentation.
Technical Facilitator (Ieva)	Make sure that everything technical is running. Jumps in if technical problems occur and has a plan to fix it.
Participant	Performs the task. May walk out at any time without giving reasons. make sure participants feel safe and comfortable.

Preparation

Screener
Working students struggling with stress and their mental health

https://www.figma.com/proto/b7CjPoAg8ufVYEHCbgP0x7/Grow.?page-id=0%3A1&node-id=256%3A277&viewport=859%2C769%2C0.25&scaling=scale-down&starting-point-node-id=256%3A268

Introduction and Context

When approaching potential test users, introduce yourself and the context first.

! Introduce Yourself and the Project

We are Information and Communication Design students.
We are working on an app to help other students maintain their mental health.
We were wondering whether you could spare some time to help us test the usability of our app.

! Introduce the Product (Pitch)

Grow. is a **mobile app** that **helps maintain mental health** so that **working students** can **alleviate their everyday stress and exercise mindfulness.** Unlike **other apps aimed towards mental health** the product **provides a unique gamified personal growth experience.**

Briefing

Disclaimer for Participants

Please be assured, we are not testing you but the product. You cannot do something wrong. You may quit the test at any time without giving reasons.

! Scenario

Imagine you want to wind down after a long and tiring day and check in with your mental health instead of aimlessly scrolling through social media to distract yourself. Instead, you download and open the Grow app, which aims to gamify the process of growth - you grow a plant by completing mental health goals.

! Task Description
Provide the task description as print-out or pdf for participants to always have at hand during the test session.

Using the prototype, your task is to successfully walk through the setup process and set a new goal for the first time on the Grow. app.
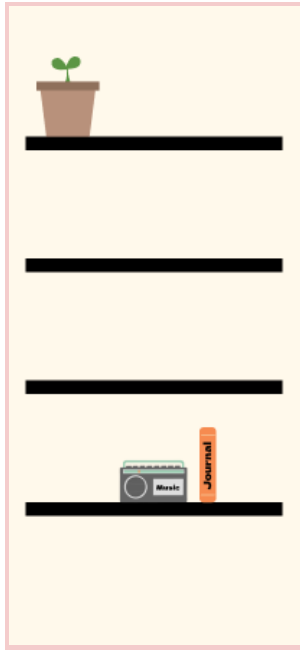
Test Protocol

Think Aloud. Remember to encourage participants to think aloud, i.e., articulate everything they think and do.

Design Methods 2021

Take notes as it works best for you. One good approach is to use the comment function in your prototyping environment (e.g., Figma) and annotate directly in there. You could also print each screen and annotate by hand if that is faster for you. In any case, transfer the most important findings into the following table(s).
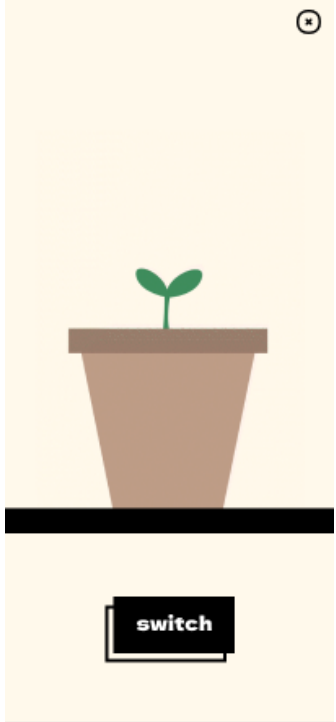
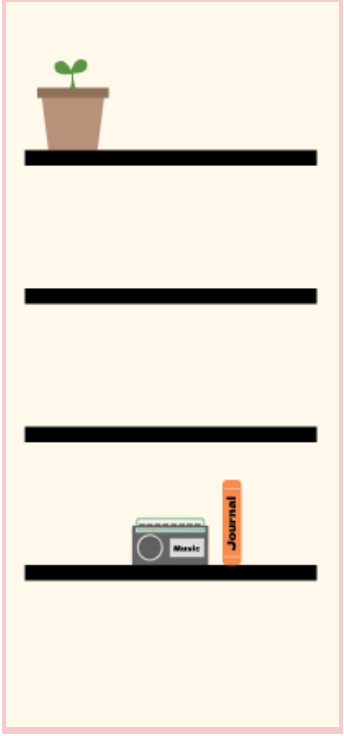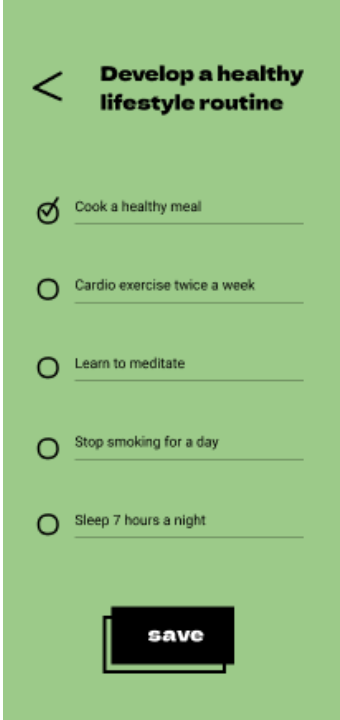One protocol per participant. Copy the table.

Participant ID: <Kathi>

#	User Flow (Goal, Task, Screen)	Observations
1	**Goal:** Successfully complete the onboarding process. **Task:** choose a goal and a plant **Screen:** **Welcome to Grow.** **What's your name?** Valarie **OK** https://www.figma.com/proto/b7CjPo Ag8ufVYEHCbgP0x7/Grow.?page-id=0 %3A1&node-id=256%3A277&viewport= -1121%2C-1169%2C0.5&scaling=scale-down&starting-point-node-id=256%3A2 68	<positive> Calming colours, the provided tips are helpful, you'll get a decent idea of what to do in these first screens <negative> no negative comments on the first screens
2	**Goal:** Successfully create a new goal from the homescreen. **Task:** Figure out how to create additional goals. **Screen:**	<negative> Finding the goals in the Journal took a little while at first <positive> After finding it the overall impression of the homescreen is that it's pretty easy to access everything from there

Lecturer: Dipl.-Des. Henrik Mucha, M.Sc.

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Ag8ufVYEHCbgP0x7/Grow.?page-id=0
%3A1&node-id=148%3A18&viewport=-
1121%2C-1169%2C0.5&scaling=scale-
down&starting-point-node-id=256%3A2
68

| 3 | **Goal:** Successfully switch the plant which you have chosen.
Task: Choose a different plant to grow instead of your current one.
Screen:

https://www.figma.com/proto/b7CjPoAg8ufVYEHCbgP0x7/Grow.?page-id=0%3A1&node-id=282%3A286&viewport=-1121%2C-1169%2C0.5&scaling=scale-down&starting-point-node-id=256%3A268 | \<positive\>
Very easy to find

\<negative\>
none |
| 4 | **Goal:** Find the notes from the homescreen.
Task: Read your notes on the Grow app.
Screen: | \<positive\>
After the second goal easy to find

\<negative\>
none |

https://www.figma.com/proto/b7CjPoAg8ufVYEHCbgP0x7/Grow.?page-id=0%3A1&node-id=148%3A18&viewport=-1121%2C-1169%2C0.5&scaling=scale-down&starting-point-node-id=256%3A268

| 5 | **Goal:** Try to successfully grow your plant
Task: Complete a goal so your plant can grow
Screen: | <positive>
Great animation

<negative>
none |

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Analysis and Documentation

Summarize positives and negatives so that they become actionable for the design team.

What worked well	What needs to be improved
- Aesthetically pleasing - Enjoyed the full concept of the app - Had little trouble using features once they had found them	- Trouble understanding the initial screens as onboarding (thought they were functional) - Had difficulty navigating the homescreen (unclear how to access features) - Unable to re-access decisions made during the onboarding process and tweak them if you want to

Summary and Action Items

<...>

- Item 1
- Item 2
- Item 3