MOBILE USABILITY TEST	P1/ SC	P2/ JC	P3/ JG	P4/ DF	P5/ KR	P6/ LR	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
Errors - Record & prioritize most critical errors based on your error classification									
[Error Rating 3] Hamburger menu not working (main menu)	X						1	Check design page for errors. Make icon bigger.	
[Error Rating 2] No idea how to bookmark favourites (heart icon)	X	X					2	Change to star (not heart). Make icon a lot bigger	
[Error Rating 3] Didn't notice/ forgot about / like position of SOS button (heart icon)	X	X	X	X			4	Put button at top of page, where no scrolling needed.	
[Error Rating 2] Not realise can delete shortlisted therapist. Would swipe icon		X					1	Make heart icon a star; increase size.	
[Error Rating 2] Tried returning to homepage by tapping logo/face (Navigation)			X				1	Make connection on logo / delete complicated logo	
[Error Rating 2] Tried to scroll down further (Therapist search - setting filters page)						X	1	Bigger 'Go' sign. Alter spacing to the side	
[Error Rating 3] Muddled purpose of literature & explore 'My OCD Types' (Navigation)					X	X	2	Restructure: My OCD Types in reading corner only	
[Error Rating 3] Tapped arrow for horizontal scroll, rather than sliding (Navigation)	X						1	Omit arrow	
[Error Rating 3] Failed to navigate back from 'Logging Compulsion' page (Navigation)	X						1	Check design page for errors. Make icon bigger.	
[Error Rating 4] In SOS area, went to wrong CTA for 'distraction' led by incorrect label!						X	1	Fix the label content	
[Error Rating 4] Clicked on navigation panel icon, which tunnelled too far (Nav panel)			X				1	Decide on navigation panel	
[Error Rating 3] Didn't notice 'Practice Resisting Compulsions' at bottom (SOS page)						X	1	Put at top	
[Error Rating 2] Didn't know to tap + to expand (accordian format OCD types)	X						1	Bigger / highlighted + sign (accordion icons)	
[Error Rating 4] Exit button tap did not work		X					1	Check design page for errors. Make icon bigger.	
[Error Rating 4] When I tap to email Jason, couldn't scroll down to 'send' CTA		X					1	Check design page for errors.	
[Error Rating 3] When I scroll down, not all the header is opaque				X			1	Fix header when scrolling	
Observations - What are people Doing, Thinking, and Feeling? Use verbs									
Reluctant to use SOS button until knew what it did /wanted description	X	X					2	Add description of what it does	
Noticed / got confused by duplication of 'My OCD Types'	X	X	X		X	X	5	Covered by restructure	
Asked what exactly was meant by 'Therapist?' (Did this include psychologists?)					X		1	Edit copy	
Once on shortlist, button disappears. Asked for it to stay/take back to search results				X		X	1	Add button / instead of new screen, make button 'view only starred'	
Searched for navigation bar on homepage too		X		X			2	Put navigation bar on homescreen!	
Claimed not to be familiar with apps	X						1		
Asked whether it was possible to book appointments directly on the app					X		1	Consider this as a feature	
Requested content to be added that was already there - mentioned eyesight					X		1	Make text bigger	
Some doubted their use of full behaviour map when stressed / in crisis			X		X		2	Consider taking out - text also too small	
Thought from developer's view (copy/ paste in software; 'cost' separate catergory)						X	1	Take out cost - developers / variables too complicated to put cost	
He constantly struggled to close games (thumb too big for X)						X	1	Make X much bigger	
Negative Quotes - Any negative soundbytes? Record them here.									
It needs an intro page. Homescreen looks like screen 2		X					1	RESTRUCTURE to simplify. Add navigation panel bottom of homescreen	
Can't you fit it all on one screen? (Horizontal scrolling or text quantity disliked).		X	X				2	Small graphic icons that explain content without text suggested	People like key feature all on one page & dislike CTAs leading to "rabbit warren" of activities - the same people want it too fit on page without scrolling, but without it looking too busy. Ux-er wouldn't suggest smaller boxes/ not too much on one page
Images a bit overwhelming / too busy. Makes text hard to read					X	X	2	Vector drawings / simplified photos with colour scheme suggested	
Too many boxes on one page would make it difficult to read				X			1	Different boxes sizes and colour background for each strip (suggested)	
Rows 2 and 3 need breaking up with title links / different sized boxes				X	X		1	Break up row 2 & 3 with title links / different sized boxes	
Homepage text is too small				X			1	Wider spacing margins / limit text and make font larger	
Want interactive bit to stand out / be separated from reading (top strip homepage)				X			1	Rethink 'My Types OCD' as just info content. Consider SOS button as strip	
It doesn't cover the whole width of my phone - probably the programme you're using					X		1	Check resolution of phones prototype compatible with	
I dislike the shadows behind the buttons (mainscreen). It lacks a modern feel						X	1	Consider how else to make clear CTA	
Can reminders not be included in 'Appointments'? It doesn't need its own CTA				X			1	Put reminders in Appointments and Meds sections	
Boxes of same size don't all quite line up - this irks me				X			1	Line everything up	
Developers will hate you if you don't put 'cost' as a separate category (find therapist)						X	1	Put 'cost' underneath text as a separate category	
Make heart icon bigger (find therapist)				X	X	X	3	Make icons bigger	
Email and call icons need to be much bigger					X	X	2	Make icons bigger	
What does ERP / CBT stand for?	X	X	X			X	4	Put in full / have information icon	
What is the diff between psychotherapist and psychologist? (Latter needs adding)		X					1	Add all relevant options; have info icon to explain the differences	
'Filter' instead of 'preferences' should go here (search therapist)				X			1	Change copy to 'filter'	
Toggles are wrong way way - have toggle on left (search therapist)		X		X			2	Put toggles correct way around	
Filters really ought to be divided into: clinical approaches & other attributes		X					1	Divide filters	
When I click on 'therapist', I'd want to see testimonials			X				1	Consider this addition - maybe users can also leave a review	
Would you want your partner logging your OCD? That'd really creep me out!		X					2	RESTRUCTURE	
If I was a family member with OCD, I'd want my own reading corner		X		X			1	RESTRUCTURE	
Would the family of someone with OCD care about meds or finding a therapist?		X		X			2	RESTRUCTURE	
Why only 3 research results / it'd be nice to see how many search results you get		X		X			2	Put how many search results found (3 by means of example clearer)	
WHOSE favourites are they? Mine or locally reviewed? (Shortlisted)				X			1	Make clear in the copy	
There are two ways back. Arrow back; X sign. Latter feels like pop-up (Navigation)				X			1	Eliminate X unless pop-up pages	
In app message = fine. 'Email' - think I'll be taken to external app (dislike).				X			1	Copy: 'Message' not 'email'	
Why would you want to delete a therapist from the list if you have means of contact		X					1	Rather than making shortlist a separate page, make CTA 'show starred only'	
If I put my email address in here, I'd want button explaining how they'll use my data			X				1	Add a data protection explanation	
Menu in SOS box - subtitles are incorrect (copied from other boxes)				X			1	Fix to correct subtitles	
Want SOS feature easier to find -E.g. 'DISTRACT ME' in bold					X		1	Put at top, change copy, make bigger	
(Logging compulsions) I would want less text, more icons for questions			X				1	Limit text. Add vector diagrams	
(Logging compulsions) I would want 'other' box to add other compulsions			X				1	Add 'other' box	
Games page is too wordy in explanations						X	1	Limit text	
Are the games copyrighted? Can you link it to your fav game outside app?						X	1	Add option to connect to external games	
(logging compulsions) The slider and the check buttons are far too small				X	X		2	Make slider bigger	
WHOSE triggers, thoughts, anxiety levels are they? Mine?			X				1	Change copy to make this clear	
I'd want to see WHEN I logged my compulsion			X				1	Add time logged to archive - way to track no. times same obsession arises	
My eyes started on 'thought', not 'trigger'			X				1	Make trigger bold - standardise the branches	
'My OCD Types' - when click for more detail, other obsessions in the list disappear				X			1	Fix to keep original text from disappearing / getting covered	
When I scroll down, not all the header is opaque				X			1	Fix when scrolling	
What if you go beyond 5 minutes in the games e.g. chess a bit involved						X	1	Copy explains purpose	
Positive Quotes - Any positive soundbytes? Record them here.									
I love seeing it all here in one place (full behaviour map)			X	X	X		3		Doesn't fit detail. Click option to delve into user's description
Feel curious and invited to press all the buttons, including SOS		X					1		
I like it's all there. I don't have to navigate much. Layout easy to see & understand	X		X			X	3		
Events and groups - ooh, that's nice to have!				X			1		
I like the SOS button. Comforting to know it's there		X	X		X		3		
Good spread of info, features and interesting things to do. All useful. Comprehensive				X	X	X	4		
I like the block layout, scrolling horizontally					X	X	2		
I like the boxes of different sizes to break it down for the eye				X			1		
Simplicity good. Buttons, categories, colouring for each strip is clear				X	X	X	3		
Right amount of text. Text size and copy really good				X		X	2		
Therapist bio is good - I'd want to see that					X		1		KR wanted a bio, too. Text not big enough for her to notice
Looks professional, clear, straightforward - this is a cool idea					X		1		
The name is catchy and fun					X		1		
SOS feature - Oh this is SO cool! So cool. I have to show my boyfriend					X		1		
I would use an app like this myself / would if I had OCD			X	X	X		3		Both people relating to primary persona would use the app
Hard to know what info to trust. So good to have trustworthy, reliable info one place					X		1		
Content nice and clear			X	X	X	X	4		
Full behaviour map is the next logical journey				X			1		
(Full behaviour map) Great to have it visually all laid out like this			X	X		X	3		
I really like 'Log Compulsion' - it'd slow down my racing mind and help me process			X				1		
External stressors - that's a good one to have!!			X		X		2		
Straightforward process (logging compulsions)			X				1		
It's good there are pre-formed answers here - not too much text (logging compulsions)				X			1		
It asks the right questions; questions I'd expect (logging compulsions)			X				1		
This feels thorough and comprehensive - nothing is missing from the app			X				1		