

Usability Test Plan

Direct Tasks

In each usability test, volunteers were instructed to carry out 5 different tasks:

- 1) Go through the onboarding process
- 2) Test yourself on a new word set
- 3) Change the flashcard settings to disallow 'revision hints'
- 4) Add a new word to your vocabulary list
- 5) Review the words that you have mastered

Metrics

Jakob Nielsen's error severity rating scale has been used to measure issues that arose.

- 0 = I don't agree that this is a usability problem at all;
1 = Cosmetic problem only: need not be fixed unless extra time is available on project;
2 = Minor usability problem: fixing this should be given low priority;
3 = Major usability problem: important to fix, so should be given high priority;
4 = Usability catastrophe: imperative to fix this before product can be released

Usability Test Report

Task	Observation	Severity	Recommendation
1	Many users didn't always notice the 'Register New Account' button immediately	2	Put 'Register New Account' button higher, make text bolder/ bigger.
1	Participants wanted to see any password requirements and an eye symbol to view & check what written when choosing password	2	Add password requirements and eye icon to password setting process
1	GRE exam implicitly assumed on onboarding, even when user responds 'no' to taking exam	2	Explain on onboarding page that app is geared towards GRE preparation, but can be used for personal vocab building. Alter wording on final onboarding page that assumes exam to be taken.
1	Participant took a while to read through text on final onboarding page	1	Make copy more concise
1	Google / Facebook sign in skips the onboarding process	0	*Issue with low fidelity prototype, but would be covered in active, coded app
1	Having 'set password' & 'confirm password' on different pages made for more unnecessary steps. It also made password managers incompatible.	2	Put 'confirm password' on same page as 'set password'
1	Most participants were not sure how long they'd use the app for per week. They'd rather the app suggested this to them instead. (When they did guess, they wanted it in hours, not minutes).	2	Have exam date and suggested revision time amount on same page, so user can see them change in relation to each other & work out their schedule.

Task	Observation	Severity	Recommendation
4	One participant went to flashcard settings first, because was already in 'flashcards' area from previous task.	2	Make orientation buttons clearer at bottom. Change main menu button for vocab to be clearer.
4	Extra step of 'save word' page confusing: risk of user mistakenly assuming a word has been saved	3	Change 'save word' step and keep it just as a review page. Button at bottom change to 'edit word' (optional).
5	Tried to find mastered words in the vocabulary list, which was expected to have vocab learnt so far. Didn't know to go to 'My Progress'.	3	Change 'Vocab list' to 'Comprehensive vocab list' Colour code status of words ('mastered', 'still learning' and 'not yet revised') Change menu from 'My Progress' to 'Review Progress' Include in onboarding orientation
5	Didn't know intuitively it was possible to click on 'mastered words' to view list.	2	Add a button / arrow to 'mastered', 'still learning' and 'not yet revised' on progress page.
5	Didn't notice orientation buttons at bottom without which this task felt like a dead-end journey. Wanted icons / pictures to help illustrate orientation buttons. (NB main page duplicated)	3	Make orientation buttons bigger if possible. Include icons to illustrate. Bubbles and colours for CTA main menu options