

MEDICABULARY

Usability Testing

Usability Test Plan

Scope

Testing the Medicabulary app. The test will cover the functionality and navigation of the low-fidelity prototype as of Sept. 2, 2020.

Schedule

One test will be in person. Two other tests will be over Zoom. All tests will be conducted between Sept. 2-3, 2020.

Sessions

3 participants (10-15 minutes each).

Equipment

- My smartphone
- Video conference over Zoom (recorded)
- Marvel POP app

Metrics

Jakob Nielsen's Error Severity Rating

- 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 Script

Introduction

Hi [First Name]. My name is Tiffany. Thanks for your help today. I'm designing a medical vocabulary app and will be conducting usability tests to better evaluate how well the prototype empowers people to learn new vocabulary. This session should take approx. 10 - 15 minutes.

I want to make clear that this is not a test. You can't do or say anything wrong. You will be testing an incomplete prototype that will likely have errors - that's why we're testing it out! If you have any questions, feel free to ask.

OK, let's get started. I'd like to ask you just a few quick questions about yourself before we get started with completing a few tasks.

[For Zoom calls]: Our session today will be recorded. This recording will allow me to go back and take some notes. Are you comfortable with that?

Tasks

Task	Direct Tasks	Scenario Tasks
1	Add a personal set of words.	You have just finished a medical lab class and have a long list of new anatomy words. Use these new anatomy words from class and create a new set of words.
2	Test from a personal word set.	You are preparing for a medical exam for the same lab class and want to test yourself on the anatomy words to see if you are retaining them.
3	Listen to the pronunciation of a word from a personal word set.	You've already created a new set of words from class, but having a hard time remembering how to say a difficult anatomy term. You'd like to hear how it's pronounced.
4	Add a preset category into "My Sets".	You are learning the skeletal structure in school, but you'd like to supplement that knowledge by adding a premade set of words about joints to your set.



Ryan, 42

HR Benefits & HRIS Specialist | San Diego, CA

TASK 1

- **First Try:** Hit “Add” button on bottom menu bar from existing user home page (Could not complete as “Add” page was not set up)
- **Second Try was successful:** Hit “My Sets” from new user home page. Added title and new word ok. Hit “check mark” to finish.
- Was not sure how to add a new word. “How do I add a new word?”

TASK 2

- Navigated correctly by hitting “Learn” button on bottom menu
- **Flashcard Test:** Tried to “swipe” right/left while in flashcard test. Also asked “If I could see the definition?”
- Went through “Test all” screens twice. Had a hard time understanding what each game was or what to do. Should add test game label on individual game page (i.e., Matching screen should have “Matching” label on top).

TASK 3

- **First try:** Hit “Search” button in bottom menu bar (Could not complete as “Search” page was not set up)
- **Second try was successful:** Hit “Home” < “My set” < audio button on specific Word card.

TASK 4

- Found the “Categories” section on the home page and selected a category successfully. (Couldn’t add to “My Sets” as the detailed categories page is not set up)



Judy, 39

Financial Analyst and Mom | San Jose, CA

TASK 1

- **First Try:** Hit “Add” button on bottom menu bar from existing user home page (Could not complete as “Add” page was not set up)
- **Second Try was successful:** Hit “My Sets” from new user home page. Added title and new word ok. Hit “check mark” to finish.
- **Adding New Word:** “What is ‘Sentence’? Is it necessary? If I knew how to use a word in a sentence, I would use the app.”

TASK 2

- Navigated correctly by hitting “Learn” button on bottom menu. Easily navigated through rest of test.
- Would like to know how much time each test will approx. take.
- **Test Results Page:** Would like to see user get medals or badges (gold/silver/bronze) for certain percentages. Use as motivational tool for the user.

TASK 3

- Successfully navigated to “My Sets”, found word and hit the audio button.

TASK 4

- **First Try:** Hit “My Sets” and then hit the “+” button.
- Had hard time completing this task because there no real content in the “Categories” section on the home page. Didn’t look or click on it.
- Said “Categories section should be default and above ‘My Sets’, less work for the user. They just want to sign up and go.”



Jack, 37

Math Teacher and Dad | Morgan Hill, CA

TASK 1

- **First Try:** Hit the “Sign Up” button, went through onboarding and successfully completed rest of task.
- **Bottom Menu:** Confused by what the “+” button meant. (Button not functional yet).
- Hard time understanding what “Sentence” meant when adding a new word. Recommends deleting it.

TASK 2

- Was successful in navigating on first try.
- “I want to be able to review the words answered incorrectly after test.”
- “Add another pronunciation test as another form of a test.”

TASK 3

- **First Try:** Hit “Learn” button. “Thought this page would be a hub for all definitions, audio, and images.”
- **Second Try:** Navigated to Home and then successfully completed the task.

TASK 4

- Found the “Categories” section on the home page and selected a category successfully. (Couldn’t add to “My Sets” as the detailed categories page is not set up).

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- **Misc:** “My Set’ view is limiting. Would like to see more sets displayed at once. Or be able to change View Settings.
 - **Misc:** Consider taking “+” off bottom menu and adding “+” buttons next to specific spots like “My Sets” and in each set box to add words to existing sets.

Usability Test Report

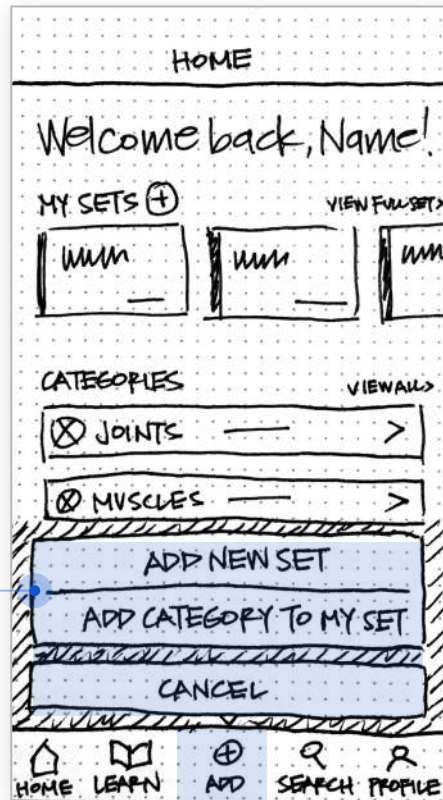
Task #	Observations	Severity	Recommendation
1	Existing users are not able to add a new set of words.	4	Add an overlay when the "Add" button on bottom menu is clicked. Overlay options to include "Add New Set" and "Add Category to My Sets".
2	Users had a hard time understanding which game they were playing during test.	4	Add a test game label to each of the testing screens, so the user know which game they are on. (i.e., on Flashcards page, add "Flashcards" label on screen.
3	Users are not able to use the "Search" button on menu bar.	4	Add a search page, where users can type in the word and search across "My Sets" and the Categories database.
4	Users could not advance when they click on a Categories button from home page.	4	Add a detailed Categories page with a "Add to My Sets" button.
1	Users didn't think the "Sentence" field was necessary when adding new words.	3	Will delete "Sentence" field when users add new word.
2	Users want to be able to review the words answered incorrectly after testing.	3	On test results page, with scores <100%, the screen will include a "Retake" button and show which words were incorrectly answered.

Usability Test Report

Task #	Observations	Severity	Recommendation
1	When creating a set of words, the button to add an extra word is hard to find.	3	Will take "+" button off from keyboard and add it to the bottom of the word card for extra visibility.
2	Users would like to see how much time each test will approx. take.	2	Add a time estimate on "Learn" page. i.e., Test time estimate: ~15 minutes for 50 words in set.
Misc.	"My Set" view is limited. Would like to see more sets displayed at once or be able to change my View Settings.	1	Change "My Sets" to show more blocks on home page and then add a "View More" button at bottom, which goes into a list view mode.
Misc.	Users would like to see "+" button next to each specific area, instead of on the bottom menu.	1	Would add a quick "+" button next to each specific area on home page for faster access.
2	Users want to be able to see the Flashcard definition during the test mode.	0	I don't think users should be able to see the definition during testing phase. In the other Learn modes, they can review and be able to flip card over to see definition.

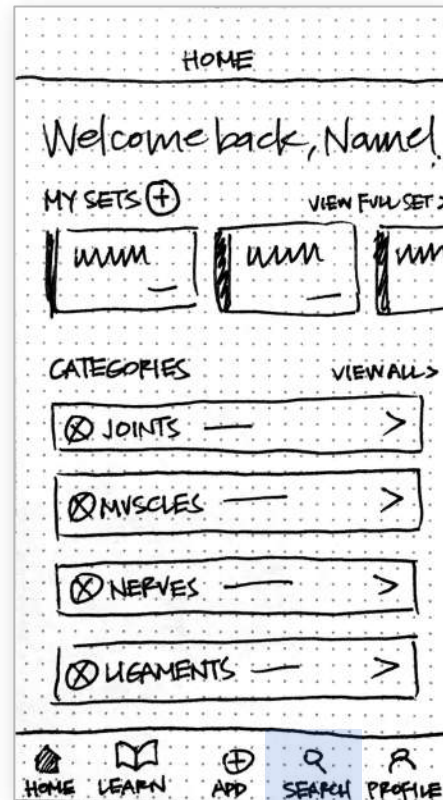
Revisions

Add Button
New Page

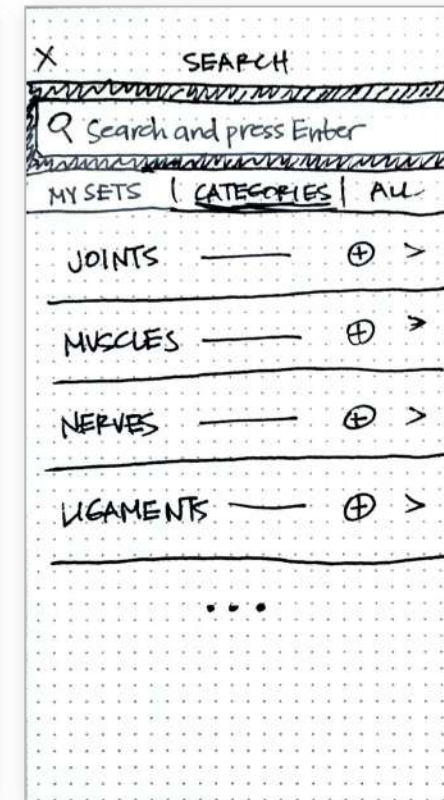


Users can now "Add New Set" or "Add a Category to My Set" from bottom menu

Home



Search Page
New Page

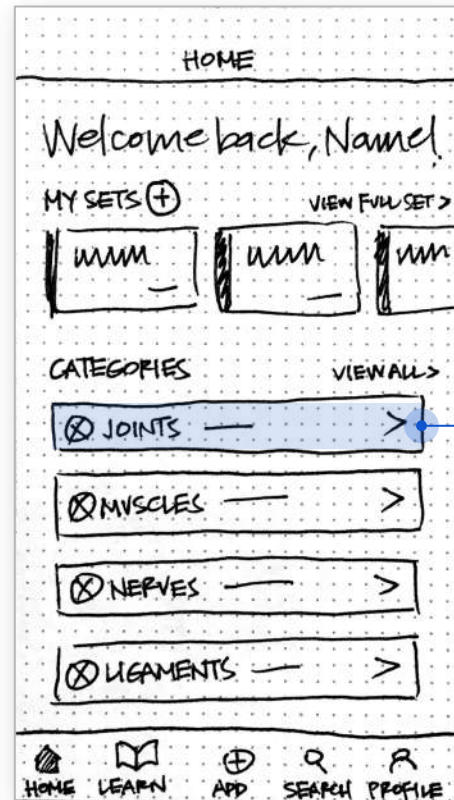


Users can now use the Search button from bottom menu.

New search page features a search field, and search filters (My Sets, Categories, All) to choose from.

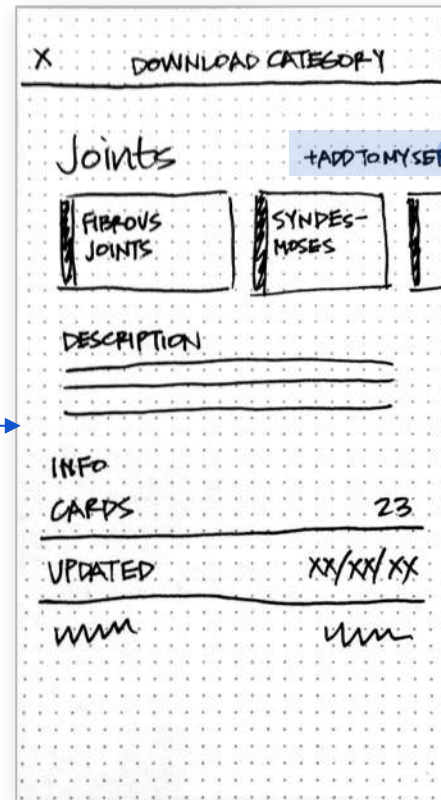
Revisions (con't.)

Home



Users can now click on a Category from the home page and see a Details Category page.

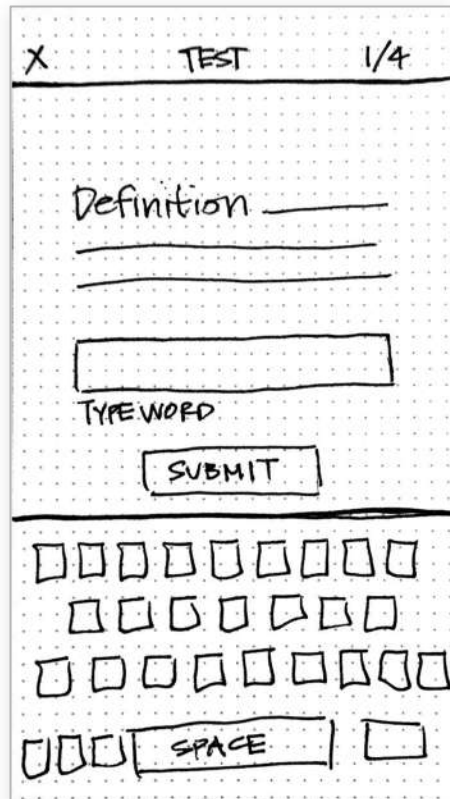
Detail Category Page
New Page



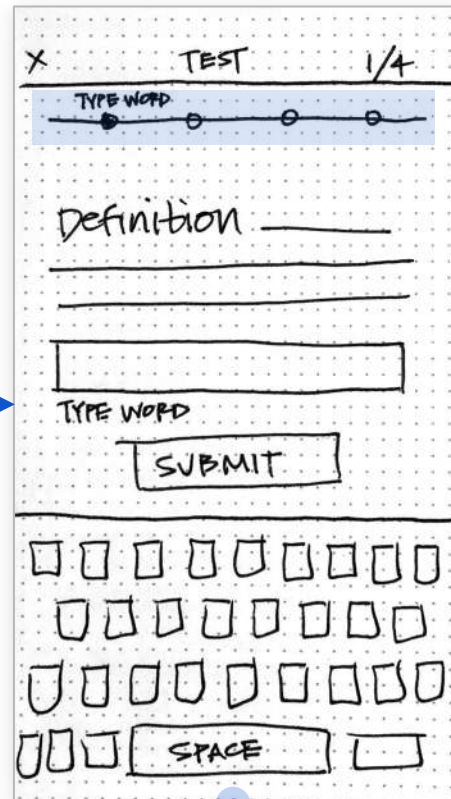
From the Detail Category Page, users can add a preset category into their Sets to study.

Revisions (con't.)

Test Page - Fill Word
Version 1



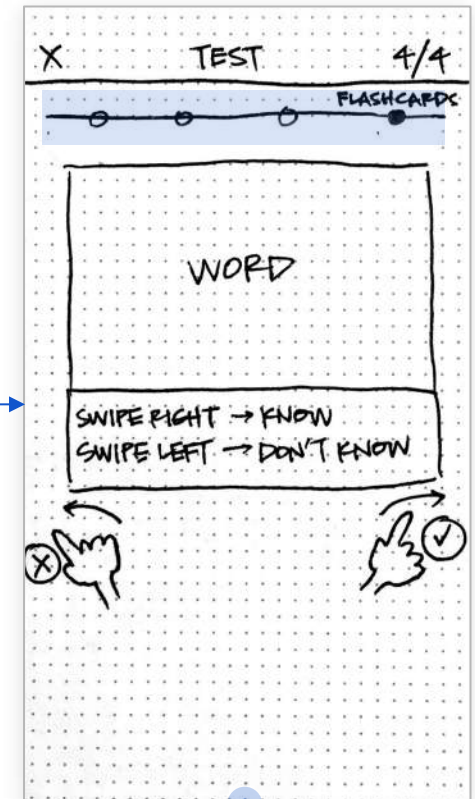
Test Page - Fill Word
Version 2



Test Page - Flashcard
Version 1



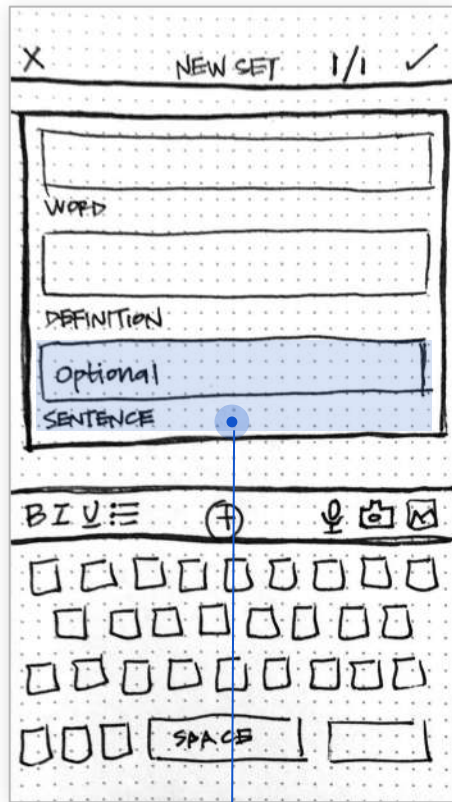
Test Page - Flashcard
Version 2



Users had hard time understanding which game they were playing during test.
Added a labelling system to indicate which game was being displayed on each test page.

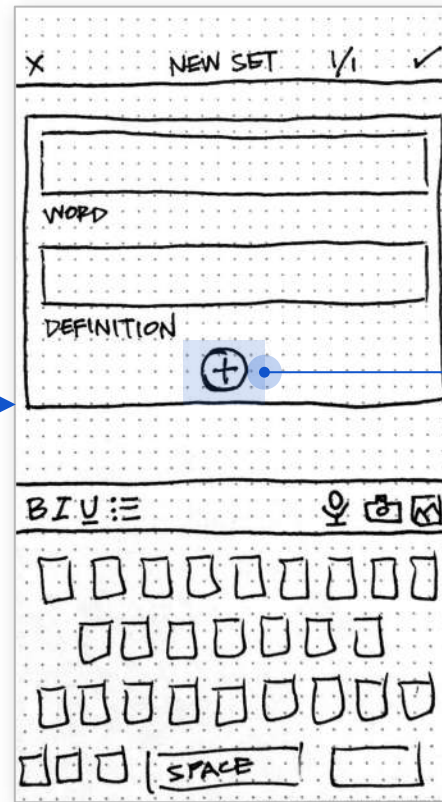
Revisions (con't.)

Add New Word
Version 1



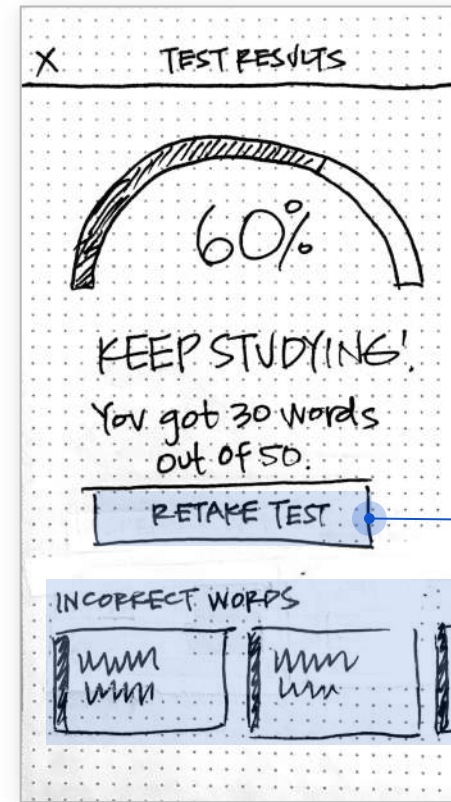
Deleted "Sentence" field as users didn't think it was necessary.

Add New Word
Version 2



Moved "Add New Word" button so that it's more visible for the user.

Test Results Page
New Page

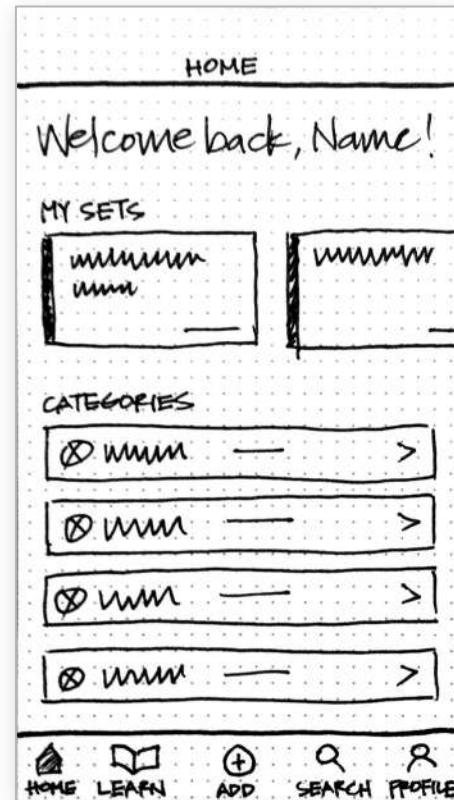


Added new Test Results page for scores <100%.

Users can retake the test and see the incorrect words they missed.

Revisions (con't.)

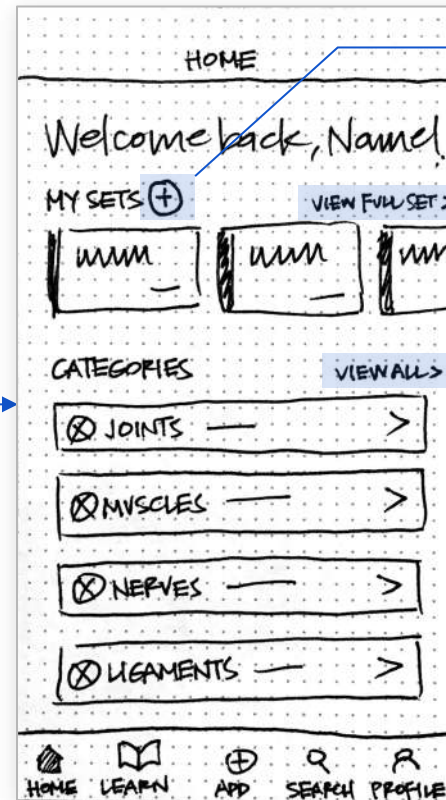
Home Page
Version 1



Users wanted to be able to see more of their sets at once.

Also wanted to have a "+" button next to "My Sets" to be able to add quickly.

Home Page
Version 2



Added a quick "Add" button to add a new set.

Users can now see full views of "My Sets" and "Categories."