Usability Test Plan: Function Forward App

Designed by: Holly Tunison

Introduction
Function Forward usability (mobile app)

Background
Function Forward is a mobile app to connect with holistic health coaches while also offering free guided meditations to all users. The app is designed for adult users who are interested in alieving their health concerns through guidance by health coaches. Not everyone will want to sign up right away for a paid app; the free meditations give all users the ability to benefit from the app.

Goals
The goal of this study is to understand the learnability for new users interacting with the app. We wish to observe and measure how users understand the app, it's value, and how to complete basic functions such as logging in, booking with a coach, and searching for meditations.

Test Objectives
- Observe how users navigate onboarding and login pages.

- Determine if participants understand what the app is about (connecting with a health coach) in an easy way and quick manner.

- Determine if participants understand how to search and find a guided meditation

Methodology
This study will be held online via Zoom and in-person. The test will include a briefing, task performance of Function Forward using a mobile device, and a debriefing.

Participants
The study will test 5 participants who are recruited through direct networks such as family, friends, and coworkers of the tester. They will be screened based on their interest in holistic health to ensure they fit with the user persona of Function Forward.

Schedule
Usability tests will take place between October 11th-18th, giving the tester a week of complete online and in-person sessions.

Sessions
Participants will individually engage in 10-15 minute usability test sessions. 3 Participants will test in-person on their own phones. 2 Participants will participate online via recorded Zoom sessions.

Equipment

Testing will be performed on users' phones which is yet to be determined. Online distance testing will be recorded using Zoom screen sharing.

Metrics
Errors will be measured using Jakob Nielsen's scale:

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 the project
2 = Minor usability problem: fixing this should be given low priority
3 = Major usability problem: important to fix and should be given high priority
4 = Usability catastrophe: imperative to fix before the product can be released Satisfaction will also be measured using the Single Ease Question 7-point rating scale after each Task.

Script

Usability test script: Function Forward
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Hi, _____. I'd like to say thanks for showing up and helping me out by participating today. The goal of this app is to help guide users in finding a health coach to solve their health issues, while also providing free meditations for all users on the app.

Before we begin, I have some information that will explain this process.

I'm having people try out my health coach app that I've been working on so I can see what works and what needs improvement. The session will take 10-15 minutes.

First, I'd like to say I will not be testing you, just the app's design. You can't do anything wrong. Any struggles that arise will help me adjust my design. The design is a prototype, which means it's not going to play videos or look polished and finished yet, it's still being developed. You want to use the app like you would any others, so guide through it using touch, sliding, and hit buttons.

As you use the app, I'll be asking you to think out loud so that I may hear your thought processes. Please say what you're looking at and what you're trying to do as you move through the app.

Also, please do not worry about hurting my feelings. I'm doing this to improve the app's design, so honest reactions are welcome.

If you have any questions as we proceed, feel free to ask them. I may not be able to answer them right away, since the aim of this test is to see how you navigate the app; I can always answer them later.

I'll be recording the session and the screen for the sole purpose of figuring out how to improve the app. Results won't be seen by anyone except myself and those involved with this project such as my educators.

If you would, I'm going to just ask you to sign a simple permission form for us. It says we have your permission to record you and that the recording will only be seen by myself and my educators.

Do you have any questions so far? Ok, great let's get started.

Relevant background questions
Before we look at the app, I would like to ask you about your health interests.

- Are you interested in holistic health?

Open-ended questions
Thank you for answering my questions. Now, I'd like to show you my Functional Forward app and allow you to open the app and look around. What do you think the goal of this app is so far?

Tasks

Direct tasks and scenario tasks
1. Open the app and find your way to view your health results.

2. Find the "Grounding Morning Meditation" and get to the mock video screen.

3. Find your recommended health coach named Devon James, then set an appointment with him, on October 1st, at 2 pm.

Wrap up
That's it! Thank you for your help today! Your input really helps me understand how to improve my app. Do you have any feedback or questions?