

# Fastpitch Power+ App Usability Test Findings

## Summary

A low-fidelity prototype was prepared for testing in iPhone 11 Pro format (although the final product will be a cross-platform app, an overwhelming 71.28% of Fastpitch Power traffic comes from iPhone users). The prototype was tested on 5 participants and yielded a 95% completion rate (combined tasks), including testing done with an older participant who typically does not engage with technology. Participants encompassed those familiar with softball and Fastpitch Power for product-specific insights and those familiar with neither for unbiased general usability insights. Priority fixes gleaned from test insights can all be easily implemented.

## Detailed Results & Tester Comments

PARTICIPANT	TASK 1	TASK 2	TASK 3	TASK 4	COMMENTS/FEEDBACK
Jill, 31F	✓	✓	✓	✓	“Favorites” is a clearer title than “My Videos”; Analysis response needs a save to phone CTA; Analysis process needs filming instructions; Found the account management popup confusing.
Paula, 63F	✓	✓	✓	✓	Would like to see a “recently added” category; “Getting started” was confusing; didn’t understand video analysis chat history at first.
Phil, 69M	✓	✓	✓ (2nd attempt)	✗	Would not have attempted his own account management, would have asked a family member for help.
Kara, 34F	✓	✓	✓	✓	Found discrepancies in iconography and titling that were confusing
Jenny, 24F	✓	✓	✓	✓	Confused by the video analysis chat format (expected a form); expressed concern about having to scroll up forever to see old chat history. Suggested a landing screen with options to upload new video or view history.

### Test Objectives Revisited:

1. *Test the overall ease of finding/accessing content:* All participants found content easy to find.
2. *Test the ease of browsing and saving videos:* All participants found favoriting and accessing their favorites easy.
3. *Test the ease of submitting a video analysis:* A number of users expressed some confusion about the chat format for the analysis history, but all were able to submit an analysis. In high-fi prototype, will include a clear system status for when there is no history available. May also redesign comment format to look less like a messaging app.
4. *Determine tester’s preference between two possible home screens:* This question was also brought to other designers via group critique, and the response was overwhelmingly in favor of the

category tile layout. Stakeholders agreed and this question was removed before usability testing was complete.

5. *Specific insights on account management and lack of hamburger menu:* One tester found the account management message confusing, most had no issue. The aforementioned tester was mostly confused by the popup modal format. Although only one tester had an issue, changing this to a landing screen or fly-out menu would be low-effort enough to make it worth implementing anyway. No testers missed the hamburger menu, looked for it, or had any difficulty navigating without it.
6. *Observe points of difficulty/confusion:* One user discovered some inconsistencies in heuristics that can be easily fixed.

## Next Steps

### Priority Fixes:

- Rename “My Videos” to “Favorites”
- Add filming instructions to video analysis process
- Add “save video” CTA to video analysis response
- System status for users with no video analysis chat history
- Resolve inconsistencies in iconography and titling
- Move “Getting started” to a position of less emphasis

## Conclusion

The simplicity of the prototype yielded a pleasingly high task completion rate. Knowing that we have a great foundation of functionality, the next challenge will be creating a great looking UI that doesn't interfere with the simplicity and intuitiveness of the current wireframes.