

# PORTFOLIO REVIEW

# TEST PLAN

## INTRO

HEAT Mobile App Moderated Usability Test by Rachel McCaslin

## BACKGROUND:

### ***Problem Statement :***

Users need a tool that caters to elite training because the current market has failed to provide a product that is designed for the modern athlete and their needs. We will know this to be true when users are able to better organize their measurable behaviors and collaborate efficiently with their coaches in their attempts to excel in their sport.

### ***Success Criteria***

We will know that our hypothesis stating that HEAT will be tailored to advanced training to be true when 90% of test participants can complete the tasks:

- Create a Goal
- Customize Athlete Dashboard
- Add a coach to your network
- Upload a video to a coach's profile

## GOAL

The goal of this study is to measure the learnability, usability, and efficiency of the app's navigation, information architecture, and utility.

## TEST OBJECTIVES

Is the Goal Making feature in the most logical place?

- how fast are they able to locate it?
- Is this a useful feature?
- What are the common errors in locating it?
- How would they like their goal displayed?

How would their dashboard be set up?

- What are widgets they would place
- How accessible is the dashboard?
- How personally relevant are the widgets given in the test?

Find out if the video experience is sensical

- is this in the most useful spot?
- is uploading a video easy to work?

How would users go about adding a coach?

- is the add coach in the best place?
- is this something you want immediate access to?

## PARTICIPANTS

I will be testing 6 participants, the majority being within my target audience. The remaining participants will be loosely related to my target audience.

## METHODOLOGY

Moderated Remote and In Person

## SESSIONS

10-15 minutes

## EQUIPMENT

Prototype link will be sent to participants to use their own phones

## METRICS

Learnability - Success Rate

Efficiency - Time on Task

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

# TEST SCRIPT

## INTRO

HEAT Mobile App Moderated Usability Test by Rachel McCaslin

## BACKGROUND:

Hello and thank you again for your participation in today's usability test. You have been recruited based on your experience in elite training and collegiate sports. Before we begin, I'd like to stress that there are no wrong answers. This test is an assessment of the app design and not your capabilities as an individual. So please answer freely and honestly, share any opinions or insight you might have, whatever you believe might be relevant to the overall app experience.

Please keep in mind this is a prototype and not a fully functional app. Some buttons and options will not work. If you find yourself stuck please let me know and I can direct you back to the tasks I have planned for today's sessions.

So let's get started. I'm going to begin with asking you all a few questions about yourself and then we can get started on the tasks.

## DEMOGRAPHIC QUESTIONS:

What age group are you in?

18-24

25-34

35-44

45-54

What is your relationship with sports?

Have you used any apps related to your training or sports in general?

Do you find yourself using your phone or laptop more in those instances? What do you like or dislike about athletic apps?

## OPEN ENDED QUESTIONS:

As you open up the link, you should be greeted by your dashboard. What is your overall impressions of the app?

What would you click on first?

## DIRECT TASKS AND SCENARIOS:

### Scenario I :

You've just finished a long workout and want to review your protein intake. Please review your protein widget to see how much more protein you need for the day.

After reviewing your protein, you're trying to remember what you put down for your mental health on Nov. 4. Through your dashboard, find your daily review from Nov. 4

**Scenario 2 :**

Once you've reviewed Nov. 4, you'd like to work on today's health goals. What course of action would you take to edit your Dashboard health widgets? Talk me through it.

Edit your health widgets and bring supplements to the first row. How did you feel about that process?

**Scenario 3 :**

You're a high jumper and you just achieved your highest jump. It's time to make a new goal. From your dashboard, create a new high jump goal.

How did you feel about that process? What did you enjoy, what did you not enjoy? As an athlete do you enjoy having a goal? Is that something relevant to you?

**Scenario 4 :**

You want to check in with one of your coaches before practice, where do you think that would be located? Talk me through it.

How do you feel about that placement or icon choice?

Once you get to the coach profiles, you remember you need to add a new coach. How would you go about that? Talk me through it.

Once you find the portal, add your coach by her user name Any thoughts or comments on that process?

## Scenario 5 :

It's time to upload your latest high jump video for your coach to review. Upload the first two videos from your camera roll.

Add an angle to your first video and text to your second video.

Once you have your videos edited, you need to send it to coach 2. Once you're finished, view the new video in your coach's video library

How do you feel about the overall set up of the coach profiles?

## OPEN ENDED QUESTIONS CONT:

There are a few more features that are still in development like a food diary, a workout viewer, and an activity tracker. Are there any additional features you'd prefer to see that were not already discussed or prototyped today?

What are some of the health and activity widgets you would personally have?

## CONCLUSIONS:

That now concludes the session. Thank you so much for your participation and comments today. Your valuable insight will be incredibly helpful as I go forward in developing HEAT. Thank you again.

# TEST REPORT

## PARTICIPANTS

	A	B	C	D	E	F	G
1	<b>PARTICIPANTS</b>						
2							
3	<b>Name</b>	<b>Meghan McNeely</b>	<b>Shelley Spires</b>	<b>Holly Friedlander</b>	<b>Alicia Hobbs</b>	<b>Kendall Raines</b>	<b>Braden Guy</b>
4	<b>Gender</b>	<b>Female</b>	<b>Female</b>	<b>Female</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>
5	<b>Age</b>	<b>18-24 Years</b>	<b>18-24 Years</b>	<b>25-34 Years</b>	<b>25-34 Years</b>	<b>25-34 Years</b>	<b>18-24 Years</b>
6	<b>Role</b>	<b>Seldomly Active</b>	<b>Sponsored Athlete</b>	<b>Marathoner</b>	<b>Seldomly Active</b>	<b>Former Athlete</b>	<b>Former Competitive Gymnast</b>

# RAINBOW SPREADSHEET

	A	B	C	D	E	F	G	H	I	J	K	L	M
2	<b>MOBILE USABILITY TEST</b>	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>TOTAL</b>	<b>POSSIBLE SOLUTIONS &amp; NEXT STEPS</b>				
3	<b>OBSERVATIONS</b>												
4													
5	Expressd Postivie First Imprssion over UI								6 Keep enhancing the fidelity and UI [ERROR : 0]				
6	Thought you could scroll through the weekly dates (left/right)								2 Potentially look into this and see if it's possible to trigger scrolls in XD [ERROR : 2]				
7	Explored health widgets with ease								6 Keep widgets the same, enhance the fidelity of UI [ERROR : 0]				
8	Uploaded videos successfully and fast								5 Keep video process the same with minor changes (see errors) [ERROR : 0]				
9	Expects goal to be displayed on the dashboard automatically								4 After making goal, progress bar should pop up automatically and give user the option to hide it [ERROR : 3]				
10	Wants goals to have it's own section								4 Consider rearranging IA to include 'goals' in main navigation [ERROR : 3]				
11	Expressed confusion on icon choices								6 Re-design icons to reflect participants insight and mental models [ERROR : 4]				
12													
13	<b>POSITIVE QUOTES</b>												
14													
15	"I enjoyed the calendar timing the goal, so do I don't have to count out the days"								1				
16	"It looks sleek, I can see alot of info at once but it's not too overwhelming"								1				
17	"I like the fact that you can add the goal from the home screen."								1				
18	[video] "Thought it was pretty easy, upload is intuitive."								1				
19	"I like that you can send videos to more than one coach"								1				
20													
21	<b>NEGATIVE QUOTES</b>												
22													
23	[goals] "I don't like clicking next, I want it to automatically move on"								1				
24	"Icons look like a medal, rising bars, a health profile, and settings"								1				
25	"Technically it was easy but I just didn't realize I was finishing editing both videos"								1				
26	"If it was a dragging process, then the rearranging process would be more intuitive"								1				
27	"I wouldn't rearrange things. I want things to stay in the same place so I can find it easier."								1				
28													
29	<b>ERRORS</b>												
30													
31	Rearranging widgets was not intuitive and task was not completed successfully								6 App must have click and drag capabilities, this is a proven issue with all users [ERROR : 4]				
32	thinks person icon is a user profile								6 Coaching section needs to better reflecting coaching, perhaps a whistle or multiple people [ERROR : 4]				
33	Adding a coach process was not successful								4 Prototype trigger needs to be fixed, consider moving add coach button to an additional area [ERROR : 4]				
34	Automatically went to "medal" to add a goal								4 Goal should be it's own section [ERROR : 3]				
35	Thought kettle bell was medal or achievement icon								4 Change to dumbbell [ERROR : 4]				
36	did not edit videos all in one go								1 Video process overall successful, however, consider making dogs larger or make video picture at bottom [ERROR : 2]				
37	Couldn't locate the goal button								6 Change plus sign to a trophy or create an individual section [ERROR : 4]				

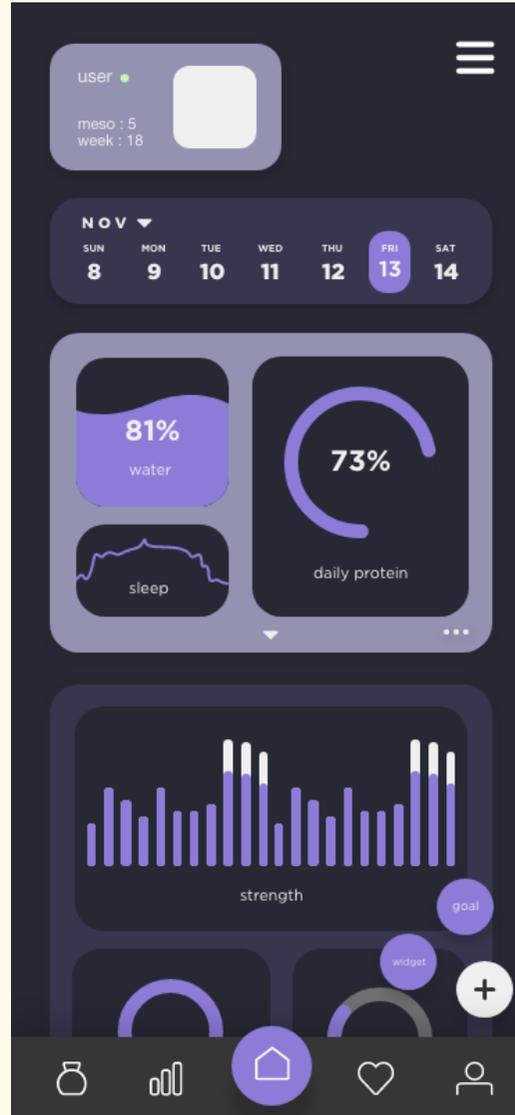
## ISSUE 1

**Issue 1 : Users had difficulty locating where to add a goal and locating it's presence after completion. (HIGH)**

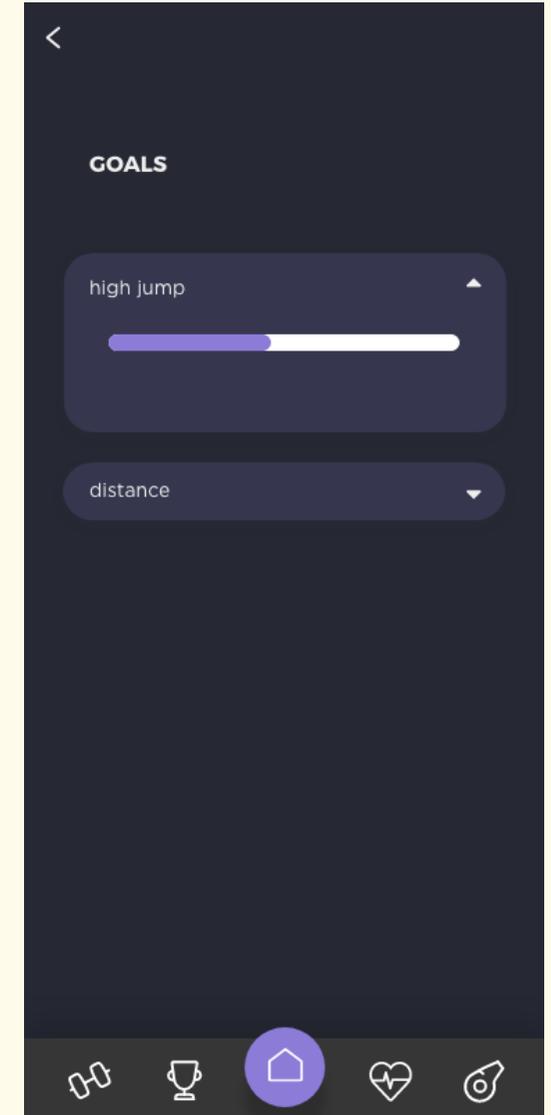
**Solution :** Goal should be resubmitted as a main navigation icon with a redesigned character. A progress bar should become available on the user's dashboard (with the option to remove) after adding a goal.

**Evidence :** Upon questioning, 66% of participants expected goal making to be under the main navigation and mistook an existing icon to be a medal. 100% of participants had difficulty locating the 'Add Goal' button and felt it was not intuitive. 66% participants also expected a progress type bar to be displayed automatically on the dashboard.

## ORIGINAL



## REVISED



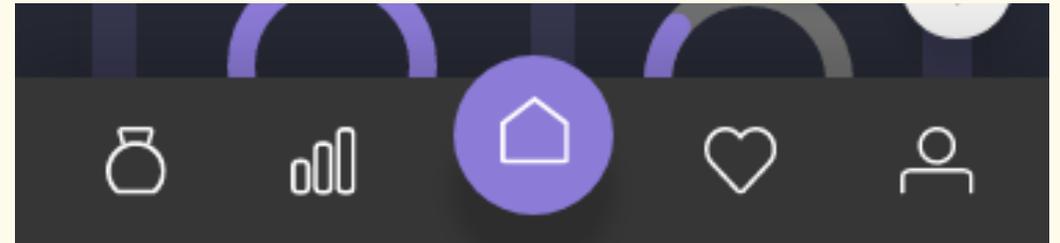
## ISSUE 2

**Issue 2 : Main navigation icons were mis-identified across the board. (HIGH)**

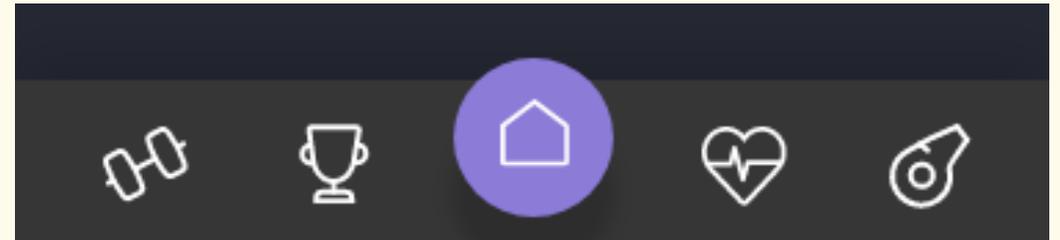
**Solution :** Main navigation icons should be re-designed to reflect the insight and guesses given by participants.

**Evidence :** 100% of participants mis-labeled the existing icons with many participants giving the same answers.

### ORIGINAL



### REVISED



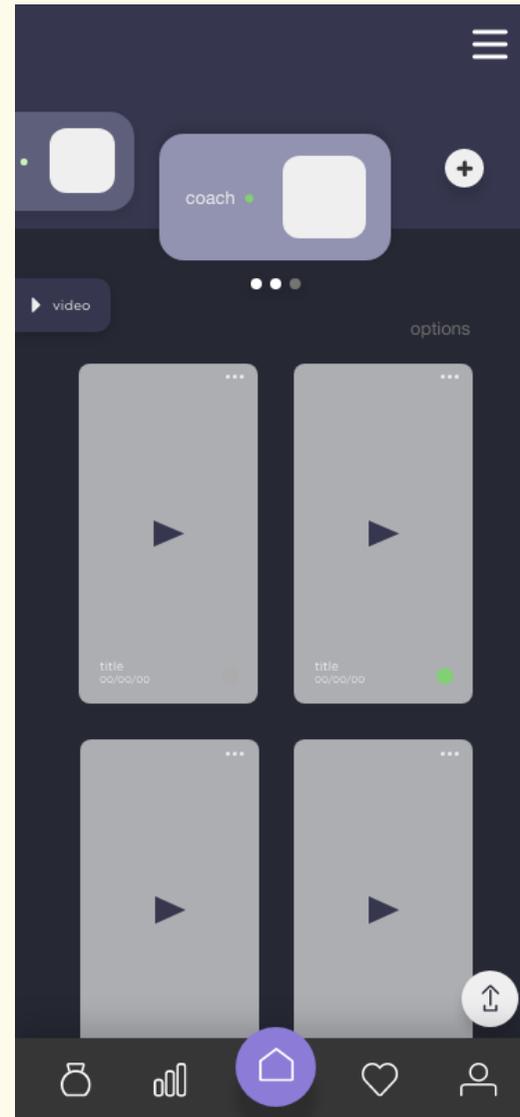
### ISSUE 3

**Issue 3: 'Add Coach' button was broken within the prototype and task could not be executed properly (HIGH)**

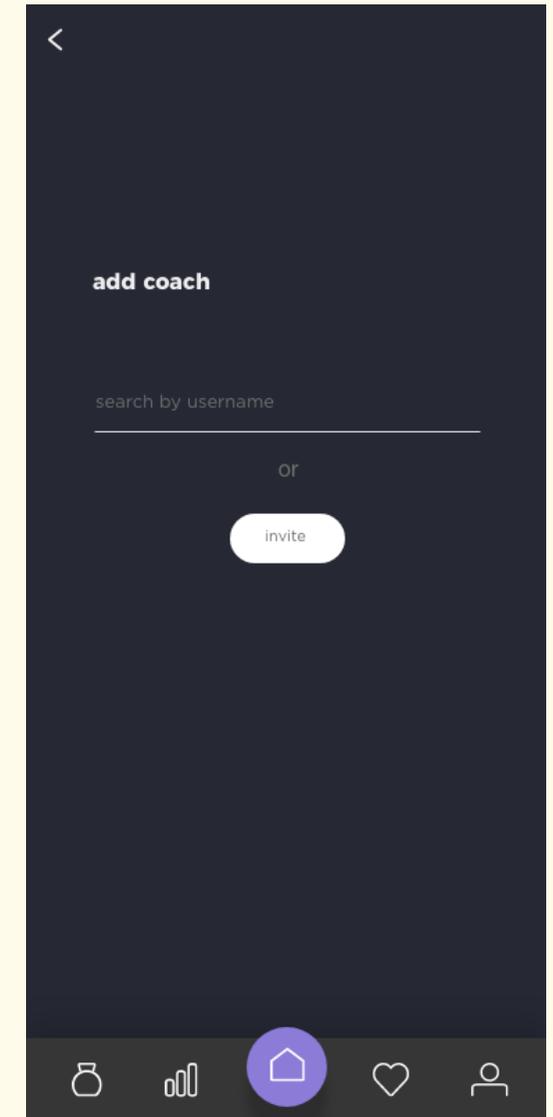
**Solution :** Fix trigger error within the prototype so user can access the add coach screen no matter which path they take.

**Evidence :** 66% of participants took a different path that resulted in the inability to access the 'Add Coach' screen.

### INACCESSIBLE



### REVISED



# PREFERENCE TEST #1

Dark Mode vs. Light Mode

RESPONSES

## DARK MODE 8/10, 80%

“Its’ easier on the eyes and more aesthetically pleasing. Also the option stands out more and are easier to see.”

“Easier on the eyes” (x3)

“I like the darker image because the choices you see stand out better on a dark background.”

“Easier to read/aesthetically pleasing”

## LIGHT MODE : 2/10, 20%

“Dark mode reminds me of laying in bed and going to sleep. The light is refreshing and makes me want to read the text”

“Matches my aesthetic”

