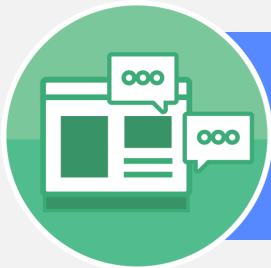# iOS/Android USER TESTING

February 5th, 2016

Test Recipient Info

- Tested 8 Recipients

- Age range 35 – 65

- Technical skills range from intermediate to expert
  - ✓ *3 Android / 5 iPhone*

- Gender
  - ✓ *1 male*
  - ✓ *7 female*

- Occupations
  - ✓ *1 Professional Care Giver*
  - ✓ *4 IT*
  - ✓ *2 PMs*
  - ✓ *1 Home Maker*

Elaborate usability tests are a waste of resources. The best results come from testing no more than 5 users and running as many small tests as you can afford.

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Dashboard Expectations

What do you think these areas represent?

- ✓ **Profile Pic** –
  All users grasped this was the village center – person of care

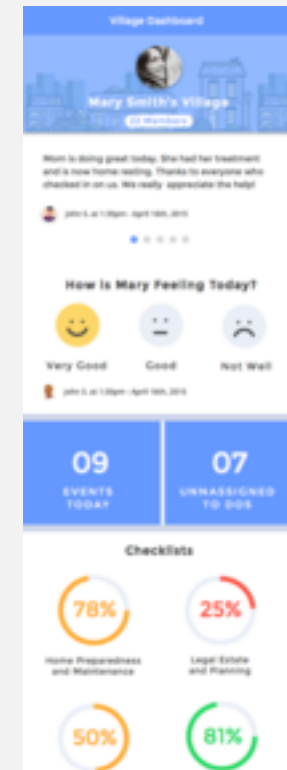- ✓ **Wellness Check (face icons) –**
  7 out of 8 users said this was some sort of status update
  (and this included their feedback for the top portion with the
  text entry). Everyone liked this feature!**

- ✓ **Blue To Do/ Events buttons/tabs** –
  7 out of 8 users **did not** even notice this**

- ✓ **Checklists section** –
  All users said these were items that had to be done,
  or items that were done.

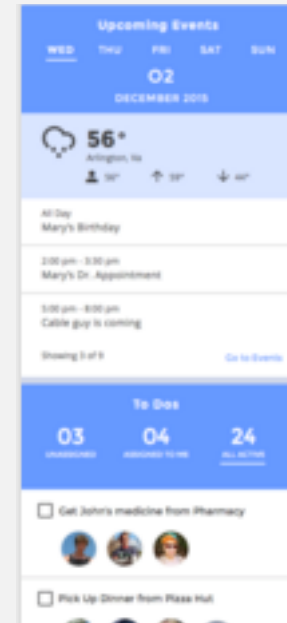caring village

Dashboard Expectations

✓ **Upcoming Events** –

*5 out of 8 users said these were some type of event and commented on the weather placement in the design.

All 3 Android users were unsure of this area

✓ **To Dos** –

*6 out of 8 users said these were items that needed to be done. Note: Some noted the green "I'll Do It" buttons were assigned to them.

SUCCESS!
Overall the users felt the page communicated the same type of design concept we were shooting for, with a few modifications.

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Dashboard Suggestions

1. Wellness Check –
Label the top of this area and group status update with the wellness check together – no separation.

2. Blue buttons –
These seemed "out of place" for one user and skipped over by everyone else. These can be removed because the information is offered in the events and To Do section at the bottom of the page.

3. Upcoming Events –
Need to label on Android. Other users noted the weather seemed inappropriately large and caused a disconnect with the calendar and the content below. Reduce size and move to the right of the column, or move weather to the top of the page for "that day".

4. To Dos –
Relabel the I'll do it button to say "I'll volunteer!" or something similar..

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Other Comments

"To me, checklists are not that important. I would rather these go to the bottom so I can focus on what needs to be done"

"It's a bit much to scroll through. Maybe there could be collapsible sections."

"I love having a calendar and seeing generic TO-DO items!"

"It's a little monochromatic. Maybe having different colors would help separate the areas a bit more."

"I love being able to sort the TO-DOs!"

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Wellness Check

Making Updates and Commenting

A+

This was a breeze for all users. There were no issues using this feature or understanding what the selected (or greyed out) icon represents.

SUCCESS!
We get an A+ for this feature!

●●●○○ AT&T 📶　2:34 PM　🔋

‹ Back　**Wellness Check**　Save

How is Michelle Feeling Today?

🙂　😐　🙁
Very Good　Good　Not Well

Add a status update to share with the village (optional):

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Checklists

Asked users about their overall understanding of the layout and how they expected this area to function.

B+

Users were asked to review specific areas and provide input on complexity, design, and ease of use.

SUCCESS!
We could make some modifications per the user feedback but these aren't deal breakers.


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Checklist landing page

What do you think the bar chart at the top of the page represents?

✓ 6 out of 8 users said this represented the completion of all checklists on the screen.

What do you think the larger circular chart underneath the bar chart represents?

✓ 5 out of 8 users said this is a total score of the checklists below

●●●○○ AT&T 🛜   5:17 PM   🔋

☰   **Checklists**

Total Completion: 24%

0%

OVERALL COMPLETION

Home Preparedness and Maintenance

0%   Preparing laundry safety
     0 of 1 complete

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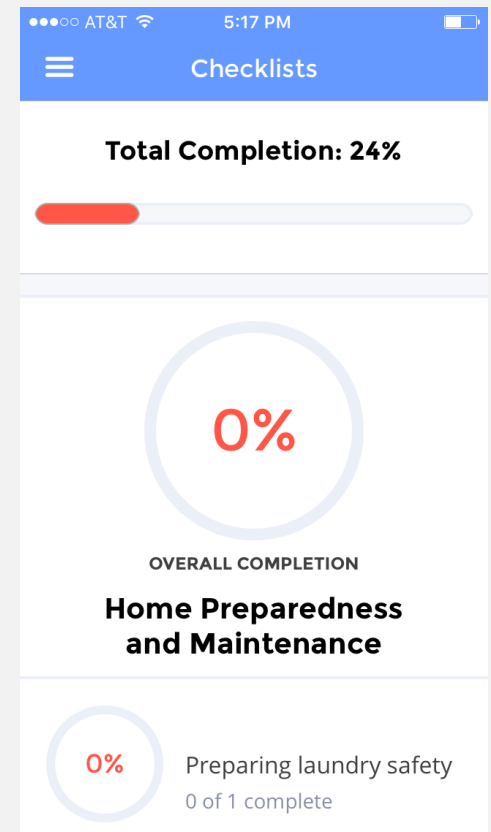
Other Comments

"Bar chart could also be dynamic." (This wasn't working during the test.)

"I feel like I'm being yelled at when I see the red chart color everywhere."

"I think the total completion at the top (bar chart) is irrelevant. Almost too much information for me. It's a distraction. Maybe if you removed the text "Overall Completion" from the chart I would understand this layout better."

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Checklist Detail Screen

Are these questions easy to read and understand?

✓ *For the most part yes. Note: There was some feedback that the wording start with "Did you" or "Do you" so the button options made more sense. Some feedback on font size being on the small side.*

Are the buttons easy to read?

✓ *5 out of 8 users said yes. Note: Some users noted the faded buttons appear to be inactive, and it was hard to notice what was selected.*

Suggestions:
- *Update buttons to radio style (in progress)*
- *Center action items on top of button selections to enlarge font.*

Events

Had users navigate to and create specific events from information provided.

Evaluated ease of use and ability to successfully create these forms.
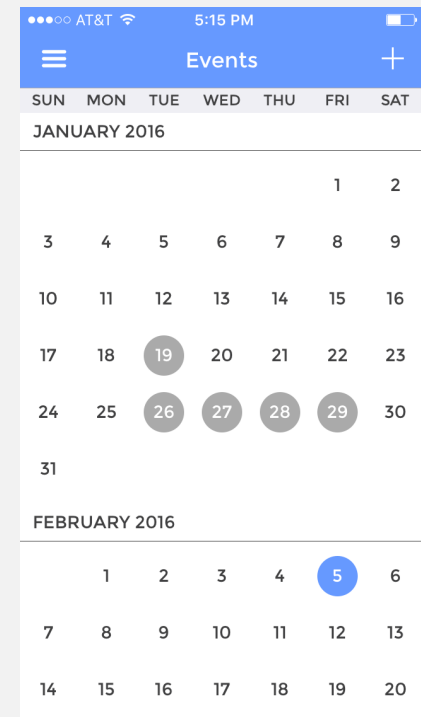
CRITICAL FIXES REQUIRED
Users fumbled through the forms and struggled to complete some tasks.
In general, they weren't smiling when they were done with this section.

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Creating an Event (Expectation)

Calendar view expectations…

- ✓ *All users agreed this calendar view was pleasant and easy to see what was going on.*

- ✓ *All users expected the days with dots were scheduled events and vice versa.*

- ✓ *(iOS) Users were expecting days without events to be clickable but they weren't.*
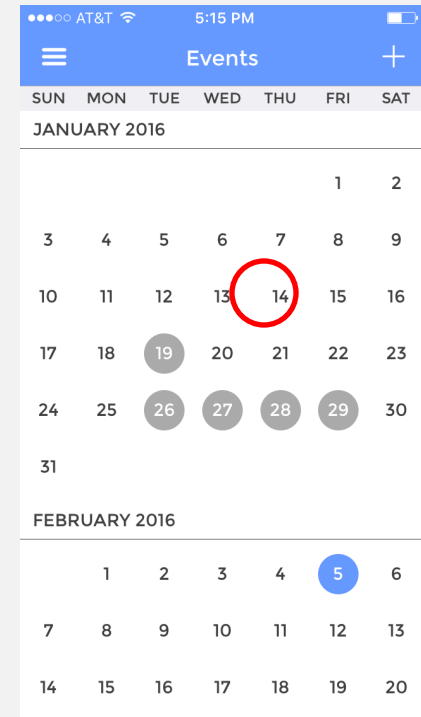
MEDIUM SEVERITY
Allow users view empty table cells. This was not a task blocker but was consistently a negative surprise to the users.

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Creating an Event (Navigation)

Where would you go to create an event?

✓ 7 out of 8 users went to the menu, then selected Events. Nobody tried to do this directly from the dashboard…unlike the website.

From (event) Calendar Screen

✓ When users were provided a specific date for an event, they navigated to that date to try to make the event instead of making it from the calendar landing screen.

Note: Android users were confused when they hit the + sign but saw they were able to add To Dos, Members, and Events from this view.

CRITICAL FIXES (iOS only)
Allow users to make an event from the calendar date they choose in addition to the calendar landing page.
POTENTIALLY CRITICAL Android – Only allow Events to be added from this screen

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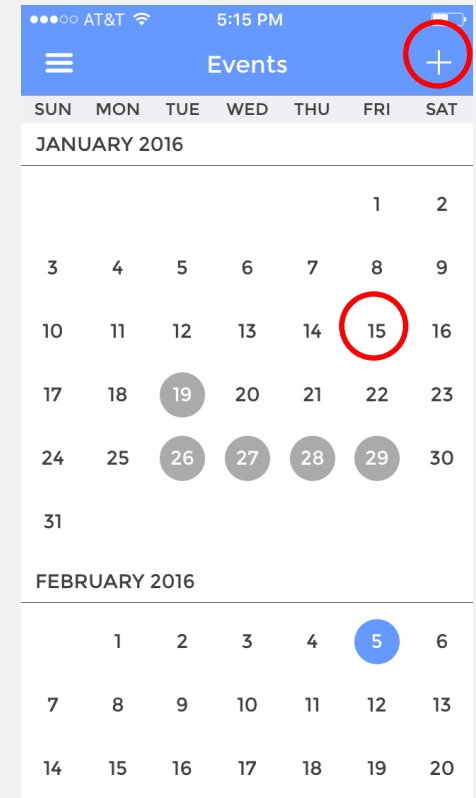
Creating an Event (Android)

Fill out an Event with specific information provided:

Text input: NO ISSUES

Date: NO ISSUES

Time: NO ISSUES

Location: Users expected a map to pop up because they were used to this happening with the icons for time/calendar. Some users couldn't get the keyboard to go away after they opened this field.

Assignees: The text "Tap to add/remove" confused the user but it is currently still the active link color. Users had no issues telling which assignees were selected.

Save Event: When the user saved the form a new empty form appeared. "What happened to my form?!" this caused some panic. When users returned the the calendar view some of them couldn't remember the date they had just entered and couldn't check their event. This made them feel uncomfortable.

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Fill out an Event with specific information provided:

Text input: NO ISSUES

Date: Users had consistent problems launching the calendar. Users did not feel comfortable tapping the "back" button to "save" a start date. They expected it to close automatically when a date was selected.

Time: Users had difficulty launching the time picker using the icon. After the time was selected there were problems closing the scroll bar. They also had trouble telling what field they were currently filling out (start time or end time?)

Location: Users thought the icon would launch a map or a pop up like the other icons. Users could not close the keyboard after selecting their time.

Assignees: All users noted it was hard to tell who was assigned

Save: When the users saved they were taken to the calendar but were a little lost because they weren't sure if their event saved. When users re-saved an edited event they were taken to the detail screen.

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Create an Event Suggestions

One a scale of 1-5, which 5 being the most difficult our users rated the following for each mobile app

	iOS 3.5	Android 2
Date	Increase hit target to include icon, and text field area Change the "back" button to say "Save"	
Time	Increase hit target to include icon, and text field area. Provide highlight for "start time" or "end time"	
Location	Remove location icon Need a way to close the keyboard (maybe make return button say "done")	Remove location icon Need a way to close keyboard
Assignees	Change selection color to higerh contrast	Change "tap to add/remove" text to grey
Save	After saving an event show the detail screen for them to review their content	After saving an event show the detail screen for them to review their content

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To Dos

Evaluated ease of use and ability to successfully create and navigate within these forms.

B+

Captured impressions on the functionality of the To Do form.

SOME FIXES REQUIRED

In general users were able to quickly and easily create these To Dos and had no problems creating a To Do.

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To Dos: Navigating & Creating

Gave users a task and asked them where they would go to document it.

✓ All users went to the menu then to the To Do's section. They selected the + sign without any hesitation.

How would you ask for support with this task?

✓ 7 out of 8 users discovered this at the bottom of the form but all noted it should be at the top.
Note: This was not available for testing on Android.
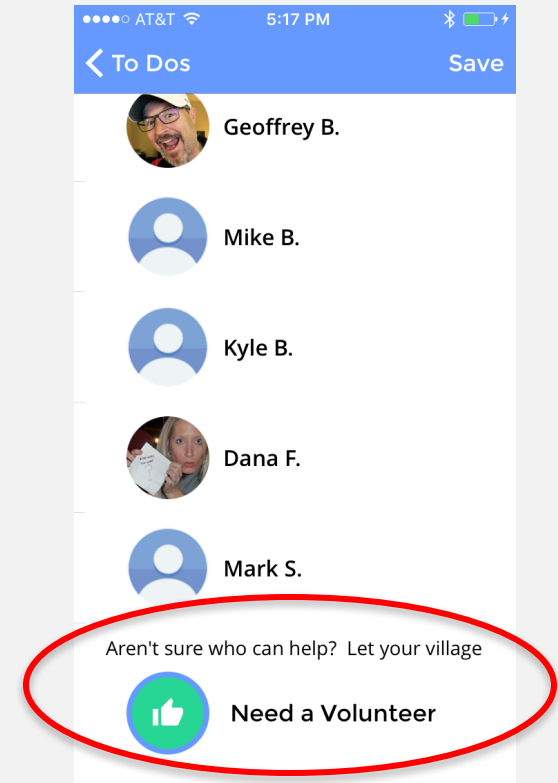
LAYOUT SUGGESTION
Move "Need a Volunteer" to top of assignee list.

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To Dos: Navigating & Creating

How would you add a comment to an existing To Do?

- ✓ 7 out of 8 users opened the To Do card and were able to comment very easily, as expected.

How would you sort a To Do by those assigned to you?

- ✓ All iOS users were not able to do this.
  Note: Several users noted some confusion when they sorted the To Dos by "Complete" and still saw the green "I'll do it" button visible.
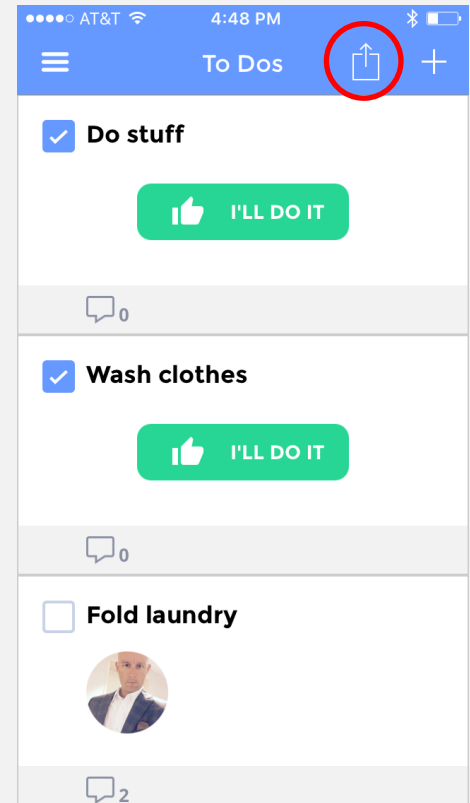
CRITICAL FIX (IOS)
Replace action icon with filter icon, or put tabs at the bottom of the screen for the different views.

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Quizzed users on where they would go to accomplish particular tasks using the menu.

A+

Write here…

SAMPLE
Write here…

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How would you navigate to a different page?

✓ 5 out of 5 iOS users found this very easily.
✓ 2 out of 3 Android users didn't notice the option in the menu.

How many members are a part of Gue Gue's village?

✓ *This was easily discovered by all users.*
  Note: iOS users went through the menu to find this because the
  member count is not visible on the banner right now.

Where would you find a member's email address?

✓ *This was easily discovered by all users.*

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