

Healthly Usability Test Plan

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Introduction

Healthly Moderated Remote Usability Test (Mobile and Desktop)

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Background

Healthly is an app that users can use as a personal assistant, empowering them to actively manage and achieve their goals in every step of their health and wellness journey.

Goal

We want to understand how new users navigate Healthly when accomplishing a set of different tasks in order to improve the user experience of our app.

Test Objectives

To observe if users understand our app and its utility.

To observe any user frustrations and feedback

Methodology

We plan to test our audience in moderated remote sessions over Zoom/Google Meet. The moderator will begin the test with an overview and inform the participant of the start and end of recording. This will be followed by the task performance and follow-up questions.

Participants

Participants will be found through the moderator's personal network on social media platforms. The moderator will screen for 6 participants who fit the demographic and lifestyle qualities of our personas.

Schedule

Sessions will be held remotely from August 14-16 between 11:00 am-9:00 pm.

Sessions

Participants will engage in 10-15 minute sessions. 3 participants will begin by testing on the mobile device and then test on the desktop device. 3 participants will begin by testing on the desktop device and then on the mobile device. There will be a 5-second test asking participants to navigate to different features on the navigation bar.

Equipment

Testing will be done on a Dell XPS laptop and Google Pixel 6a. Video recording will be done with Zoom/Google Meet and audio recording will be done with Otter.ai.

Metrics

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 and should be given high priority

4 = Usability catastrophe: imperative to fix before product can be released

Test Script

Introduction

Hi! Thanks for joining in usability testing for our app, Olive.

I'll start by explaining to you what we're going to be doing today so you know exactly what to expect.

So today we're going to be trying out a health-focused app called Olive. I'm going to ask you to perform three tasks using the app. And I'd like to understand what works well about the app, as well as what doesn't work well. Please remember that we're testing the app and not you! So there are no right or wrong answers. The whole point of this session is to improve the user experience of Olive.

We'll start by asking you a few general questions about travel apps then move onto some activities using the Olive app. When you're looking at the app, we'd like you to "think out loud" to let us know what you're thinking and feeling as you explore the app.

For example, you might let us know if you were expecting to find a certain piece of information after clicking on a link but the information that showed on the screen was different than what you were expecting.

If at any time you find yourself confused or unsure as to what you're supposed to be doing, that's fine! And if you want to take a break, that's fine too! Please let me know!

And lastly, before I record, I will acknowledge that I'm going to press record.

Before we begin, do you have any questions?

Okay! We will begin the session and I'm going to press record now.

Cool, thanks for answering those questions. Now we'd like to show you the Olive app. I'm going to show you the home screen and let me know your first impressions of the app.

Can you tell me what you think the main purpose of the app is?

Thanks! Ok now we're going to do some tasks.

For our first task, I'm going to ask you to view your appointment details for the 12th day in the month.

Yay! Ok

For the next task, I'd like you to find your friend by their username. We've given them the creative name of Username 2. Once you find them, please like, THEN comment on their post.

Great!

We're at our last task. Imagine you've recently started a new healthy habit. Go ahead and record this habit then share your progress to your friends.

Okay! That's the end of your session.

Before you go, do you have any other questions, feedback, comments?

Thanks for joining! Your session has really helped me understand our users better.

Background questions

I'll start by asking you a few questions to help us better understand how you might use Olive:

- First question, I want you to think about your process when preparing helpful information to bring up at your next doctors' appointment. Are there any apps or websites that you use?
- How about when you're finding helpful articles about health and wellness. Do you save these articles to reference them later? What apps or websites do you use for this process?

Cool, thanks for answering those questions. Now let's explore the Olive app.

I'm going to show you the home screen and let me know your first impressions of the app.

Can you tell me what you think the main purpose of the app is?

Tasks

Thanks! Now we're going to do some tasks.

For our first task, I'm going to ask you to view your appointment details for the 12th day in the month.

For the next task, I'd like you to find your friend by their username. We've given them the creative name of Username 2. Once you find them, please like, THEN comment on their post.

We're at our last task. Imagine you've recently started a new healthy habit. Go ahead and record this habit then share your progress to your friends.

Great! That's the end of your session.

Before you go, do you have any other questions, or feedback about the app?

Thanks for joining and showing us how you navigate Olive. Your session has really helped me understand our users better!