

USABILITY TEST REPORT

INTRODUCTION

Six usability tests were conducted as planned. All participants were able to complete the tasks with little to no assistance from the moderator. The app proved very learnable with a easily navigable interface.

ISSUE 1: Repeated confusion between three main navigation titles (Severity: HIGH)

Suggested Change

Revise sitemap categories/navigation titles to better communicate expected content:

Evidence

Multiple instances of participants expressing a desire to look for things in areas other than what was first prototyped.

ISSUE 2: Participants were more interested in the star ratings, but not the reviews (Severity: MEDIUM)

Suggested Change

Make star ratings more scannable in search results. Change written reviews to a less formal area where users can add comments.

Evidence

More than half of the participants mentioned caring about the rating, but not trusting written reviews.

ISSUE 3: Participants clicked on categories before using search bar (Severity: HIGH)

Suggested Change

Further develop categories as primary means of finding resources. Make search bar secondary.

Evidence

Five of the participants either clicked on categories first or stated that they wanted to before using the Search Bar.

ISSUE 4: Filter icon was not easily recognized (Severity: HIGH)

Suggested Change

Add clarifying text next to it that disappears once filters are added

Evidence

All three female participants (repping the main demographic) did not know what the icon meant.

ISSUE 5: Onboarding Features before sign up were mostly skipped (Severity: MEDIUM)

Suggested Change

Further refine the onboarding feature screens to be concise, informative, and mirrored in what is initially presented on the home screen.

Evidence

All but one participant skipped the feature screens. All participants stated the desire to explore the app for themselves, hence the need for onboarding that's more subtly integrated throughout.

CONCLUSION: Participants were not completely hindered from finding things and learned the functionality reasonably quickly, but these 5 issues were the points of friction most hit and would be bigger issues to older, less tech savvy users.