USABILITY TEST PLAN

Introduction

Sandman Usability Test
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Background

Sandman is a study project for a prototype aimed to help people to gain better sleep and prevent insomnia through new routines in small steps, and also by letting them explore and get more aware about sleep. The prototype is a result from comparing competitors, collecting data with quantitative and qualitative methids such as
interviews and suveys. This leading to creating our user personas Zoey and Joanne. We aim to test main fuctionallity and features.

Goals

• Test the learnability and efficiency of users interacting with the web application for the first time.
• Test which errors our user's encounter
• See and hear what they like/dislike to further develope the web app.

Test Objectives

• Observe how participants generally understand the purpose of the app and their experience of following through with the signup and onboarding process.
• Test the ease with which a participant can find and navigate through the different features of the prototype.
• Test the efficiency of which participants understand how to find and perform main processes such as rating sleep, start a new challenge, learn more about sleep and calm down quickly.

Methodology

Moderated usability study will mainly be held remotley in person when possible. Each session will last about 15 minutes includingintroduction, short interview and task performance with Sandman.

Participants and Schedule

6 participants will perform the usability test. Their identities and contact information are considered confidental and should not be shared. A list of participants demographic information and test plan can be found here.

Script

For details regarding the Test Script including complete list of tasks, click here.

USABILITY TEST REPORT

Prioritized issues

Issue 1: Not seeing their active challenges directly. (High)
Suggested Change: Make active challenges visible on Home Screen.
Evidence: 67% were returning to Home Screen believing to find their active challenge.

Issue 2: Too small text (Medium)
Suggested Change: Redesign password credential text and increase text size overall..
Evidence: 2 out of 6 participants had a remark about too small or thin font.
Mainly concerning password credentials and where longer pieces of text are found.

Issue 3: Too long breaths (High)
Suggested Change: Make animation shorter and add time indicator.
Evidence: All of the participants were struggling with the time of inhale/outhale.
Mainly concerning password credentials and where longer pieces of text are found.

Issue 3: Not being able to set a time for the reminder. (Low)
Suggested Change: Add time setup when setting reminder.
Evidence: 50% of the participants were missing this feature.

Issue 4: Tries to click on the images on landing page to find more information (Medium)
Suggested Change: Create subpage with further information.
Evidence: 50% of the participants were missing the possibility to read more before signing up/starting a trial.

Issue 5: Tries to click on the imagens on landing page to find more information (Medium)
Suggested Change: Create subpage with further information.
Evidence: 50% of the participants were missing the possibility to read more before signing up/starting a trial.

Issue 6: Having a hard time finding Quick Excercise (Medium)
Suggested Change: Change the order of cards on the homepage to remember it easier.
Evidence: 2 out of 6 participants had a hard time finding where to take the quick excercise.

Conclusion

Sandman was recieved with a lot of optimism and positive feedback. A majority of the users said they would benefit of a app like Sandman. I was able to gain great insights from occuring errors and observations relating to my test objectives and goals. Preference tests along with results of the usability test will help me develop the prototype further and improve the user experience. It is clear that users wants a soothing and simple webb app.

Revised prototype

Find the updated prototype here.