

Usability Test Results

ERRORS

- Share icon was not clear to most participants. There was a debate of what share icon should be.
- All participants struggled to complete the second task without guidance
- The back button was not working
- Missing titles on some pages
- Participants did not understand why you would need to share a plant
- Without onboarding, participants did not understand what the app was about
- Wanted to skip onboarding and go straight to login.

OBSERVATIONS

- Participant was very flustered when trying to share a plant
- Participant was confused on how to initially use the app and needed some guidance after being stuck
- Participant liked the idea of tracking plants because she had a large collection she needs to keep up with at work
- Participant was impatient when being given long instructions and going through onboarding.
- All participants felt anxious that the app was a prototype and was not able to full function like many of the apps they use daily

POSITIVE QUOTES

- “It feels clean and simple. It is pretty direct as to what the function of the app is.”
- “I need this for work. Would love to track my plants”
- “This would be nice to give to a friend when I am out of town”
- “I would love to buy from local plant shops”
- “I like that it all starts at My Plants since this is pretty much the main objective of the app”
- “Tip of the day is a great way to keep people engaged. Maybe it can bounce up and down until somebody clicks it, like in the video games I play”

NEGATIVE QUOTES

- “That is not the share icon I expected”
- “Where is the color? No color?”
- “Why would I need to share a plant? That sounds like something I would not do”
- “The directions for this test was very lengthy. Can it be shorter?”
- “I have no idea where to go”
- “I do not like that there is not home page, just My Plants”
- “Why cant this fade into the next screen?”

PARTICIPANTS

	P1	P2	P3	P4	P5	P6
Scheduled session details	Tuesday, December 31 at 6:30pm	Tuesday, December 31 at 3:00pm	Wednesday, Jan 1 at 6:00pm	Wednesday, Jan 1 at 7:00pm	Wednesday, Jan 1 at 8:00pm	Thursday, Jan 2 at 7:00pm
Name	Remote, Chicago Alex Stavropoulos	Remote, Chicago Nick Stavropoulos	Remote, Chicago Christ Stavropoulos	Remote, Chicago Karina Ferro	Remote, Chicago Emily Sabo	Residence, Chicago Tom Stavropoulos
Gender	Male	Male	Male	Female	Female	Male
Age range	25-30	30-40	30-40	30-40	25-30	50-60
Role	Data Analytics at Tech	Sales Manager at Tech	Data Analytics at Tech	Interior Designer	Dietician	Consultant
Other characteristics	Cooks with garden plants	Well-dressed	Computer wiz	Great fashion sense	Built a hydroponic system	Doesn't own any plants
Other characteristics	Has eye for detail	Designed an app	Knows app symbols well	Has an eye for design	Plant knowledge	Organized
Other characteristics	Well informed about plants	Tech-Savvy	Has the latest tech gadgets	Understands color theory	Cooks with garden plants	Well traveled
Contact	Open / Friendly alex@gmail.com	Open / Friendly nic@gmail.com	Open and Friendly chris@gmail.com	Open and Friendly karina@gmail.com	Open and Friendly emily@gmail.com	Open and Friendly tom@gmail.com

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS
Errors								
Share icon was not clear. Expected another symbol.	■	■	■				3	User different share icon and place in multiple locations throughout app
Wanted to skip onboarding and go straight to login		■	■			■	3	
Back button not working	■	■	■	■	■	■	6	Test prototype beforehand once more
Titles missing on some pages	■	■	■	■	■	■	6	Test prototype beforehand once more
Could not complete task without guidance	■	■	■	■	■	■	6	Replace share icon so it is more clear.
Observations								
Flustered when trying to share a plant with a friend. Struggled to complete task.				■	■	■	3	Place share icon in better locations
Enjoyed the idea of tracking plant collection.	■		■	■	■	■	3	
Anxious that the app was a prototype and not fully functioning.	■		■			■	3	
Impatient when given instructions			■	■	■		3	Explain to participants the level of graphics they will be seeing
Confused on how to use app initially				■		■	2	Give quick idea of app that is short and easy to digest
Negative Quotes								
That is not the share icon I expected	■	■	■				3	
Where is the color? No color?		■	■				2	Use different share icon
Why would I need to share a plant? That sounds like something I would not do			■			■	2	
I have no idea where to go				■		■	1	
I do not like that there is not home page, just My Plants		■					1	Possibly introduce a home page with my plants
Why can't this fade into the next screen?	■	■				■	3	
Positive Quotes								
Tip of the day is a great way to keep people engaged. Maybe it can bounce up and down until somebody clicks it, like in the video games I play		■					1	Bouncing icon until clicked
I would love to buy from local plant shops					■	■	1	
This would be nice to give to a friend when I am out of town	■			■	■		3	
I need this for work. Would love to track my plants					■	■	1	
I like that it all starts at My Plants since this is pretty much the main objective of the app	■	■			■		3	
It feels clean and simple. It is pretty direct as to what the function of the app is.	■	■	■				3	

SUMMARY

Usability testing showed me that there are some functions that are missing in the app. Many participants had the same frustrations and had difficulty completing the task. In addition, participants that do not care for plants, the app seemed to be more intimidating. For those who already owned plants it was a nice way to keep themselves organized. Will need to create a more welcoming design for those new to owning plants.

It was also clear that some participants were expecting fading transitions and more movement throughout the app. This took up a big part of the conversations, so it would be nice to show the same participants a more developed app in the future.