YogaRelief Usability Test Planning

Test Objectives

Test how effectively the user can identify the purpose of the app.
Test how effectively the user can identify necessary steps to create a new account.
Test how effectively the user can log in with an existing account.
Test how intuitively users can find a relief sequence to meet their needs.
Identify if users can locate relief requences that worked for them in the past.
Identify any areas of user hesitation, confusion, or difficulty while using the app.

Test Subject

The high-fidelity prototype for the YogaRelief mobile app.

Methodology

Remote testing over Zoom: User will open prototype on their computer and screen-share their experience while completing assigned tasks. While this is an app
designed for mobile use, due to the variety of user phone screen sizes vs. prototype mobile screen sizing the most predictably consistent experience will be experiencing the prototype on a desktop.

Participants

Number of Participants: 3-5
Demographics: Users work primarily in a seated position, 20-65 years old

Participant Recruiting Plan

Participants are recruited from my personal network of friends, family, clients, and students. Participants must have access to Zoom and consent to the session being recorded.

Testing Script

Hi, my name is Tanya Neplioueva and I am a User Experience Designer hoping to gather feedback for a new mobile app. Thank you so much for taking the time to participate in this usability trial.

The intention of this trial is for us to gain more understanding about your experience using this app. Your candid feedback is valuable to us, so please feel free to openly share your thoughts while we go through this process today. There are no right or wrong answers, and all aspects of your experience today are helpful for us. With your permission, I will record our session today so that I can refer back to it for research purposes. Is that okay with you?

The usability trial should last about 10 to 15 minutes. Do you have any questions before we begin?

I have sent you the link for the app prototype. Could you please share your screen with me and then click on this link to begin our trial?

1. Could you please show me how you would create an account as a new user to this app?
2. Could you please show me how you would log in to the app as an existing user
3. Imagine that you are working and have a 3 minute break. You notice that you are having some shoulder pain and would like to find a sequence that offers you some quick relief. Could you show me the steps you would take to find a recommended sequence?
4. Suppose you suddenly have a longer break and would prefer to do a 5 minute sequence, can you show me how you would edit your chosen sequence?
5. How would you save a sequence that you found effective for relieving pain?
6. How would you locate sequences that were effective for you in the past?
7. Can you show me how you would browse through the relief sequences available within the app?
8. What would you say is the purpose of this app?
9. Do you have any suggestions for improving the user's experience while using the app?

Testing Goals

To evaluate the user interactions with the YogaRelief app to identify whether users are able to use the main functions of the app with intuitive ease. Identify any pain points, potential pain points, and successes of the in-app navigation, information architecture, and interface design. Identify opportunities for iteration and improvement.

Test Completion Rate Goal: 100%

Error-free Rate Goal for Tasks: 100%