

YogaRelief Usability Testing Summary

Tasks for Participants

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%

Summary: 3 of 4 users were able to complete all usability tasks successfully, with the 4th user completing 90% of tasks successfully.

Test Completion Rate: 100%

Main User Pain Points: One user was unable to go back to make necessary changes to their sequence once they had begun playing the video. One user was unable to immediately locate the Log In CTA from the Log In screen. Two users mentioned that being able to browse videos by duration (in addition to by part of the body) would be helpful. One user mentioned that a short introduction/welcome page before onboarding flow would help orient them within the app.

Suggested Iterations:

- (High Priority) Add a 'Back' button to video player screen.
- (High Priority) Increase color contrast/visibility for Log In CTA vs. the background
- (Lower priority) Add a way to browse videos by duration?
- (Lower priority) Add an orientation/welcome page before the user begins onboarding flow?

YogaRelief Usability Testing Summary

Participant #1

Name: Barbara

Age: Mid-50s

Occupation: Editor, works from home part-time

- Created an account going through the Create New Account CTA
- Logged in using Log In CTA (though didn't immediately notice it because it's small)
- Clicked Show Me Relief Now CTA and went through onboarding flow to find a relief sequence
- Couldn't figure out how to edit sequence once the video player was open, as there is no 'back' button from there- would go through the onboarding flow again
- Would save sequence using the Add to Favorites button on video screen
- Would locate sequences that were effective in the past by using My Relief button in navigation footer
- Would browse through other available sequences by Explore More Relief carousel on Home screen
- Purpose of the app is to 'give people yoga sequences specific to their aches and pains'
- Suggestions for improving user experience: 'a way to change the sequence from the video player, maybe a way to browse by amount of time people have instead of body part if nothing specifically hurts, recommending another sequence after the one you've done finishes'

Participant Observations

'Oh, you can choose the part of the body you want first, I haven't seen that before.'

'The cartoons are fun.'

'It's easy to choose because the choices are simple.'

'I don't know how to change the sequence from here (video player screen).'

'Setting goals helps me, I do that on my Peloton app.'

This user was able to use the app intuitively. Pain points included not being able to exit the video player to go back to the previous screen in order to make a change after selecting "I'm Ready." The user also didn't immediately notice the Log In option on the home screen. This user also wanted a way to browse the sequences by duration, rather than by body part because she didn't often have specific pain, per-se, but wanted to be able to choose by the amount of time she wanted to take a break for.

Error-free rate for tasks: **90%**

YogaRelief Usability Testing Summary

Participant #2

Name: Mike

Age: 32

Occupation: Developer, works from home full-time

- Created an account going through the Create New Account CTA
- Logged in using Log In CTA
- Clicked Show Me Relief Now CTA and went through onboarding flow to find a relief sequence
- Edited sequence by clicking Edit Sequence button from the Sequence Confirmation screen, clicked pencil editing icon and selected new duration
- Saved sequence using the Add to Favorites button on video screen
- Would locate sequences that were effective in the past by scrolling through the Relief That worked for me carousel on the home screen (and assumed that he could click on the card header to open more options here)
- Would browse through other available sequences clicking the Search icon to look for specific items
- Purpose of the app is 'YogaRelief suggests yoga relief for users. The onboarding flow directs people to a sequence that will be useful for what they have going on. Seems like it's made to be very specific in its suggestions.'
- Suggestions for improving user experience: 'Ways to see more of the app content on one page? The home page shows some of it, but what if I wanted to see everything at once instead of just by neck or shoulder relief?' I'd also like it if it suggested more sequences for me right after I finished one, in case I had more time.'

Participant Observations

'The app is very simple, there is little room for user error.'

'I like how it dives right into suggesting something for me- but maybe a heads up that that is about to happen- like an intro page with a little tutorial?'

'Asking one question per page really let me focus on what my answer should be, it was a good pace.'

'I'd love to see the goals page and what other goals I could set here.'

'What would the search icon do- is it an overlay or a separate screen?'

Mike had an easy time using the app, and found that the simple step-by step nature of the app was well paced and helped guide him through onboarding. User pain points included not being able to see more of the available app content on the home screen, since so much of the real estate was taken up by the goals summary and past effective sequences from the user. He would use the search icon to look for what he wanted, but noted that 'It is hard to know what to look for if you don't know what's there.'

Error-free rate for tasks: **100%**

YogaRelief Usability Testing Summary

Participant #3

Name: Oleg

Age: 33

Occupation: E-cycling Facility Coordinator

- Created an account going through the Create New Account CTA
- Logged in using Log In CTA button
- Clicked Show Me Relief Now CTA and went through onboarding flow to find a relief sequence
- Edited sequence by clicking Edit Sequence button from the Sequence Confirmation screen, clicked pencil editing icon and selected new duration
- Saved sequence using the Save and Add to My Favorites button on the Results Questionnaire screen
- Would locate sequences that were effective in the past by scrolling through the Relief That worked for me carousel on the home screen
- Would browse through other available sequences with the Explore More Relief carousel on Home screen, or by clicking the My Relief icon in the navigation
- Purpose of the app is 'to find yoga videos for people to help them with their aches and pains'
- Suggestions for improving user experience: 'what if I want something for my knees? They hurt sometimes too.'

Participant Observations

'I like how these people are drawings, it feels friendly' (in onboarding flow)'

'Oh, you go right into telling it what hurts.'

'The questions here feels like it wants to give me a specific suggestion, it's not a general 'yoga class' app'

'I would use this at lunch after I go for my bike ride'

All the choices are easy to read, I like the smiley faces that ask me how I'm feeling.

Oleg had an easy time navigating within the app, and had no major pain points. He did suggest that the app offer something for his knees, they tend to bother him the most. User was able to successfully use the app and complete all tasks. He found the use of illustrations 'friendly' and noted that the app seemed to want to offer him specific content.

Error-free rate for tasks: **100%**

Participant #4

Name: Lindsay

Age: 40s

YogaRelief Usability Testing Summary

Occupation: Social Worker at the VA, works remotely from home half the week

- Created an account going through the Create New Account CTA
- Logged in successfully using Log In CTA button
- Clicked Show Me Relief Now CTA and went through onboarding flow
- Edited the sequence by clicking Edit Sequence button from the Sequence Confirmation screen, clicked pencil editing icon and selected new duration of sequence
- Saved sequence using Add to Favorites button on Video Player
- Would locate sequences that were effective in the past by scrolling through the Relief That worked for me carousel on the home screen
- Would browse through other available sequences with the Explore More Relief carousel on Home screen, or by Searching (navigation icon) if she wanted to find something specific
- Purpose of the app is 'just like it's called- Yoga Relief. It wants to show me yoga that would help me.'
- Suggestions for improving user experience: 'I usually only have a 10 minute break after I walk at lunch, so is there a way to look at just the 10 minute sequences, or the other shorter ones? It would also be neat if it would suggest another video to me after I finish watching the first one it showed- more for the same issue I just chose.'

Participant Observations

'The colors and layout feel really calm- I already feel relieved'

'It seems like it really wants to know what my situation is.'

'A lot of times I don't have an hour to do a whole yoga class, so I would really like an app like this, that just has really short videos.'

'It's cool that it suggests what you need instead of me having to look through everything to find it.'

Lindsay had an easy time navigating within the app, major pain point was not being able to browse the videos by duration. She also suggested an app function that offers other related video suggestions to users after they finish watching their video- then the user wouldn't have to go through the whole onboarding flow again or browse manually. User was able to successfully use the app and complete all tasks. She would be interested in using it if it was a real product.

Error-free rate for tasks: **100%**