

RAINBOW SPREADSHEET

PARTICIPANTS

	P1	P2	P3	P4	P5	P6
Scheduled session details	Tuesday, 10/25 at 12:15am In-Person	Tuesday, 10/25 at 1:20pm Remote	Tuesday, 10/25 at 2:10pm Remote	Tuesday, 10/25 at 8:30pm Remote	Wednesday, 10/26 at 9:15am Remote	Wednesday, 10/26 at 10:00am Remote
Name	Clay	Bobbie	Philip	Yang	Petra	Andrew
Gender	Male	Female	Male	Male	Female	Male
Age range	40-49	30-39	20-29	40-49	40-49	20-29
Role	Auditor	Nurse	Worker	Telecom engineer	Teacher	Student
Other characteristics	Uses an app to track activity daily	Uses apps to track diet and activity every other day	Used an app to track carolie intake	Used an exercise app to workout	Used an app to track calorie, but found it overwhelming and quit	does not use any health related app
Other characteristics	Confident and tends to think every task is easy	Uses health apps for both personal and work use	Tech-savvy	Wants to find certain exercise class in health app	Wears smart wristband to track activity	Major in software engineering, a Tech-savvy

RAINBOW SPREADSHEET

ERRORS & OBSERVATIONS

Jakob Nielsen's Error Rating Scale

0 = I don't agree that this is a usability problem at all.

1 = Cosmetic problem only: need not be fixed unless extra time is available on project.

2 = Minor usability problem: fixing this should be given low priority.

3 = Major usability problem: important to fix and should be given high priority.

4 = Usability catastrophe: imperative to fix before product can be released.

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS
Errors								
[Error Rating 3] There's no obvious response after selecting certain data to track							3	make the reponse more obvious, such as highlighting the whole line, or giving a confirmation button instead of forcing users to go back
[Error Rating 4] Users cannot find the share button							2	in addition to the icon, add some description, such as "share"
[Error Rating 3] The data list was too long to find what users look for							1	organize the list. Group items under sub-category, or sort them in most used order, or make the search button more catching.
[Error Rating 1] Users clicked blank area when they try to select certain data							1	enlarge the clickable area so users won't miss it
[Error Rating 2] Without choosing the data to get started, users clicked "Let's go"							1	make the direction more catching that users won't miss. Or follow design pattern to find a way users can understand immediately without even looking at the directions
Observations								
Observation 1: Confused by the pull-down menu because he didn't noticed the content was filled in already (Feeling)							1	make the contrast more obvious between hint and real info, so users can get response that they already type in.
Observation 2: When users were asked to add a new data to track, they went to "add data" button first.(Doing)							2	try to differentiate the hierachy between these two "add"s
Observation 3: She was very cautious during the entire task due to her privacy concerns.(Thinking)							1	provide security and privacy protocol to solve the concern
Observation 4: Users were curious about the arrow button for each data on the dashboard. (Feeling)							1	further develop the prototype
Observation 5: Users got hints from flashing blue area when they click something unclickable. (Doing)							2	further develop the prototype
Observation 5: Users tend to choose "most popular exercise goals" before they type in their own.(Doing)							3	further develop the prototype

Test Results

INFINITY MAP

Observations

- Clicked "popular" button
- Clicked around "most popular" exercise goals
- Tried to click "most popular" exercise goals
- Confused by the pull-down menu because he didn't notice the content was filled in already
- Without me telling him the task, he already clicked "Goal Setting"
- "exercise, right?" he was confirming what task he was told.
- The "add data" button caught her eye first. But she was able to find the right button without error.
- Checked information carefully before she clicked "set up"
- "First I could choose all these stuff." (when she was asked to set up the goal first)
- When she found out that she had to select something to hit the button, she fixed it.
- Got some hints from the blue area flash to tell people what is clickable.
- She was very cautious during the entire task due to her privacy concerns.
- he was curious about the arrow button for each data on the dashboard.

Positive Quotes

- "I think it's clean"
- "It's clean. It looks like what I would use."
- "The home screen tells me what I should do. It's leading."
- "There we go" He noticed the exercise was successfully added.
- "It was very informative. You have a lot of hints and guides."
- "That was very easy....Maybe because I've been using these apps."
- "I like the colors. I think the color is great for its purpose."

Negative Quotes

- "If it can be used to track all kinds of health data, why the home page only shows 'weight' and 'blood pressure?'"
- "I was hoping that if you could highlight most used data type, it would have been easier for me to find."
- "Why cannot I click? If I could choose my way to exercise?" when he saw preset goal.
- "If I could choose my way to exercise?" when he saw preset goal.
- "At the bottom" "I am not sure what the light bulb icon does."
- "I was expecting a confirmation button. In my view, back button functions more like cancel"
- "I think it's this" "I understood the icon as 'group'. I didn't realize it was for sharing."
- "I was expecting that I could share via certain social media."
- "I would add people from settings, instead of an icon at bottom"
- "I wish I could share a piece of info with friend directly from the data panel."
- "I personally like to share something more exciting, like a poster, rather than just some texts."
- "Why only 'exercise' had goal setting, while other data didn't have?"
- "What are those graphs?"
- "Can I set up more than one goal? What if I want set up goals for both walking and biking?"
- "These buttons might be too small for a mobile app."
- "Can I customize it? It looks clean, but is it too simple? Maybe it is because it only has limited functions?"

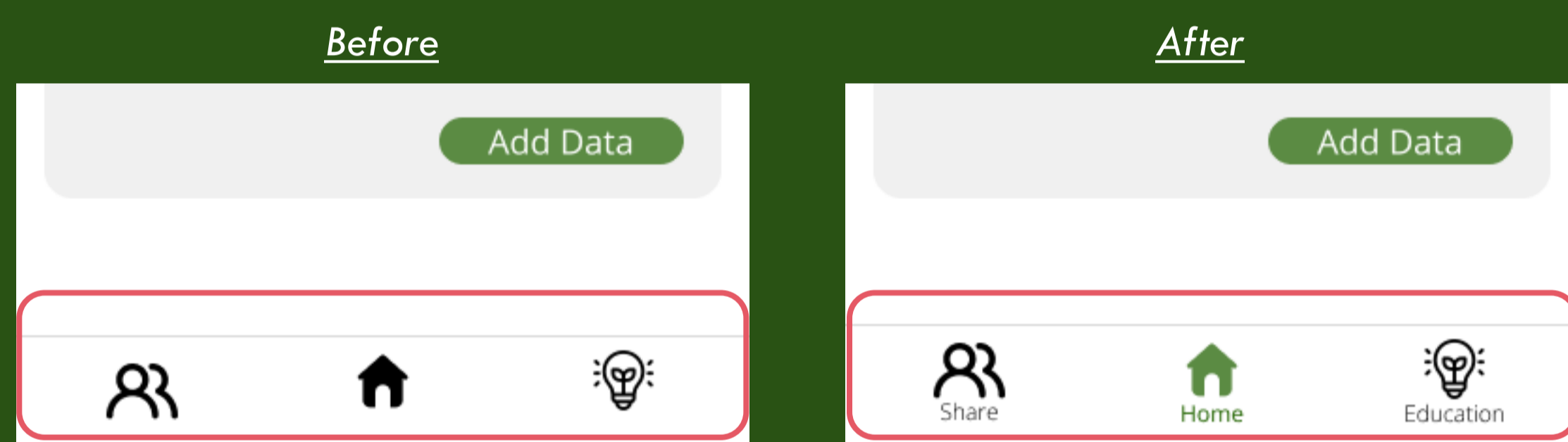
Errors

- Clicked "Setting" icon when he was asked to add exercise to track
- When he saw what were clickable, he chose all the data to share.
- He was trying to click "exercise" but accidentally clicked blank area.
- Went through all the data but cannot find the "exercise"
- He was not able to find the way to share data until I instructed him.
- Without choosing the data to get started, she clicked "Let's go"

ERROR FIXING

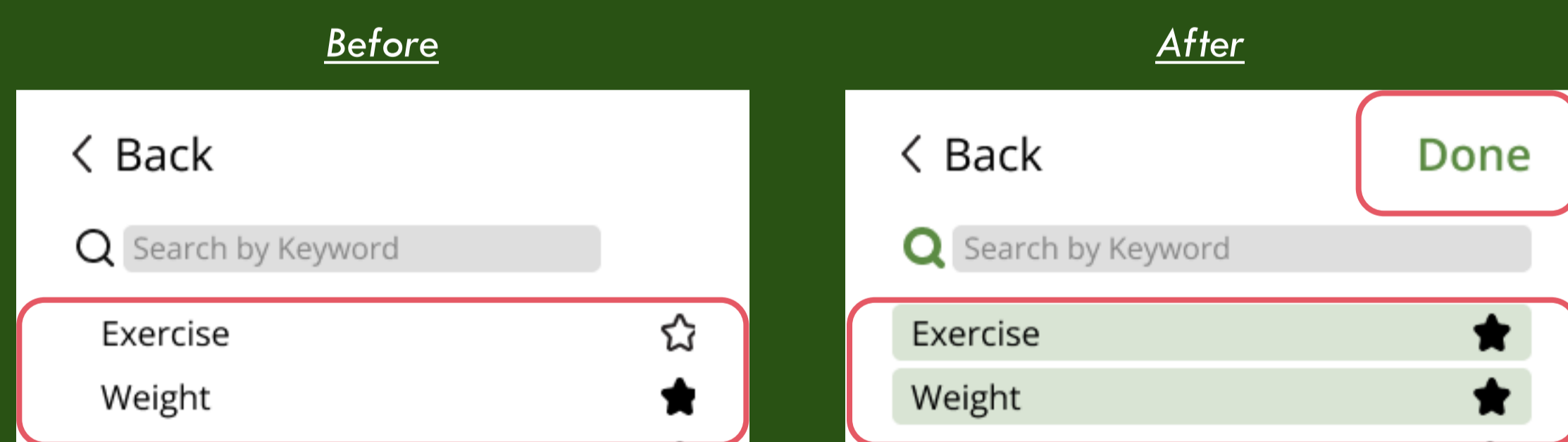
Issue 1: The share tab icon was ambiguous. [severity: high]

Evidence: 33% of the participants cannot find the access to share exercise data with friends. They either failed the task, or spent much time figuring out how to complete it.
Design Decision: Change the icon to a more understandable one and add text "share" underneath the icon to give more hint.



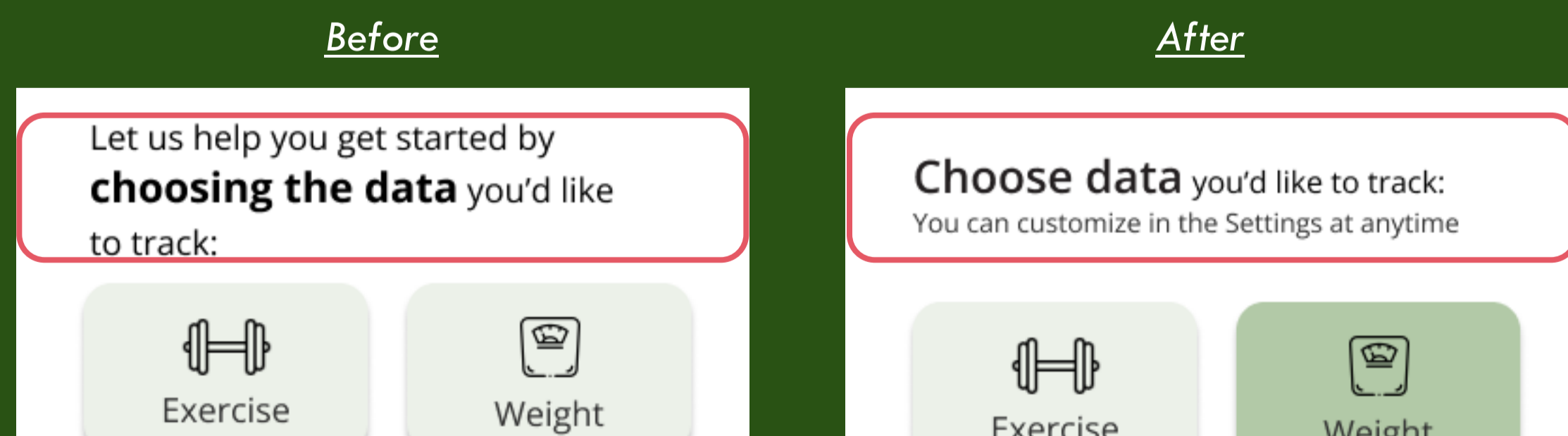
Issue 2: The response of selection was not obvious enough. [severity: high]

Evidence: 67% of the participants did not notice any response after they selected certain data. Some of their quotes were: "I was looking for a confirmation button." "It'd have been much easier if my selection is highlighted." "I don't want to hit 'back', because it functions like cancel to me."
Design Decision: Make the response more obvious, such as highlighting the whole line, or giving a confirmation button instead of forcing users to go back.



Issue 3: The onboarding selection guide was easily ignored by users. [severity: medium]

Evidence: Some participants did not understand the onboarding selection. They clicked "Let's go" without choosing any data to start.
Design Decision: Make the instruction more concise and obvious graphically that users won't miss. Or follow design pattern of onboarding selection, so users can understand immediately without even looking at the directions.



Issue 4: The data list was too long to find things easily. [severity: medium]

Evidence: Some participants cannot find a specific data type in the long list when they were asked to add it to the dashboard. They even got frustrated about themselves: "How could I miss it?! It is right on the top."
Design Decision: Organize the list. Sort items into sub-category, or make the search button more catching to encourage them to search it.

Issue 5: The clickable area is too small to hit right on. [severity: low]

Evidence: Some participants missed the clickable area and had to try one more time to hit the target.
Design Decision: Enlarge the clickable component, so users won't miss it.