

4.7 Report Findings & Making Recommendations

Usability Testing Report

Introduction

Nurture Plant Care App - Moderated Test Remote by Akari S.
Stakeholders - Careerfoundry - Last Update 6/18/2023

Background

The objective of this app is to offer a platform to support people's daily plant care struggles across different contexts, gaining advice and guidance from plant experts to support them in various plant care abilities and needs.

Goal

The goal of this study is to see the usability for new users when interacting with the app for the first time, by observing these participants interact with key features, and gathering relevant data from these observations to update and improve the app.

Test Objectives

- Observe if users understand the purpose and features of the app upon first glance.
- Take note of participant's path through the app's features such as checking reminders for watering, adding and deleting a plant from their database.
- Notice how users react to the app while searching for features, and how quickly and easily they can find what they need.

Methodology

The study was held through both moderated remote study and moderated in-person study, and began with a brief introduction, task performance, and a debriefing. I used Google Meet for the briefing, and then Lookback for the task performance.

Participants

I enlisted four total participants, recruited through social media and Careerfoundry's Slack channels. Ages ranged from 20's to 30's. The test took place between June 14-15, via Google Meet, and Lookback. The users were in their homes or offices. The one in-person test was conducted at a local coffee shop.

Test Script & Prototype

[Click here](#) for the full test script. [Click here](#) to see the original prototype.

Issue #1: The user needs to know what to press to book an appointment.

Suggested change: The wording for the button originally was “Schedule” and most participants did not know what to press to book their appointment. Therefore, the button was relabelled “Book Appointment” and placed higher in hierarchy on the page.

Evidence: Two out of the four participants clicked on the wrong button or had to ask where to go.

Issue #2: User needs to know the booking steps, benefits, and costs upfront.

Suggested Change: Have a splash screen upon going to the expert screen that details the Expert feature’s benefits, costs, and then the steps once the user agrees to the free trial and subscription.

Evidence: Two out of the four participants expressed disappointment and frustration towards the lack of clarity regarding the booking process and transparency.

Issue #3: Cancelling the appointment is confusing, as after booking there is a “Cancel” button only.

Suggested Change: Provide a confirmation button for participants to confirm their appointment date and time as well as a Reschedule/cancel button that has a pop-up that gives a reschedule or cancel option. Send the participant an email two days prior to remind them and give them one last chance to reschedule if something comes up.

Evidence: Four out of four participants expressed confusion at the cancel button after booking an appointment.

Issue #4: The Ask an Expert feature’s questionnaire is limited in the responses a participant can enter and needs more directions.

Suggested Change: Add directions before the picture option, and also add “other” with a text response option for each question. Add “I don’t know” or “I’m not sure” also in case participants may be beginning plant parents.

Evidence: Three out of four participants expressed they would like “other” as an option if their answer does not fit the multiple choice.

Issue #5: Hamburger Menu has no close button.

Suggested Change: Simplify Hamburger to only have inbox and sent messages for the expert. Add a close button to the top of the hamburger menu.

Evidence: **Two out of four** participants accidentally clicked the Hamburg and struggled to close the hamburger menu.

Issue #6: Participant does not know what page in the navigation they are on.

Suggested Change: Add a highlight to the navigation button they are on. Change the color of the selected button to show the participant they are on that page of the navigation.

Evidence: Two out of four participants were confused how they got to a page.

Test Results: I am featuring mainly the Expert feature since most issue are with this page.

[Mobile App v.1.Expert](#)

[Mobile App v.2.Expert](#)