TEST PLAN

SCOPE :

We are testing various task performances within the study app, **mem.brain**

SCHEDULE :

Sessions will take place on August 31 2020, over Facetime

SESSIONS :

10 minute in person sessions per 3 participants

EQUIPMENT :

Testing will be done on iPhone through MarvelApp.com protoyping

METRICS :

Jakob Nielsen's Error Severity 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, so should be given high priority

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

DIRECT TASKS

TASK 1

Log into the program

TASK 2

Study a deck of flashcards

TASK 3

Review a deck's individual reviews and score breakdown

TASK 4

Study the full card view of a deck and mark the card green.

SCRIPT

Hello, my name is Rachel and I wanted to ask you a few questions today. You've been chosen because of your current status as a student or young professional in the medical field. I am conducting this interview to understand how medical students approach their curriculum and learning, regarding their study habits. This session should only take 10 minutes.

There are no wrong answers or actions, so please go about the test freely. Please ask questions as they arise. If you have thoughts and comments, please share them as you see fit. If you need a break, just let me know. We will go ahead and get started.

SCENARIO TASKS

TASK 1

You are an existing user of the study application "mem.brain",
log into the app to access your dashboard.

TASK 2

You are preparing for your upcoming NCLEX exam and have set aside some
time to review. Study the Physiological Adaptation deck of flashcards.

TASK 3

You are nervous that the deck you are studying has incorrect information.
Double check the class reviews by accessing the score breakdown and
reading an individual peer review.

TASK 4

After studying online, you would like to reinforce your learning with pen and
paper. Access the full card view of the Physiological Adaptation deck so you can
write the terms and questions down easier. Mark the card 'green' after
reviewing as to track your progress

PARTICIPANTS

HALEY HEEBE

25 Years Old
Registered Nurse
Fairhope, AL

KENDALL RAINES

25 Years Old
Prospective Medical Student
Los Angeles, CA

ALICIA HOBBS

24 Years Old
Prospective Medical Student
Los Angeles, CA

USER TEST 1

HALEY HEEBE

QUOTES & NOTES

TASK 1

Easy enough, very straightforward. Likes just having an email for log in option

TASK 2

Likes the note making feature, wants to see that developed more. Runs into that issue a lot of not having a way to edit her notes during study sessions.

TASK 3

Navigating to the rating section was difficult; unclear how to access. Would like to see an additional button beside the stars to know that further info is available. Would like the score breakdown to have different colors around the wheel.

TASK 4

Likes the both view. Marking the card 'green' was intuitive to her

QUOTES

"Ease of access is really important. I really hate signing in with a bunch of different errors and having problems"

USER TEST 2

ALICIA HOBBS

QUOTES & NOTES

TASK 1

Log in was pretty straightforward. But would like to see a facebook sign in option.

TASK 2

Study experience was easy. Would like to see more visuals added to the deck.
Additional examples would be helpful as well.

TASK 3

Review access was confusing. Wants an indicator by the stars and 'score breakdown' to read more.
Likes the layout, really simple.

TASK 4

Clicking the dots was intuitive. However, the dots are too small, hard to click and would like them to be bigger.
But likes that they are dots as it doesn't distract from the info.

QUOTES

"I've been signing in to stuff with Facebook a lot lately, just because it's easier. I forget my passwords constantly"

USER TEST 3

MARY HALL

QUOTES & NOTES

TASK 1

Prefers to sign in with email. Doesn't mind having a few extra options for sign in but dislikes having a huge list of options.

TASK 2

Overall liked it. Would like to see an option that reviews what you've already done. As well as a option to mark each card as easy, medium, hard. Would also like to see more images on the card for added help and flair.

TASK 3

Found it difficult to get to reviews. Would like to see indicator beside stars to know to click on it. Feels like the class dashboard is too cluttered. Maybe consider having the ratings up front for the first time and then hiding it for the remainder of the download. Dislikes that the score would be an average of the rating. Feels this is subjective and too opinion based. Would rather have the option to see how he's scored and how he ranks with other people.

TASK 4

Likes overall layout, very minimalist

QUOTES

"In my opinion, I don't think the class score is that important because I feel like it might be too subjective. I would like to see maybe how I and others score. Many tests are moving toward the bell curve and I'd like to see that reflected in the app"

USABILITY TEST REPORT

TASK	OBSERVATION	SEVERITY	RECOMMENDATION
1	Keep the log in simple but add a Facebook opt.	3	Add Facebook log in option
2	Update visuals and examples in deck	3	Add more visuals to the pro written decks. Add an additional feature that gives a pop up example for corresponding card.
2	Option to review already marked cards.	3	Add a button at the bottom of the study and full card mode pages that is for 'already studied' cards for easy access.
3	Ratings are hard to access	4	Add an indicator next to the stars to show that their is additional info to be viewed
3	Confusion on the purpose of the deck ratings.	3	Add a grading/ranking system that shows their comprehension in the class. Create explanation paragraph for both.
4	Clicking the dot was difficult	2	Make the dot slightly bigger but not too distracting
2 / 4	Note taking and editing was positively received	3	Develop this feature more and have it accessible for the next test

USABILITY TEST REPORT CONT.

TASK	OBSERVATION	SEVERITY	RECOMMENDATION
3	Enjoys color and more organization	1	Add colors to the score breakdown wheel
2	Minimalist aesthetic was well received	2	Give additional choice of interface in settings for those that wanted a more exciting interface
2/4	Likes to see how well they know each card	2	Comprehension testing for each card: easy, medium, hard options