

USABILITY TEST PLAN

Introduction

DateMate Moderated Remote Usability Test (Mobile)

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Last Updated: 30/04/22

Background

DateMate is a responsive web app for people to access anonymous advice and coaching relating to dating and relationships. Following the discovery phase and user interviews, an initial prototype was made so that users could access expert, individual advice on dating and relationships in a confidential way. We are now looking to test the prototype's core features: booking a coaching session, booking a dating profile review service, and accessing information in the content library.

Goals

Evaluate how users respond to the prototype and complete the following basic tasks:

- Bookmark an article from the library area to read later
- Book a session with a relationship coach
- Book a dating profile review session

Test Objectives

- Assess users' understanding of the purpose of the app
- Observe participant interactions with the key functions of the app
- Determine where user friction occurs and why

Methodology

The study will be conducted virtually. Participants will be sent study details and a consent form prior to the session. During the session, a link to the DateMate prototype will be sent to participants. After an initial briefing, participants will be asked to perform specific tasks using the prototype. Once complete, the session will end with a short debriefing.

Participants and Schedule

The study tested six participants, recruited from my personal network. Participant identity should remain confidential. Here is a list of participants and basic demographic information: [Rainbow Spreadsheet](#)

Script

For a detailed review of the test script used, including a list of all tasks tested, please refer to the test script documentation: [Test Script](#)

USABILITY TEST REPORT

Test Report Introduction

Participants reported a high level of satisfaction using the prototype and concluded it was very easy to use. Several feedback points were repeated by different participants, giving confidence that a small number of usability improvements would have a greater effect on overall usability. These are summarised here.

Issue 1: Users found the tab navigation icons confusing or ambiguous (High)

Evidence: All participants at some point either expressed confusion regarding what the tab icons represented, or where they would navigate to in the app. The biggest confusion centred on the “Talk to us” tab, but the “Library” tab also received feedback as being ambiguous.

Suggested Change:

Rework tab icons and add label text to increase understanding

Issue 2: Users reported that not being able to see the expert’s qualifications made them lose confidence (Medium)

Evidence: A third of participants reported that they would be hesitant to commit to services without knowing more about the type of qualifications held by the coaching experts.

“My preference when looking for a therapist is that I want to see their qualifications. That would be what I immediately wanted to see.”

Suggested Change:

Add a section to the top of the expert profile screen to include the name, type and awarding authority of any qualifications the expert holds.

Issue 3: Users reported frustration at not being told a service required payment until being presented with a payment screen (High)

Evidence: A third of participants reported surprise at being presented with a payment screen after not being given an indication that the service required payment upfront. Given the potential for putting users off completing the transaction, this issue was given a high severity rating.

Suggested Change:

Add clear indicators that this is a paid service throughout the proceeding user flow so that once presented with a payment screen, users are not surprised. Also, minor modifications to the expert's profile and booking screen to inform users of the expected cost before committing to payment.

Issue 4: Users find repeated information about the experts on the booking screens to be redundant (Medium)

Evidence: Participants consistently reported that they found the repetition of the expert's rating and short bio to be redundant on the booking screens.

"I don't know why I'm seeing this again, I know who [expert] is now"

Suggested Change:

Remove redundant information from booking screens to make booking screens cleaner and more focused.

Issue 5: User reported dissatisfaction with notification reminders as the only option on completing a booking (Low)

Evidence: Participant reported not being comfortable with reminder notifications as they dislike app notifications on their phone. They suggested an alternative "add to calendar" feature to integrate their booking into their personal calendar as a reminder.

Suggested Change:

Add an "Add this booking to your calendar" feature to the booking confirmation screen.

Conclusion

The prototype was generally well-received, with high satisfaction and usability reported. The five identified issues represent a significant opportunity to improve the overall usability of the DateMate app and improve user experience. Further improvements can be attempted in the future.

Link to improved prototype: [Figma Prototype](#)