

Usability Test Report

Background

Give a brief overview of the software, including:

- Purpose
 - The book “The Middle School Student's Guide to Academic Success: 12 Conversations for College and Career Readiness” introduces 12 tasks, which guide middle school students about how to start preparing for college at that age. However, for the students in the middle school, it is not an easy task to complete all the activities in the book independently. Thus, we designed an app to accompany this book, which can help and encourage the students and their mentors to complete the tasks and conversations presented in the book. In addition, the app will help parents or other mentors get involved, in tracking students’ progress, reminding them to follow the plan, and encouraging them.
- Intended platform (phone app, web-based on pc, etc)
 - Phone
- Intended audience(s)
 - Middle school students and their parents/mentors

Test Plan

- Goals of the test
 - To test the functionality of the app.
 - To see if the parent and student could complete tasks in the app such as completing conversations, viewing badges, and making comments.
 - To get feedback about how they felt about the application and how easy they thought it was to use. [usability]
- Who conducted the test
 - Sachin, Sarah, Huan
- Description of the participants and context
 - Middle school students - 2 in grade 6, 1 in grade 7, and 1 in grade 8
 - Parents - 3 mothers and 2 fathers of the students
 - Met with participants in an empty room at church before and after church services.
- Description of the prototype
 - Format (Paper prototype? Powerpoint prototype? HTML prototype?)

- Demo paper prototype on mobile phone
 - How participants engaged with it (finger? Mouse? Pointing at wall?)
 - Finger - touch screen
 - Include screenshots or scanned images of prototype itself, including all “screens” and indication of movement between them (may be in an appendix)
- Test script(s) (you may refer to an appendix if lengthy)
 - See attached appendix

Test Results & Plans to Address Them

- Give a high-level overview of the findings, as well as filling out the table below. Findings should include what went as intended, what did not work well, and other insights gained from user movements, think-aloud, and debrief.
- Each distinct issue or insight should be given its own row. Indicate how many participants had the same issue.
- “Impact on your design” indicates changes you will make (or not make) based on the findings.
- “When to implement” - Indicate whether this is something you will implement in your design for this semester, or an area for future work.
- “Justification” of your decision on the design change to be made.

The participants generally liked our design and found it easy to use. One of the comments we received multiple times was that the software became easier to use and was more intuitive after the first task we had them do. Another comment that came up repeatedly was that the button we had made to get people to the list of conversations didn’t really look like a button so people were hesitant to click it. Parents liked the idea of having an app to help teach students accountability and different study skills that they would need. Many commented on how good their kids are with technology and phones anyways. A couple of the parents also indicated that this app wouldn’t be to replace the conversations that they would have with their students, but to serve as a way to facilitate in person conversations and give a guide for things to be thinking about.

The students found the app fairly easy to navigate. They wanted a bigger notification or pop up on the front page to indicate that a parent had suggested a conversation to work on. They also really liked the badges and said that made it a little more fun and exciting.

Issue or Insight	# participants	Impact on your design	When to implement	Justification for impact on design
------------------	----------------	-----------------------	-------------------	------------------------------------

The button to get to the list of conversations is unclear	4	Make the conversation button on the home screen have defined edges and look more like other buttons on the screen	For the next round of testing/design	Parents and students both made this comment and once they were told that it was a button, they were able to use the app more easily
The app gives a good structure for how parents and students should talk about college and study skills	2	none	none	none
The notification for when a parent suggests a conversation needs to be larger	2	Either make the notification icon larger or make the bottom of conversation that parent suggested looks different	For the next round of testing/design	Some students did not notice the conversations were suggested by their parents
Possibly incorporate some of the book text	1	Currently none - possibly find a way to incorporate parts of the book as an e-book in the future Add a new bottom "buy (e)book" on the home screen.	Later editions of the app after more usability testing and more of a sense of	Parents and students say they liked reading things on their phones or tablets. This may make the information more accessible to parents and students as they work through the activities..
Participants found it very easy to find the badges and calendar scheduling	5	Make all buttons look the same	For the next round of testing/design	The very obvious buttons that were well labeled were a design that people were used to and helped them navigate the app. Keeping the button size consistent will help people learn to use it faster.
Parents wanted some way to know if their students' goals had changed at all over time	1	Add notifications to parent view when a child updates their activities	Either in the next stage of design or later	The parents wanted a way to keep track of whether the students were changing things they had written in the app or

The "x" mark make it unsure whether their works are saved	1	Change "x" mark to check mark when finishing the task.	For the next round of testing/design	The students were not sure whether their works would be saved if they exit the task.
---	---	--	--------------------------------------	--