

Usability Test Transcript

Ashley Bullard

July 21, 2023

Participant 1: Sarah (34, Biology Teacher)

Task 1: Nominate a Giver

(Began on the Home screen)

- Clicked the plus icon from the social bar (at the bottom of the screen)
- Entered the “Nominate” screen
- Input the members information, Act of Kindness description, and uploaded image and/or videos
- Clicked “Submit Nomination”
- Entered the “Submitted Acts” screen (informed that task 1 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 2m 38s

Task 2: Apply to an Opportunity

(Began on the Home screen)

- Clicked the “Logo” in the top left corner
- Entered the “Main Menu” screen
- Clicked “Opportunities”
- Entered the “Opportunities” screen
- Entered zip code and 20 mile search radius (said “I’m so happy they have a search radius feature”)
- Scrolled and read through the results, and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled and read through the Opportunity listing
- Clicked “I Want to Help”
- Entered the “Applied Opportunities” screen (informed that task 2 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 4m 22s

Thoughts and suggestions from Sarah

- The navigation is very intuitive. I like how clear the instructions are.
- I appreciate the pages that show I have applied for an opportunity and have submitted an Act of Kindness.

Participant 2: Kelly (25, Wellness Program Coordinator)

Task 1: Nominate a Giver

(Began on the Home screen)

- Clicked the plus icon from the social bar (at the bottom of the screen)
- Entered the “Nominate” screen
- Input the members information, Act of Kindness description, and uploaded image and/or videos
- Clicked “Submit Nomination”
- Entered the “Submitted Acts” screen (informed that task 1 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 1m 47s

Task 2: Apply to an Opportunity

(Began on the Home screen)

- Clicked the lightbulb icon from the social bar (at the bottom of the screen)
- Entered the “Opportunities” screen
- Scrolled and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled through the Opportunity listing
- Clicked “I Want to Help”
- Entered the “Applied Opportunities” screen (informed that task 2 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 2m 08s

Thoughts and suggestions from Kelly

- The app's navigation is clear; icons (social bar) help guide me to the right places.
- Submitting nominations and applying for opportunities is straightforward.
- The app seems user-friendly, and the tasks flowed smoothly.

Participant 3: David (55, Epidemiologist)

Task 1: Nominate a Giver

(Began on the Home screen)

- Clicked the “Logo” in the top left corner
- Entered the “Main Menu” screen

- Clicked “Nominate”
- Entered the “Nominate” screen
- Input the members information, Act of Kindness description, and uploaded image and/or videos
- Clicked “Submit Nomination”
- Entered the “Submitted Acts” screen (informed that task 1 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 3m 10s

Task 2: Apply to an Opportunity

(Began on the Home screen)

- Clicked the “Logo” in the top left corner
- Entered the “Main Menu” screen
- Clicked “Opportunities”
- Entered the “Opportunities” screen
- Entered zip code and 10 mile search radius (said “I’m so happy they have a search radius feature”)
- Scrolled and read through the results, and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled and read through the Opportunity listing, said “how do I go back to view other opportunities?” (confusion)
- Clicked the “Page Menu” (three dots on the top right)
- Entered the “Page Menu” pop-up
- Clicked “Back”
- Entered the “Opportunities” screen
- Scrolled and read through the results, and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled and read through the Opportunity listing
- Clicked “I Want to Help”
- Entered the “Applied Opportunities” screen (informed that task 2 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 5m 46s

Thoughts and suggestions from David

- The app seems quite user-friendly, especially the navigation.
- I appreciate the search radius; it makes finding opportunities in my vicinity easier.
- It would be nice to have a back button when viewing individual opportunities. It took extra time to locate the back button.
- The app's purpose of spreading kindness is inspiring, and the tasks flowed well.

Participant 4: Jessica (41, Social Worker)

Task 1: Nominate a Giver

(Began on the Home screen)

- Clicked the “Logo” in the top left corner
- Entered the “Main Menu” screen
- Clicked “Nominate”
- Entered the “Nominate” screen
- Input the members information, Act of Kindness description, and uploaded image and/or videos
- Clicked “Submit Nomination”
- Entered the “Submitted Acts” screen (informed that task 1 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 3m 37s

Task 2: Apply to an Opportunity

(Began on the Home screen)

- Clicked the “Logo” in the top left corner
- Entered the “Main Menu” screen
- Clicked “Opportunities”
- Entered the “Opportunities” screen
- Entered zip code and 10 mile search radius (said “I’m so happy they have a search radius feature”)
- Scrolled and read through the results, and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled and read through the Opportunity listing
- Clicked the “Logo” in the top left corner
- Entered the “Main Menu” screen
- Clicked “Opportunities”
- Entered the “Opportunities” screen
- Scrolled and read through the results, and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled and read through the Opportunity listing
- Clicked the “Logo” in the top left corner
- Entered the “Main Menu” screen
- Clicked “Opportunities”
- Entered the “Opportunities” screen
- Scrolled and read through the results, and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled and read through the Opportunity listing
- Clicked “I Want to Help”
- Entered the “Applied Opportunities” screen (informed that task 2 was completed)
- Completion Rate: 100%; Error-free rate: 90%; Time Taken: 6m 56s

Thoughts and suggestions from Jessica

- The navigation using the logo is convenient; it always takes me back to the main menu.
- The nomination process is user-friendly; filling in details and uploading media is smooth.
- It would be helpful to have a back button on the individual opportunities screen to quickly back to the list of searched opportunities.
- Overall, the app's functionality aligns well with its purpose of spreading kindness.

Participant 5: Alex (19, Volunteer Coordinator)

Task 1: Nominate a Giver

(Began on the Home screen)

- Clicked the plus icon from the social bar (at the bottom of the screen)
- Entered the "Nominate" screen
- Input the members information, Act of Kindness description, and uploaded image and/or videos
- Clicked "Submit Nomination"
- Entered the "Submitted Acts" screen (informed that task 1 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 1m 53s

Task 2: Apply to an Opportunity

(Began on the Home screen)

- Clicked the lightbulb icon from the social bar (at the bottom of the screen)
- Entered the "Opportunities" screen
- Scrolled and clicked on an opportunity listing
- Entered the "Individual Opportunity" screen
- Scrolled and read through the Opportunity listing
- Clicked "I Want to Help"
- Entered the "Applied Opportunities" screen (informed that task 2 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 2m 44s

Thoughts and suggestions from Alex

- The plus icon makes it clear I can nominate; that's a good visual cue.
- The opportunity details are organized, making it easy to understand the role.
- The app's purpose is heartwarming; navigation and tasks were smooth.

Participant 6: Benjamin (28, Health Policy Analyst)

Task 1: Nominate a Giver

(Began on the Home screen)

- Clicked the plus icon from the social bar (at the bottom of the screen)
- Entered the “Nominate” screen
- Input the members information, Act of Kindness description, and uploaded image and/or videos
- Clicked “Submit Nomination”
- Entered the “Submitted Acts” screen (informed that task 1 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 1m 32s

Task 2: Apply to an Opportunity

(Began on the Home screen)

- Clicked the lightbulb icon from the social bar (at the bottom of the screen)
- Entered the “Opportunities” screen
- Entered zip code and 10-mile search radius (said “I’m so happy they have a search radius feature”)
- Scrolled and read through the results, and clicked on an opportunity listing
- Entered the “Individual Opportunity” screen
- Scrolled and read through the Opportunity listing
- Clicked “I Want to Help”
- Entered the “Applied Opportunities” screen (informed that task 2 was completed)
- Completion Rate: 100%; Error-free rate: 100%; Time Taken: 4m 13s

Thoughts and suggestions from Benjamin

- The search radius feature in opportunities is a smart addition.
- The details are well-presented; I have a clear understanding of the opportunity.