

Mobile Usability Test Plan

by Nina B

BACKGROUND

A prototype of a Mobile Reminder App was created, and we want to test its effectiveness in helping users track important deadlines and reminders with state agencies.

PURPOSE

This study aims to get feedback and clarity on whether:

- Participants can navigate through the prototype successfully and if there are any friction points in the flow to eliminate confusion.
- Clarify if people could add their location and select services to track.
- See if participants could choose ways to be notified.
- Capture if they know how to take action before a deadline.
- Collect feedback and give users an opportunity for suggestions.

PARTICIPANTS

- 10-15 participants familiar with state agency dealings, such as license renewals and property tax deadlines.
- Participants should have a smartphone and be comfortable with using mobile apps.

EQUIPMENT

- Smartphone
- Paper and pen (for note-taking)

SCRIPT

Introduction

You will complete a series of missions and questions. There are no right or wrong answers; do what comes naturally. During the session, you will see interactive screens. When asked to complete an action, you only have to click. If something doesn't respond, don't worry, this is just a prototype, so some functionality may be missing. Please speak out loud to externalize your thoughts and feelings.

Before we start, please tell us about what you do professionally. Next, you'll see a prototype of the Mobile Reminder App.

TASKS

Onboarding

Please show us the steps to create a new account, provide your personal information, and select your location and services.

Question 1

How easy was it to create a new account and input personal information?

Question 2

Was the location and service selection clear and easy to navigate?

Notifications

Please navigate to the Notification Settings of the app.

Question 1

Was the notification clear and easy to understand?

Question 2

Were participants able to respond to the notification and take appropriate action easily?

Reminders

Please navigate to the Reminders section of the app.

Question 1

Were participants able to find specific reminders easily?

Question 2

Was the information displayed for each reminder clear and easy to understand?

Question 3

Open, review, and dismiss a Reminder.

Question 4

Was dismiss functionality clear and easy to navigate?

User Profile

Navigate to the User Profile of the app.

Question 1

Change your Services selections.

Question 2

Was the User Profile clear and easy to navigate?

Support

Question 1

Where would you look to find support?

Question 2

Was the information provided in the support section helpful and informative?

QUESTIONS

- Overall, how useful and effective do you find the Mobile Reminder App?
- Were you able to easily navigate and understand the app's features?
- Do you feel the reminders and notifications are helpful in keeping track of important deadlines?
- Do you feel the app will help you avoid legal issues or penalties related to state agency dealings?
- Is there anything missing or unclear in the app's functionality or user interface?

Thank you!

You completed it, and we are grateful. Thank you for helping us build a better product.