Individual Assignment 6: Conducting Moderated Usability Testing

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TASKS

1) The first task was for the user to go interact with the recommended item list and add to shopping list.
2) The second task was find information about your pet and their breed health information and recommendations based on the pet they picked.
3) The third task was schedule your pet's grooming appointment by locating the grooming section of the application. From there the would choose the type of animal and the breed they needed to schedule an appointment.

User 1

Positive Findings

1. Task 1
    ● The user did not have any positive feedback for this tasks.
    ● Find the experience to be a little difficult, due to the lack of navigation.
2. Task 2
    ● View health information was easy to find and labeled nicely.
    ● Overall pleased with the veterinary screen and its organization.
3. Task 3
    ● The experience was not that difficult to complete rather only having problems with lack of features included with the current build of the demo.

Negative Findings

1. Task 1
    ● Some confusion due to the fact of listings or labels not being visible when first going on the app.
    ● Issue with the new products being cut off halfway at the bottom of the screen.
    ● The task was difficult due to lack of labeling in this section.
2. Task 2
    ● Had a bit of trouble due to the lack of direction without labels.
    ● Overall not too difficult besides direction on where to go.
3. Task 3
    ● A bit of a loss on the grooming section.
    ● User was confused on the current appointments already listed.

User 2

<u>Positive Findings</u>

4. Task 1
   - The user did not have any positive feedback for this tasks.
5. Task 2
   - The user did not have any positive feedback for this tasks.
6. Task 3
   - User liked how the screens were in grooming section compared to others.
   - Overall experience was easy with little issues in between.

<u>Negative Findings</u>

4. Task 1
   - Overwhelming view from home screen with lots of visible text.
   - Did not see the need for a shopping list as their own phone had one installed already
   - The task overall wasn't extremely difficult however minor complaints were made about parts of the application's design interface.
5. Task 2
   - A bit confused on where to go for finding the right icon that take them to the right screen.
6. Task 3
   - The user did not have any negative feedback for this tasks.

Final Thoughts

1. Users though the overwhelming amount of text seem contain too much information.
2. Having more clear labeling would lead to a more well organized interface for better direction on navigation.