

P4 - Prototype & Evaluation

HCDE 518A | Fall 2017

Team H (Ed, Michael, & Sonam) | NutritionNow

Prototype:

<https://invis.io/C3EMVM72N>

Usability Testing Script:

Hi there, my name is _____. Thank you for taking the time to participate in this study!

Our team is working on creating a mobile app and we're interested in seeing how people would use it. I'll be showing you a prototype and will be giving you a few tasks to do on it while asking you some questions. This session should take no longer than 15 minutes.

I also want to make it clear that we're NOT testing you, we're testing the application. There won't be any way you can do something wrong here, so don't worry about making mistakes.

We'd like you to think out loud as best as you can throughout this session—for example, saying out loud what you're thinking, what you're looking at, and what you're trying to do. Don't worry about hurting our feelings—we're trying to improve this application, so any feedback you can give throughout the process will be extremely helpful.

If you have any questions throughout this session, feel free to ask. I will try my best to answer them, but I won't be able to help you with the application—we want to see how users would use it on their own. And if you need to take a break at any point, just let me know.

Do you have any questions?

Okay, let's get started!

Scenario: Imagine you are trying to lose weight and you recently heard about this new nutrition tracking app called NutritionNow. Using this application, complete the following tasks.

Task 1: Get started by setting up some basic information: your overall goal for nutrition tracking is weight loss, and you'd prefer to receive app reminders at 8:30PM.

Task 2: Add your first meal: breakfast. Record your meal, a beef burger and large fries, using the photo feature. This feature automatically estimates nutritional content based on the photo.

Task 3: Imagine you've been doing this for a few weeks and you're starting to get pretty good at it. As a result, the app will start asking about more details as you progress. Record your lunch, a bacon cheeseburger on a pretzel bun and small fries, using the photo feature.

Task 4: It's the 8:30PM and you've received your daily reminder: you forgot to record lunch! Since you forgot to take a photo of your lunch, record your meal, a hamburger, by searching through the food database.

Evaluation

Users (N=3) were asked to perform these tasks on our prototype. Following this user testing session, users were asked to complete a brief survey for evaluation (link found below) which includes the System Usability Score (SUS), Net Promoter Score (NPS), and an opportunity to provide additional comments or feedback.

Evaluation survey: <https://goo.gl/forms/HDEFnhdZkPyWbtf52>

	System Usability Score (SUS)	Net Promoter Score (NPS)
User 1	82.5	9
User 2	90	9
User 3	77.5	7
Average	83.3	8.3

Results and Iteration for v2.0

Finding	Implication for Change
All 3 users would have liked to see some sort of progress bar.	Make trackable progress more apparent/part of the home page.
Users 2 and 3 felt odd that it didn't ask more about current info (e.g., weight, height, etc.)	Improve explanation of why so little information is being requested about goals (possibly elaborate in the "getting started" flow).
User 1 was confused by keyboard/typing mockup.	Increase fidelity on "search by text" interaction.
User 1 did not understand why it asked so few questions for Task 2, but not for Task 3.	Add feedback to user that they are "more experienced" and thus getting more questions.
User 3 was unsure if there was a "correct way" of taking/framing the photo for documentation.	Possibly add a filter/overlay on the camera screen where the app suggests me to "place your food here" to get the most food details in a picture.
User 3 would have liked to see some sort of confirmation page or notification after logging.	Add a confirmation notification after logging.

Summary of Key Findings

While users reported several different specific issues, they can be summarized by a lack of communication to the user of the app's intentions and assumptions. Our design progressively asks more detailed questions as the user gains experience but did not adequately explain this change to the user. This led to confusion in both the "new user" task, where participants expected more questions, and the "experienced user" task, in which less questions were expected. In a design revision we would focus on communicating the rationale behind this behavior of the app, or add more feedback to the user as to how many questions will be presented.