

Ka-Ching Usability Testing Review

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Usability Test Overview

All our participants were found in the Allen Commons. We chose this environment because there are many people who could possibly be in a target user range and because staying in a common area made our participant feel comfortable and more willing while still being quiet enough. Students typically have enough money to participate in discretionary spending but do not have too much money to not worry about it. For each we sat at a table with the participant with the administrator on one side of them, the user on the other and the note takers across the table.

Our first participant was a male student. He does not use a budgeting app. Elise and Acacio were the administrators, Wanlin was the computer, and Andrea was the note taker. He ended up rushing through the tasks and as a result he did not take time to realize when he started completing some of them wrong.

Our second participants were a pair of female friends also in the Allen Commons. One of them noted that when she first gets an app she will explore it and that this results in her later being able to complete tasks like the ones we had her run through without putting as much thought into them. They took a bit of time to think about where to complete tasks but performed most of them correctly. They did not review recent discretionary purchases correctly and as a result we reviewed how we would ask participants to complete this task. Elise was the administrator, Acacio and Wanlin were the computer and Andrea took notes.

Our third participant was a male student. He completed all the tasks correctly, exploring the app quickly. Elise was the administrator, Acacio and Wanlin were the computer and Andrea took notes.

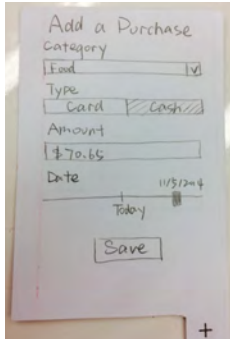
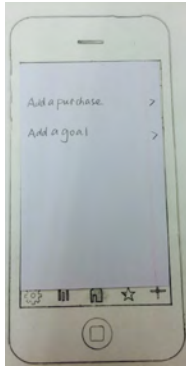
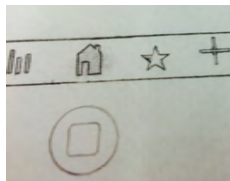
For each of the participants, we asked them to complete similar tasks. We asked the first participant:

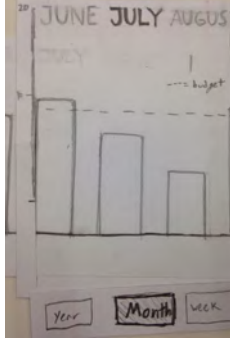
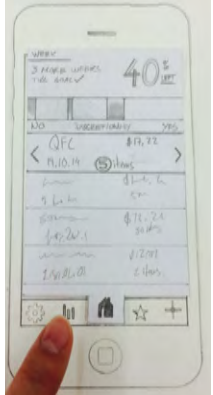
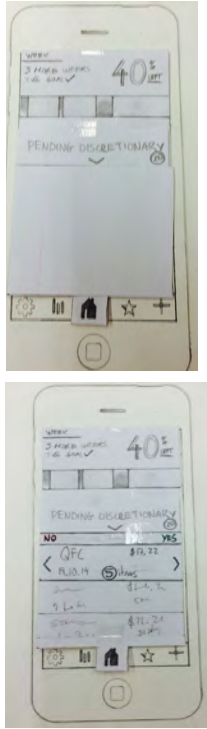
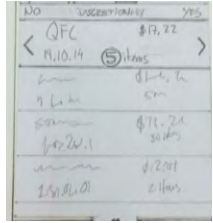
- Add a goal: a TV that costs 849.99
- Review spending from June
- Designate spending as discretionary
- Add a purchase

For the second and third participants we asked them to ‘set’ a goal: a TV that costs 849.99 because we thought the word ‘add’ might influence their decision. We also revised review spending in June to ‘check if you were over your budget on Monday’ in order to persuade them to analyze the graphs.

After our first participant, we decided that we needed to give potential participants a time estimate for how long the usability test would take in order to make sure that they were not rushed. We also decided that we needed to better explain the difference between a discretionary and nondiscretionary purchase which we may not have conveyed fully to the first participant.

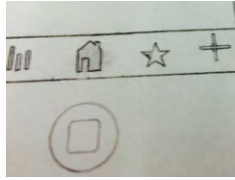
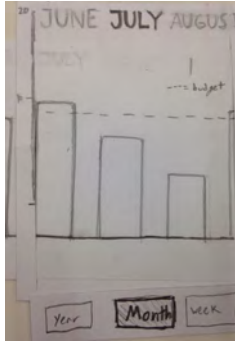
Usability Test 1

Image	Incident	Severity	Fix	Fixed Image
	<p>tried to use plus to add goal, filled out full add purchase form thinking that it might not reply to goal.</p>	<p>3</p>	<p>We combined add purchase and add a goal into one tab. Users can still click on add button in the star screen, and once they do that it will take them to the plus screen. And if they saved the goal, it will go back to the star with an overview of the goal just being added.</p>	
	<p>Liked plus to add and star for goal</p>	<p>NA</p>	<p>NA</p>	<p>NA</p>

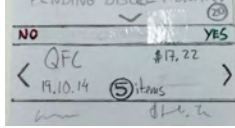
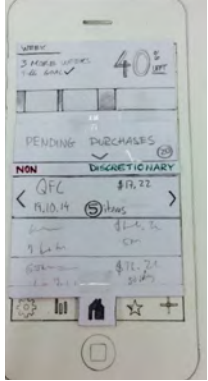
	<p>knew to scroll on graph right away</p>	<p>NA</p>	<p>NA</p>	<p>NA</p>
	<p>Thought home screen was an overview of current spending, did not realize that it was to designate which items were discretionary</p>	<p>4</p>	<p>We added a dropdown button that is on the home screen with a notification-esque alert of how many items need to be reviewed. This change maintains the urgency of having the notification be on the home screen but forces users to read that the list is of pending discretionary purchases and not all purchases.</p>	
	<p>Got that the controls were to swipe left and right for no and yes when told that the menu was for designating discretionary</p>	<p>NA</p>	<p>NA</p>	<p>NA</p>

Usability Test 2

Image	Incident	Severity	Fix	Fixed Image
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	Like the simple layout	NA	NA	NA
	did not know right away that they could scroll on graphs	2	We will add a visual queue to our digital mock-up that shows shading by edges of the visible graph area to make it seem more separate from the frame and more scrollable	not shown on paper prototype

Usability Test 3

Image	Incident	Severity	Fix	Fixed Image
	'yes' and 'no' were confusing because he didn't know if yes was in or yes was not in discretionary.	3	We changed the wording to "discretionary" and "non"	

Important Revisions

We changed where to add a goal such that a user can reach the add goal screen from the plus tab or from the star tab. If the user tries to add a goal through the plus tab, then they will be redirected to the star tab which is used to manage goals. We found this important because the task fits in both categories, so it is not necessarily straight forward. Also, because it is a task that will be done less often, it should be as easy as possible.

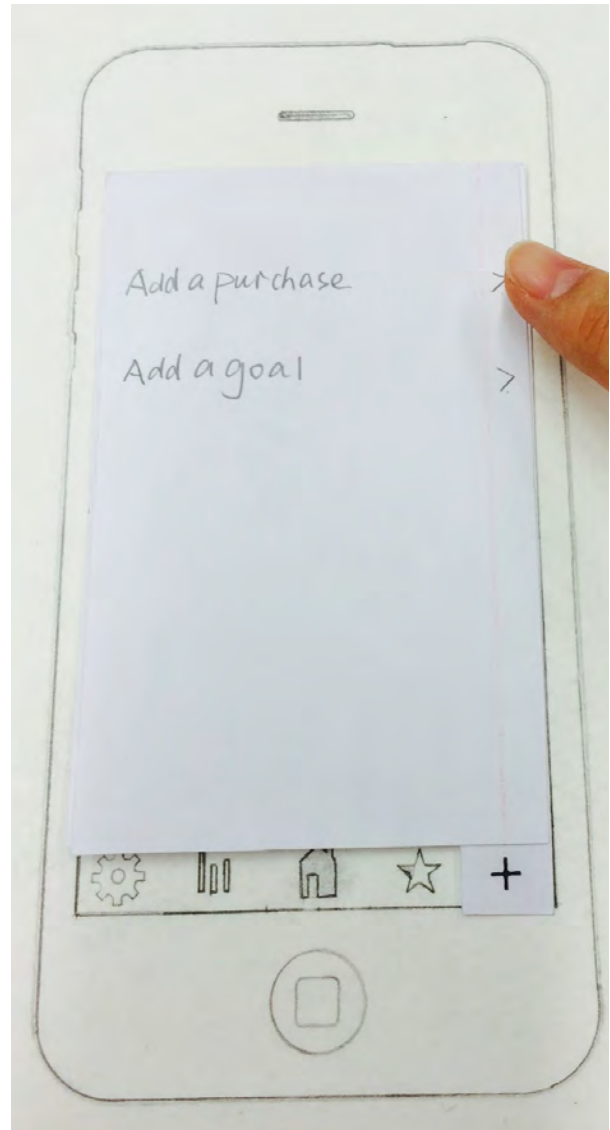
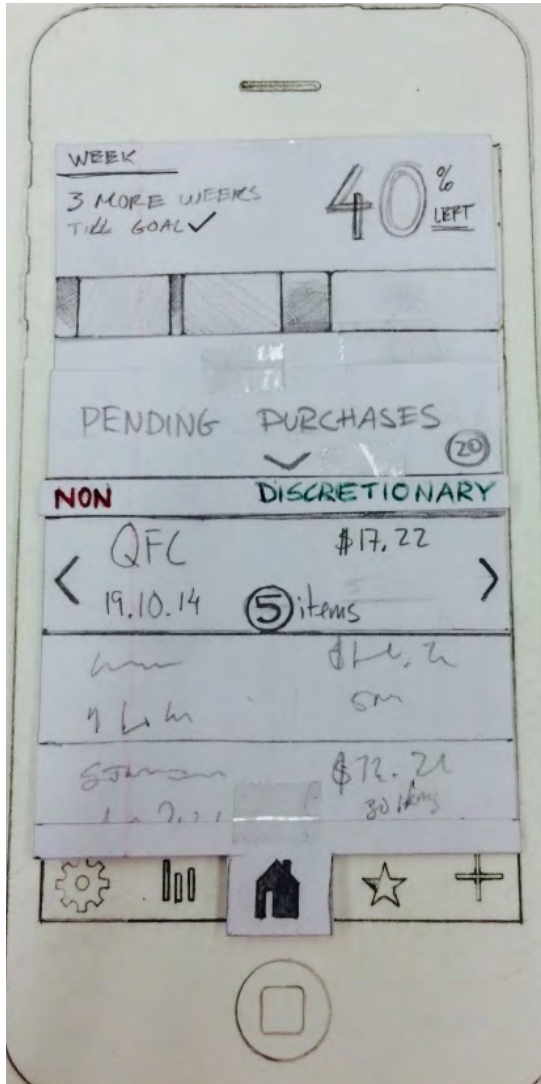
Another significant revision was to making the pending discretionary purchases into a dropdown with a notification. After the confusion of our first participant of what this list was for we thought that this would communicate more that there was an action to be done on this list

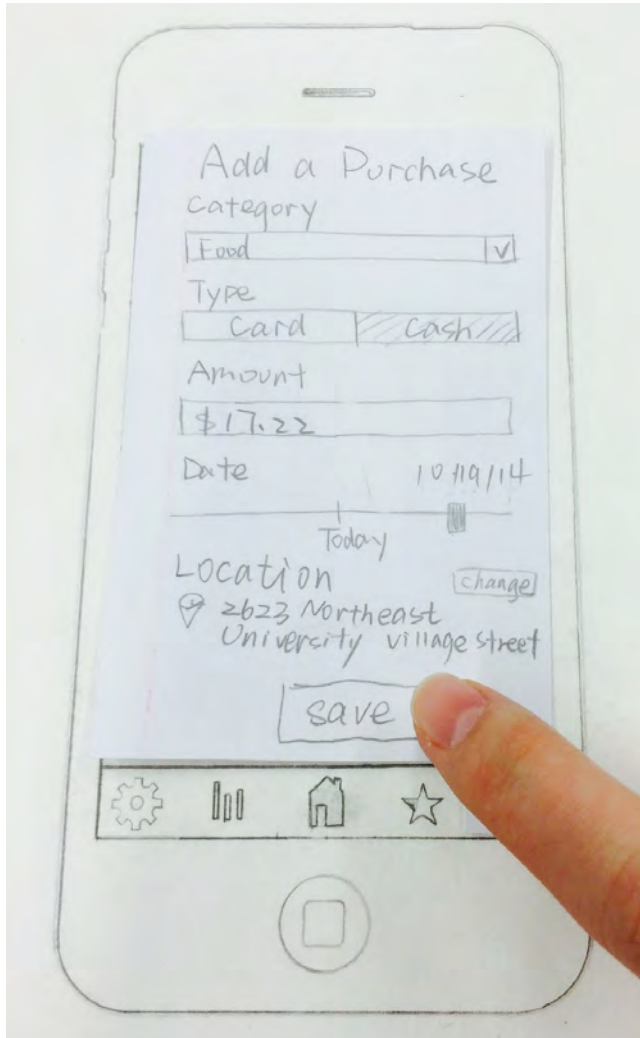
and force the user to read the text saying that they are pending purchases. Our third users success affirmed our assumption.

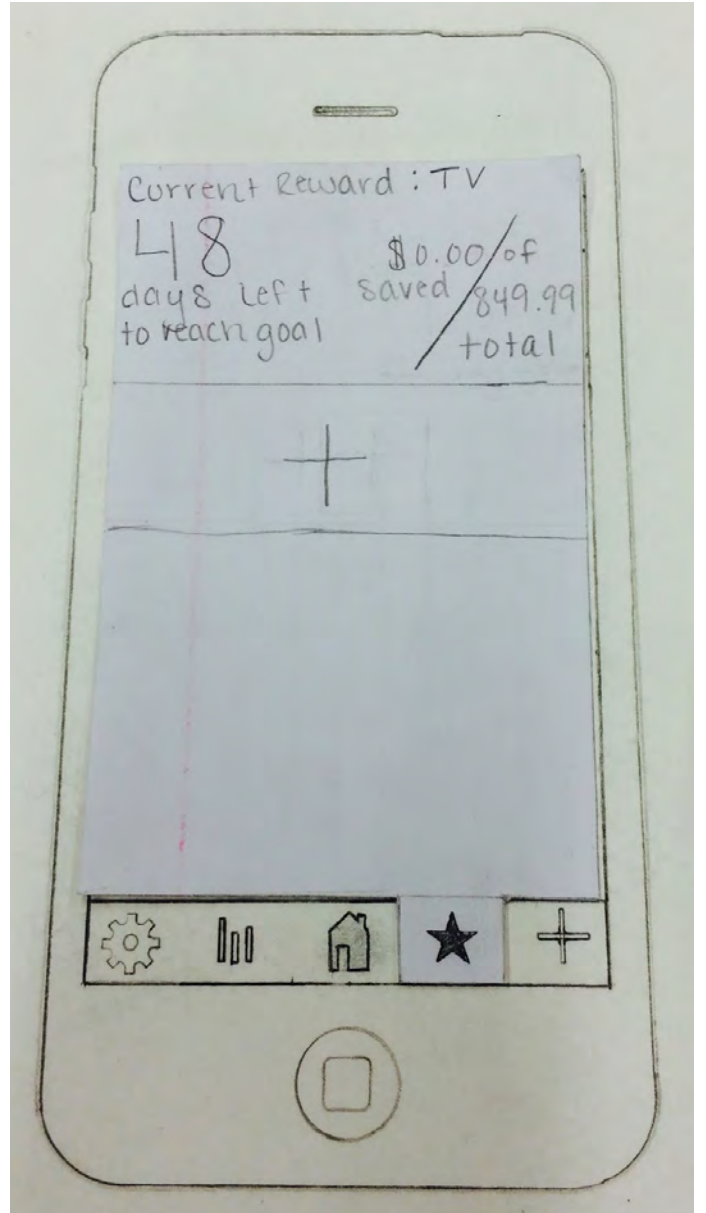
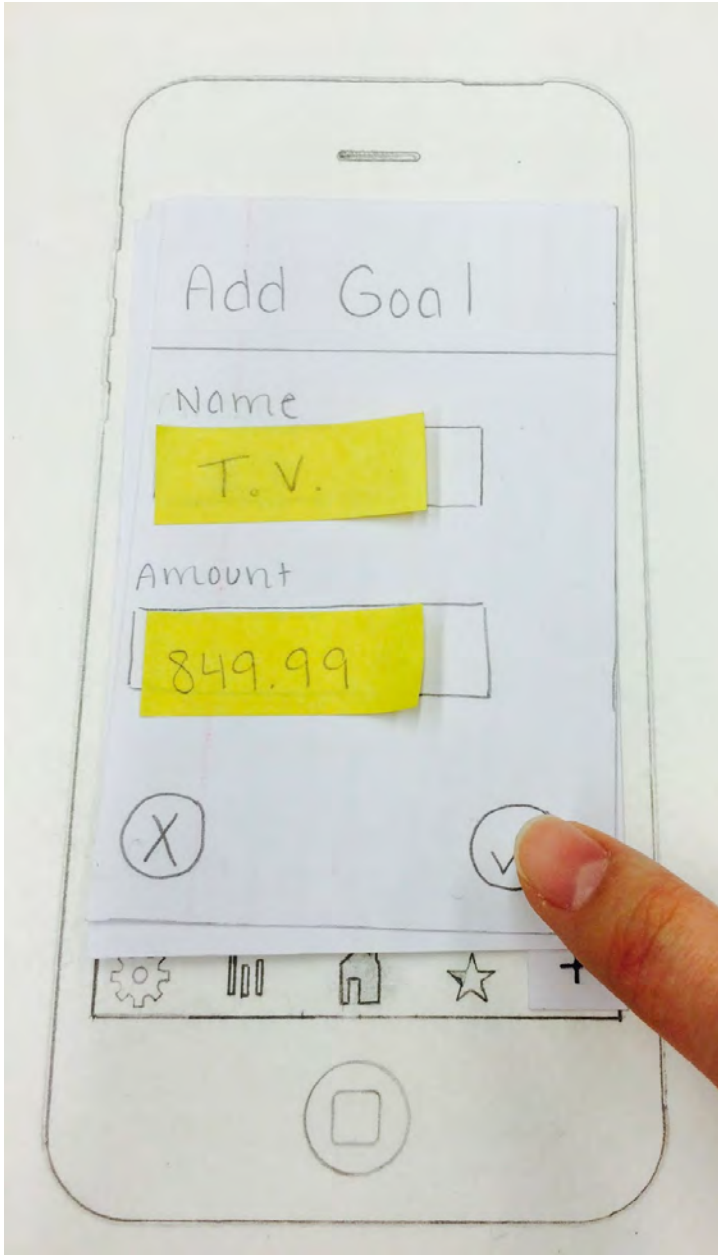
Overview



Task 1: Add a Purchase & Add a goal







Task 2: Review Progress

