

CAREERFOUNDRY

Spreadsheet Instructions

NAME AND DATE: Olia Volha | 2.5.2020

NAME OF USABILITY TEST: "Wavely" Moderated Remote Usability Test (Mobile)

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| Step 1 | Make a copy of the master Rainbow Spreadsheet (File > Make a copy). |
| Step 2 | Enter info about your participants under the "Participants Tab" at the bottom of the document. Red Text is a guide. Delete and replace with your errors, observations, and quotes. |
| Step 3 | Customize the amount of participants to match your study in the "Participants" tab located at the bottom of this document. You should have at least 6 participants. |
| Step 4 | Enter and organize your observations from the Affinity Diagram in the "Usability Test Results" tab at the bottom of this document. For each error, observation, and quote, color the cell of the corresponding participant. If the same observation occurs for another participant, color his or her cell, as well. Add up the "Total" number of times an error or observation occurs in the "TOTAL" column. |
| Step 5 | Propose "Possible Solutions & Next Steps" to help influence future iterations of your design and prototype. |
| BONUS | Record important metrics and survey results such as time-on-task, success rate, and satisfaction. Customize this section to fit the metrics you've decided to explore/use for your project. |

[If you want to add formulas to your spreadsheet to automatically calculate totals: Jamie Colaris': A Tweak To A Modern UX Classic: Rainbow Spreadsheets With Numbers!](#)

[Adapted from the original version created by Tomer Sharon: The Rainbow Spreadsheet: A Collaborative Lean UX Research Tool](#)

	P1	P2	P3	P4	P5	P6
Scheduled session details	Wed., April 22 at 14:00 per Skype	Wed, April 22 at 16:00 per Skype	Thu, April 23 at 11:00 per Skype	Thu, April 23 at 13:00 per Skype	Thu, April 23 at 16:00 per Skype	Fri, April 24 at 10:00 per Skype
Name	Philipp	Alexandra	Thalia	Helmar	William	Al
Gender	Male	Female	Female	Male	Male	Female
Age	31	28	37	33	32	31
Role	Junior UX Designer/Ux student	UI designer/UX student	Fashion Designer/UX student	Community Manager/Ux Student	UX Student	Marketing/UX student
Company	--/CF	Design agency/CF	Self-employed/CF	--/CF	CF	--/CF
Other characteristics	Outdoor person, surfer, kayaking	Curious about UX trends	Very critical eye	An outdoor person, surfer	Very reliable person	Responsible and open- minded
Other characteristics	Advanced internet/technology user	Spend up to 10 h online	Does stand up paddleboarding	Curious about new trends in surfing	Curious about the app's 3 initial features	Very positive in her feedback
Other characteristics	Usually reads text notifications	Well-informed about travel trends/occasional swimmer	Spontaneous traveller	delete apps because of his storage space	Click instantly outside the prototype	Loves canoeing
Other characteristics	Open / Friendly	Open / Friendly	Open and Friendly	Friendly and ready to help	Occasional fisher	loves to travel

MOBILE USABILITY TEST	P1	P2	P3	P4	P5	P6	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
Errors - Record and prioritize most critical errors based on your error classification.									
[Error Rating 4]: Confusion with 'Contact locals' feature							5	Find a way how to communicate 'Contact locals' feature better. (new icon, diff. location etc.)	
[Error Rating 4]: Could not find home button							4	Find how communicate better 'home' and 'back' buttons	
[Error Rating 4] Dont see/surprized to see 3 dots (carousel feature) on homescreen							4	Optimize Weather forecast section. More intuitive navigation	
[Error Rating 4] Usability problems with Spot's Screen							4	Rethink entire concept of Spot screen	
[Errors Rating 2] Single usability errors (At least one usability error per participant):									
1. Try to click 'search' in keyboard							3	Make it less prominent	
2. Swipe on desktop prototype - click on 3 dots							2	Swipe on desktop prototype - click on 3 dots	
3. Dont see spot's tooltip							1	Make tooltip bigger with more information	
4. Not 100% sure in current location on the map							1	Research better about navigation icons in Prototypes	
Observations - What are people Doing, Thinking, and Feeling.									
Observation 1: Require more detailed visualisation (pics, charts) (Thinking)							6	Context(pics, diagrams) gives a feeling of 'real app' to the prototype	
Observation 2: Expect multiple sports selection while onboarding (Feeling)							5	Add multiple filter selection in onboarding and homescreen	
Observation 3: Have problems with navigation in weather section (Doing)							5	Make weather section design and navigation more intuitive	
Observation 4: Recognize and easily move forward through onboarding (Doing)							4		
Observation 5: Don't understand seasonal information (Doing)							3	Research and visualize seasonal information	
Observation 6: Find map/pin usage familiar and clear (Feeling)							3		
Observation 7: Expect more explanations before turning on gps. (Feeling)							3	Add more detailed and friendly explanation of 'GPS-on' feature in onboarding	
Observation 8: Feel lost finding current location (Feeling)							2	Better navigation icons	
Observation 9: Feel confused with butons in 3-days forecast							1	Find another way of weather forecast communication	
Observation 9: Feature suggestions (Each participant wishes at least one new feature):									
1. Missing beach-type and spot's specific information							1	Think about beach-type and spot's specific information	
2. Want to see Density prediction							1	Think about people density prediction at the spot	
3. Curious how to find out weather at particular time of the day							1	Think about how to communicate better hourly forecast	
4. Miss the lenght of the day							1	Think about adding the length of the day feature	
5. Wish to see spots reviews, pics, spot's descriptions							1	Think about adding spots reviews, pics, spot's description.	
Negative Quotes - Some negative soundbytes.									
Negative Quote 1: 'I have problems with bottom navigation' (Home button)							6	Make a new concept on navigation throuout the app	
Negative Quote 2: 'I miss multiple filter selection'. (Also in onboarding)'							6	Make a concept on multiple filter selection	
Negative Quote 3: 'I wish more intuitive navigation in weather section'							5	Make navigation in weather section more intuitive	
Negative Quote 4: 'I don't get the meaning of this icon.'(Density)							4	Explain the concept of spot's density in onboarding	
Negative Quote 5: 'I don't share my location with random apps.'							3	Explain location-sharing in a more sensitive way	
Negative Quote 6: 'Can you explain in onboarding what 'ask locals' means?'							3	Explain 'Ask locals' feature in onboarding	
Negative Quote 7: 'Too few seasonal information and visualisation.'							3	Make seasonal information visual	
Negative Quote 8: 'Spot's tooltip is too small.'							2	Rethink tooltip	
Negative Quote 9: Single onboarding usability issues:									
1. Expect different content when swiping while onboarding							2	Different type of content on different onboarding pages	
1. Want to scroll to go further (filter setup)							2	Think about scrolling-down when selecting fav. water sports during onboarding	
3. Was not sure if it's possible to swipe to find his fav. sport. Got frustrated							1	Think about making filters on homescreen more interactive ready(drop shadow?)	
4. Don't see 'Other' button on the screen							1	Discover the way how to make a better onboarding user experience	
Positive Quotes - Some positive soundbytes									
Positive Quote 1: Figured out initial app navigation quickly							5		
Positive Quote 2: 'Search is easy to use.'							4		
Positive Quote 3: 'I like to have important information on top (weather section).'							4		
Positive Quote 4: 'Onboarding is clear.'							3		
Positive Quote 5: 'Can imagine that GPS-on is necessary for weather app.'							3		
Positive Quote 6: 'I like filter pattern throuout the app.'							3		
Positive Quote 7: 'Tabs are good idea.'							3		
Positive Quote 8: 'I know how to use the map.'							2		
Positive Quote 9: 'I find 'Ask locals' feature good.'							2		
Positive Quote 10: Recognize logo as home button							2		
Positive Quote 11: Recognize meaning of Density button							2		
Positive Quote 12: Pretty confident with bottom menu usage							2		