

Usability Testing

Scope:

I am going to test the low-fidelity prototype of the vocabulary learning App *Lera*.

Schedule:

Date: January 30th 2020

Participants: Students of german classes (moderated testing)

Sessions:

10-15 minutes for each participant.

With a total of three sessions.

Equipment:

My own cellphone with POP prototype.

Paper, pen.

Metrics:

Jakob Nielsen's error severity rating scale.

Direct Tasks:

1. Add a new word to the App '*Lera*'.
2. Make some exercises with the word.
3. Add the new word to your vocabulary.
4. Practice the word in real-time.

Introduction:

Hi ! I am Olia, I am creating an App that should help people to learn and practice new words '*Lera*'. I want to ask you if you can make a short usability testing session, so we can evaluate better a prototype I am working on.

This session will take us 10 -15 minutes and I want to make it clear to you that it is not a test or an exam. You can not do or say anything wrong here. You will be testing an incomplete prototype that likely has errors and mistakes—that is why we are testing it out! If you have any questions as we go along, just ask them.

OK, let's get started. I'd like to ask you just a few quick questions about yourself before we move on.

PS: In the end, I was saying something very closed to this text.

Scenario Tasks:

1. You are reading a book and discovering a new word. You pick up your phone and find a translation of the word with the app '*Lera*'.
2. You have found a new word and you want to do some quick exercises with it using the app.
3. You have practised with some new words for a while and you feel pretty confident about their meaning. You want to add the word to your vocabulary in the app '*Lera*'.
4. In your App vocabulary, you have some groups of words. You want to practice one of them in real-time using the app.

Participant 1:

Arzu, f., 30. She came to Berlin two years ago from Turkey to learn German in the private language school.

Notes and quotes:

‘I like to watch some Youtube channels with native speakers. Guess it would be nice to have visuals for the words in such Apps. I like the App called Camby. Check it out.’

She is happily surprised that the App ‘Lera’ can be used to learn technical vocabulary as well.

She prefers to talk with real people though.

Task 1:

Arzu tapped ‘Scan’ intuitively quick. Afterwards, she was a bit confused by the app’s action. When I opened the screen again, she started to ask if a new word can be also written. Was happily surprised. Arzu found both functions good.

Task 2:

Not clear for her what’s the meaning for the exercise. She has questions related to the entire screen design, problems to complete this task and more explanations were needed in order to go forward with the task.

Task 3:

She tapped quickly on the Button ‘Add to Vocabulary’.

Task 4:

The function ‘Find Tandem Partner’ got a positive response. For ‘Chat with Lera’ a - what is it? After a short explanation of the function, she found it good.

Participant 2:

Hyun-Sang, m., 32. He came to Berlin from South Korea to learn German at private language school. Wants to study music at the university afterwards.

Notes and quotes:

‘Very often I read difficult texts to study and I don’t know many words. Scan function in the app for learning languages would be a great idea! It is very practical. I need it when I am learning.’

‘As an exercise idea, I think it can be good to practise with dialogues in everyday situations.’

‘What is with the bottom menu? Can I also use it?’

‘Can I chat directly with the app? I will use it when I want to talk but without having a partner for it. It would be nice to be corrected by the App. It may be a bit complicated for now for example with the correction or pronunciation but I am sure this feature has lots of potentials!’

Task 1:

‘Very good idea.’-Hyun

Task 2:

Why video? What kind of video can it be? Asking for more explanations to complete the task. Asking to move back and see what was happening before.

Task 3:

The bottom menu calls too much his attention. This task is problematic to explain. I try it several times. I skip the secondary screen with word repetition to move forward.

Task 4:

Asking me, how can one ‘Chat’ here?. After some questions like ‘How you imagine it to be?’ gives me a very positive response. ‘It’s like ‘Hey google..!’ (showing me how it works) I like it!’ He is very happy and inspired.

Participant 3:

Lana, f., 35, born in Kazakhstan. After living over 10 years in Istanbul, she decided to change her life again and came to Berlin. She learns German in the private language school.

Notes and quotes:

It is challenging for me to make her understand what she needs to do. Janna has too many ideas about how to improve her learning efficiency using the cellphone. Making her lists of words seen on the lock screen (she makes screenshots from her lists written in notepad and set them as screen's background).

‘Scan function can help me to avoid typing new words false! That can really help me to be faster with texts!’

‘It would be great to have pictures and videos as word translations.’

‘I like to read posters and whatever information I normally see in the streets every day.’

Task 1:

It took me some time to explain her what to do. She got surprised and inspired by the ‘Scan’ function. Quick task solving.

Task 2:

This task is not clear for her at all. She gives me recommendations about the translation options. I skip this task. It is not possible to proceed.

Task 3:

Very interested in ‘Creating lists’ with different words. Words clustering under different topics sounds good to her. She asks what she can do with the lists. This task is a bit challenging for her. Additional screens are even more confusing.

Task 4:

Positive response for chatting features. It makes her happy. Suggestion: writing practice.