



Usability Testing Results

Humanistic, Guided Diabetes Management

Designlab UX Academy, Phase 2
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Test Objectives

1. Test to ensure users can quickly add data to their logs
2. Test if users can easily add a meal to their routine
3. Test to ensure users gain the necessary information needed to use the app during the onboarding sequence
4. Test to see if users can quickly and easily locate historical data from the app (real-world scenario: doctor requests specific reading from a specific time)
5. Test to ensure users can easily navigate to different parts of the app without difficulty
6. Test number of errors and types observed

Test Subject: Lotus prototype made in Figma

Methodology:

- Remote Video: users will screen share using Zoom or Skype while I walk them through the test

Participants:

- Number of participants: 5 (all previous interviewees from empathy research will be utilized)
- Age demographics: 18-75 years old
- All are currently residents of the US

Recruiting Plan: All participants from the previous research study. All will be recruited through personal network.

Testing Goals:

- Evaluate the interactions users have with the features of the Lotus application
- Identify and define pain points as described by users
- Identify successes and weaknesses of the application's features and how they fit into user flows as well as the overall design of the application

Test Completion Rate: Record time taken by the user to complete each task

Lotus Usability Testing Summary

Testing the Lotus application was conducted using a prototype created in Figma during in-person and Zoom interviews. All previous interviewees from the previous study were utilized. Five users were asked to test the prototype.

Overall, the participants expressed the application exceeded their expectations but did encounter some dissatisfaction with one user flow, as well as some specific concerns that are outlined below.

Issue #1: *Add a medication to your routine*

Five of the five users struggled -- to some degree -- to know the purpose of the "Today" page, and that today equates to routine, even after completing the onboarding sequence which outlines the purpose of each page. Once this issue was resolved, often by resorting to asking the facilitator, the respondents had no further difficulties.

Issue #2: *Button/Touchpoint sizes*

Four out of five users had issues with button sizes. Specific areas such as within the onboarding sequence were particularly problematic, but all button/touchpoints should be evaluated and sizes increased as needed.

Issue #3: *Button copywriting*

Two out of five users experienced ambiguity with the "add data" button on the dashboard page below the lotus chart. One suggested changing it to "add data to logs" to be more clear. A different user also had the same problem but with the "add medication" button at the top of the add medication to your routine sequence.

Issue #4: *Scheduling into the future*

One user noted that scheduling medications into the future seemed unclear. They are unsure of how to schedule a medication that is repeating every other day. He feels this would be confusing and difficult as it is currently set up.

Issue #5: *Isolated, minor issues*

Three out of five users found minor issues such as spelling and grammatical errors. These were noted and will be fixed in the next iteration.

Specific Results

Task #1

Complete onboarding and account setup

- 5/5 had a positive reaction to overall UI
- 5/5 were able to complete this task successfully
- 4/5 had problems with button sizes being too small
- 4/5 completed the task within 12 minutes
- 1/5 completed the task within 15 minutes

Task #2

Add a medication to your routine

- 4/5 stated they are confused that “today” also means “routine” or into the future
- 3/5 disregarded “today” initially in favor of other possible routes
- 5/5 completed the task within 3 minutes after being told to start with the “today” page
- 0/5 users seemed to remember the purpose of the “today” page after completing the onboarding
- 0/5 were able to complete this task without help

Task #3

Add blood glucose levels to data logs

- 5/5 seemed to remember the “add data” button’s definition from the previous task
- 5/5 completed this task with no help in under 4 minutes
- 5/5 used the “add data” button under the lotus chart on the dashboard
- 1/5 users commented she liked the verification popup at the end with the ability to go back and edit as well as that it displays the information you plan to have entered.

Task #4

Locate historical data: what was your average blood glucose level after breakfast, yesterday?

- 5/5 seemed to know the “tracking” page would be the correct starting point
- 5/5 completed this task with no help in under 3 minutes
- 1/5 users missed the “history” tab at first but immediately located it after quickly scrolling the page for other options