USABILITY STUDY REPORT

This document summarizes the Usability Test for the Weatherize app and recommends next steps.

Background:
Weatherize is a responsive web app providing the weather forecast for water sports enthusiasts.

Goal & Objectives:
The main goal of the study was to evaluate how easily the new users are able to use the basic features of the app and whether the navigation and the structure of the app are clear and easy to follow. Specifically, the participants have been given the following three task to complete: creating account, searching for a location and adding it to favorites, checking the weather forecast for the upcoming weekend for a location from favorites. The full test plan and test script can be viewed here.

Participants:

Katarzyna 30+ Sweden	Bettina 30+ Germany	Alejandro 30+ Germany	Songh 20+ Switzerland	Radek 40+ Poland	Ula 40+ Poland

Outcome:

The 6 remote moderated Usability Tests have been conducted between 21 and 24 October 2020. Overall, the test did not reveal any major errors of the prototype. Each of the six participants successfully completed all three tasks without with only some minor frictions. The identified main areas for improvement are listed below:

- New users' dashboard may be confusing, as the participants were not sure whether they should have used search field or the "Tap here to add the…." button to perform the search for their first location (although both actions would lead to opening the search entry field).
- The communication of error by inputting the invalid email format or too weak password was confusing for 2 participants and they wanted to use the warning icon (instead of X) to clear the entry field in order to retype the email/password.
- 3 participants declared that they would have liked to use the social sign up, while this option does not exist currently.
- 2 participants did not notice the password requirements, which caused their irritation when having entered too weak password. Moreover, the way the requirements were listed has been evaluated as dull and boring, while the participants expect something more involving and interactive (e.g. showing which criteria has already been fulfilled while typing the password).
- 3 participants found the time the confirmation of adding a location to favs has been displayed as definitely too short, while they did not manage to read the message (this refers especially to the second part of the message informing that the favs can be found on dashboard).
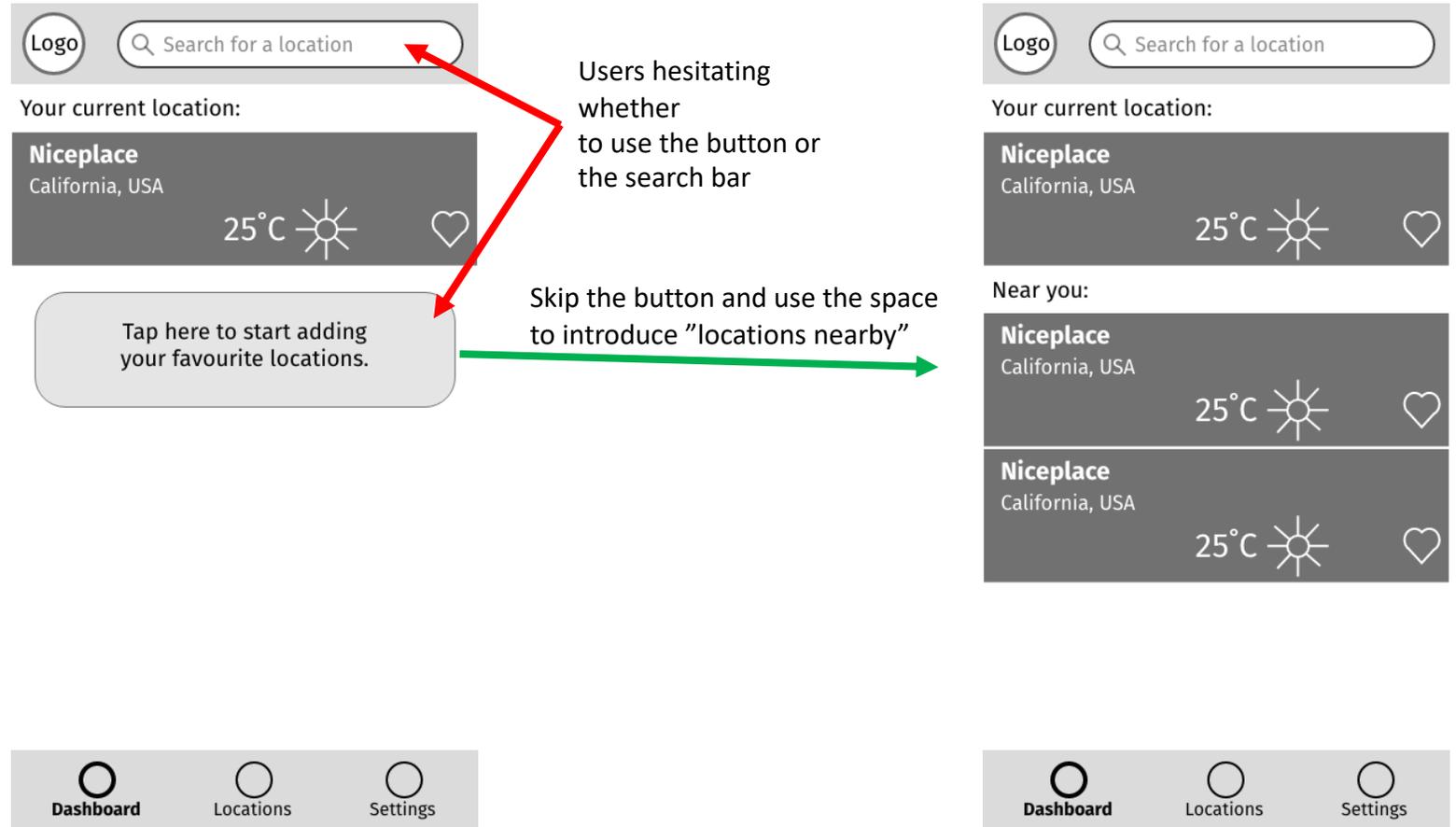
PROBLEM:

New users' dashboard may be confusing, as the participants were not sure whether they should have used search field or the "Tap here to add the…." to button to perform the search for their first location (although both actions would lead to opening the search entry field).

SUGGESTED SOLUTION:

Eliminate the "Tap here…" button, as the users are taught to use the search bar and they automatically use the search bar.

However, after eliminating the button, the dashboard is "empty", thus not inviting and encouraging, therefore I recommend adding there the locations that are nearby the user (on top of his current location) in order to increase its usefulness.


Logo

Q Search for a location

Your current location:

Niceplace
California, USA

25°C

Tap here to start adding your favourite locations.

Dashboard   Locations   Settings

Users hesitating whether
to use the button or the search bar

Skip the button and use the space to introduce "locations nearby"

Logo

Q Search for a location

Your current location:

Niceplace
California, USA

25°C

Near you:

Niceplace
California, USA

25°C

Niceplace
California, USA

25°C

Dashboard   Locations   Settings

PROBLEM:

The communication of error by inputting the invalid email format or too weak password was confusing for 2 participants and they wanted to use the warning icon (instead of X) to clear the entry field in order to retype the email/password.
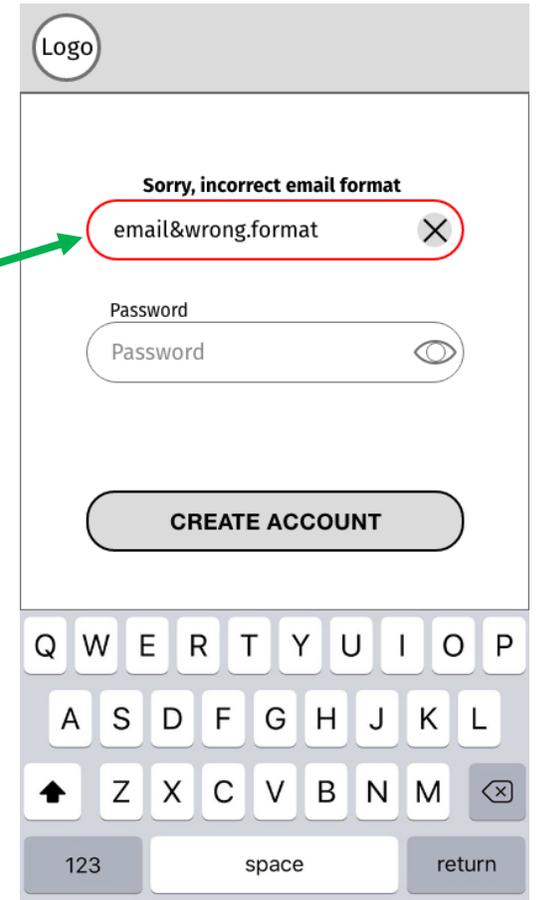
SUGGESTED SOLUTION:

Skip the warning sign. Use the red color to clearly show where the error is.
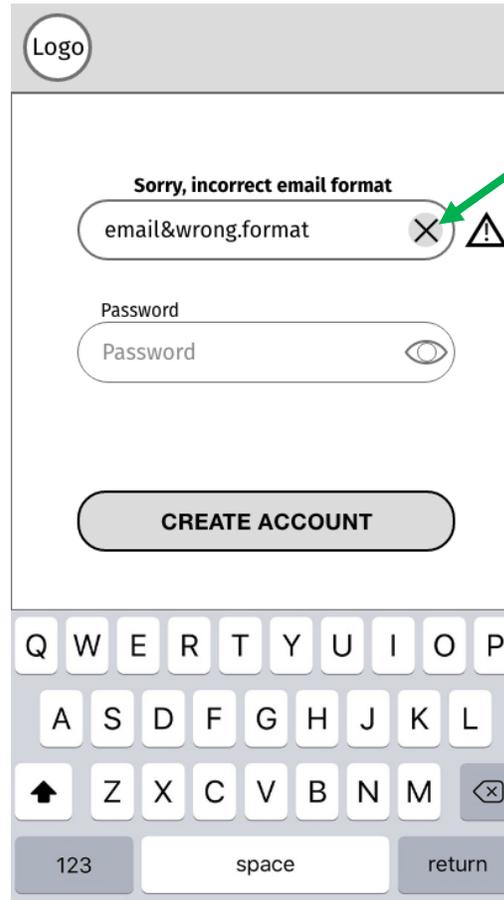
Users trying to clear the entry field tapping the warning instead of X.

Skip the warning, highlight the entry filed with red color.

Logo

Sorry, incorrect email format

email&wrong.format

Password

Password

CREATE ACCOUNT

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123   space   return

Logo

Sorry, incorrect email format

email&wrong.format

Password

Password

CREATE ACCOUNT

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123   space   return

PROBLEM:
Social sigh-up missing.

SUGGESTED SOLUTION:
Add the social sign-up options.

Add social sig-up
options.

Logo

Create Account

Email

Password

CREATE ACCOUNT

Logo

Create Account

Use

f   g+   🐦

or

Email

Password

CREATE ACCOUNT

PROBLEM:

- Password requirements not visible clearly enough upfront causing irritations when too weak password entered.
- The way the requirements were listed evaluated as dull and boring, while the participants expect something more involving and interactive (e.g. showing which criteria has already been fulfilled while typing the password).

SUGGESTED SOLUTION:

Reformat the text with password requitements and intensify the font color.

Particular requirements turn green as the criteria get fulfilled.

OLD

NEW

Password requirements text reformatted and font color intensified

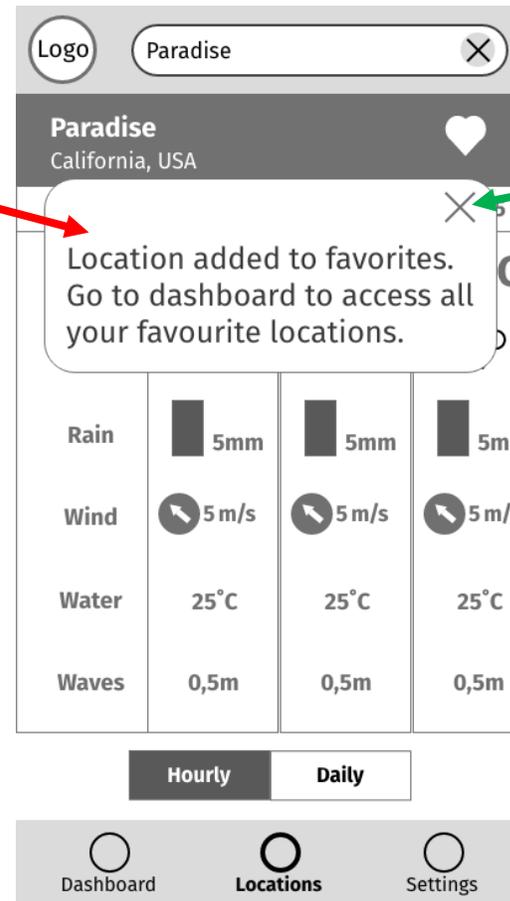Requirements turning green as the user fulfills particular criteria.

PROBLEM:

The confirmation of adding a location to favs displayed too short. Users did not manage to read the message (this refers especially to the second part of the message informing that the favs can be found on dashboard).

SUGGESTED SOLUTION:

Skip the auto-close option and leave closing with X as the only option.

The confirmation window closed automatically after 3 seconds.

Leave closing with X as the only way to close the confirmation window.

Logo | Paradise | ✕

Paradise
California, USA ♥

✕

Location added to favorites. Go to dashboard to access all your favourite locations.

Rain	5mm	5mm	5mm
Wind	5 m/s	5 m/s	5 m/s
Water	25°C	25°C	25°C
Waves	0,5m	0,5m	0,5m

Hourly | Daily

Dashboard | **Locations** | Settings

https://xd.adobe.com/view/73dac9d9-1b39-449e-b6e4-8066216cca0a-2689/