

# My Relocation Planner

ASSIGNMENT 5- TEST PLAN & MID-FI PROTOTYPE

GROUP 8



## **1. Overview**

Our team has developed mobile and web-based mid-fi prototypes of My Relocation Planner. The goal of our testing is to determine the usability of our application. Participants will be asked to complete three immigration-related tasks on both the mobile app prototype and the web-based prototype. The tests were recorded to gather observations and better understand the user's behaviors and reactions. Our main goal with the usability testing is to test out how users can navigate through the tasks.

## **2. Mid-Fi Prototypes**

[Mobile](#)

[Web](#)

## **3. Testing Protocol**

Hi, \_\_\_\_\_. My name is \_\_\_\_\_. We are a group of students at DePaul University who are working on a prototype, and we are learning about user-centered design. The goal of the testing is to receive feedback on the usability and design of our application, My Relocation Planner. Our application will help immigrants become familiar with their surroundings before moving to the United States. We would like to test our application, so that we can make improvements. Participants are required to complete simple tasks using a prototype while being observed by a moderator. I wanted to know if you will be interested in participating in our usability testing today.

Before we begin, I want to clarify that we are NOT going to be testing you. We are testing how the application works. Therefore, you can't do anything wrong here. You do not have to worry about making mistakes. The purpose of this exercise is to know more about our application and discover ways to improve the usability of the application.

We want your honest reaction, and we want to hear your opinions about this application. We highly encourage you to think out loud, so we can listen to your thought process while navigating throughout the application.

If you have any questions along the way, feel free to ask them. I will be taking notes during the testing. This exercise does not take more than 15:00 minutes, but if you want to take a break at any point or stop the testing, just let me know.

For our convenience and for later use, we will be recording the testing and observations. We would like to seek your permission and would appreciate your cooperation with us. Also, we want your honest reaction, and we will like to hear your opinions about this application. We highly encourage you to think out loud, so we can listen to your thought process while navigating throughout the application.

Before we start, do you have any questions so far?

#### **4. Pre-Task Prompt**

Before we start, I want to know more about yourself.

1. What is your gender?
2. What is your age?
3. What is your marital status?
4. What is your occupation?
5. Where are you from?
6. Do you have experience of travelling to other country?
7. Is English your first language?
8. Are you travelling alone or with family?
9. What are your concerns immigrating to the U.S.?
10. Do your friends or relatives live in U.S

#### **5. Pre-Task Instruction**

Imagine you just arrived from your home country to the United States for the first time. There are 3 scenarios to perform on these prototypes. After we are done with the scenarios, I will ask you questions regarding the tasks.

If you feel uncomfortable or if any problem arises, please let us know. We will be more than happy to assist you.

##### **Task 1: Housing**

You are a first-time traveler to U.S. You are apprehensive about aspects of your move, such as accommodation, car rental, restaurants etc. You are looking for housing nearby your office. You want to look for 1-bedroom apartment nearby your office. How would you look for a 1-bedroom apartment nearby your office location?

##### **Task 2: Social Security Office**

You want to go to social security office. You will open my relocation planner application to look for nearest social security office near your office. Also, look for the required documents for your social security application.

##### **Task 3: Restaurants**

You are fond of food and love to try new restaurants. You are in search of good restaurants in your new city. Open the application to search for various cuisines. You want to view Chinese restaurants.

#### **6. Post-Task Questions (ask after each task)**

1. How difficult was the task?
2. What was challenging or confusing?
3. What was easy?
4. Were there any labels or other language you had trouble understanding?

## **7. Post-Test Questions**

1. Which task was the easiest? Why?
2. Which task was the hardest? Why?
3. Did you feel like there was anything missing from the interface?
4. Would you return to this site/application for immigration-related tasks in the future?
5. Would you recommend this service to others?
6. Do you have any suggestions to improve the app?

Thank you for your time and patience. Your participation is valuable for our team. We would like to incorporate your feedback in our application to make our application more user friendly.

Do you have any questions or concerns before the test ends?

## **8. Participants**

My Relocation Planner is a web-based and mobile application for immigrants who are moving to United States for the first time. This application will enable immigrants to become familiar with their surroundings before moving to the United States. The ideal testing participants will be first-time users who are familiar with mobile applications. We will look for candidates who will be moving to U.S from different countries or have previously moved to the U.S from a different country.

### **User 1**

Name: Ashish

Age: 30

Notes: Ashish is a single Senior manager.

### **User 2**

Name: Gloria

Age: 25

Notes: Gloria is a single design intern.

### **User 3**

Name: Victoria

Age: 35

Notes: Victoria is a Senior Finance manager. She is married with 2 kids.

#### **User 4**

Name: Jun Buggy

Age: 23

Notes: Jun is a single college student. Originally from China and has been in US for 8 years. Not an immigrant.

#### **User 5**

Name: Owen

Age: 22

Notes: Owen is a single college student. Has been in US for almost 1 year. Not an immigrant.

## **9. Test Results & Recommendations**

### **General**

**Problem 1 (Website & Mobile):** The account sign-up page shows up the letters when the user typed in the password field, which made User 1 and 4 uncomfortable. Also, when the user clicked on the account fields, the defaulted information does not disappear automatically. The user instead has to delete the default text and then type in what they want, which is a waste of time. There is no account signup functionality for website prototype.

**Problem 2 (Website & Mobile):** User 3 mentioned that the login pages should have error handling for incorrect/mismatching passwords. User 4 mentioned that there should be an error message if the user enters a non-email field in the login page or sign up page.

**Problem 3 (Mobile):** After finishing the account signup steps on the mobile app, the user is directed to a profile page. Both User 4 and User 5 wondered why the profile page appeared, instead of basic information on a homepage. The web-version of the prototype has a different homepage.

**Problem 4 (Website):** User 4 suggested there should be more information on the home page. He prefers the menu bar on the left side. Also, he suggested to put the 5 services on the home page since the services are pertinent information.

**Problem 5 (Website):** User 5 thought the font size of the menu button was too small. His first action was clicking the left and right arrows. After he clicked through the arrow carousel, there was nothing of value showing up for the scenarios. The small circles on the left bottom under the image was confusing. The menu navigation was not the first thing this user found. The user also suggested that the navigation options stay fixed when the mouse hovers away.

**Problem 6 (Website):** User 2 observed that there was no log out button or link on the website.

**Problem 7 (Website):** User 2 observed that there was no settings page on the website.

## **Task 1: Housing**

**Problem 1 (Website):** The test users could not find options for a 1-bedroom apartment. There were options by price point but not by apartment type (1-bedroom, 2-bedroom, etc.).

**Problem 2 (Mobile):** User 4 suggested that there could be more options in the filter menu when searching for housing.

**Problem 3 (Mobile):** User 5 could not figure out how to filter to 1-bedroom apartments. He clicked everywhere but the filter button. He said the first thing he wanted to press was the middle bar. He also suggested that the list and filter buttons should be both on the right side.

## **Task 2: Social Security Office**

**Problem 1 (Website & Mobile):** Users 3 and 4 suggested to move the “checklist” above the “find office” section.

**Problem 2 (Website):** A few users noticed that the word “security” is spelled incorrectly on the Social Security page.

## **Task 3: Finding Restaurants**

All users were able to successfully navigate through this task and did not have any relevant feedback.

## **10. Changes**

Based off of the feedback we received from our test users, we decided to implement the following design changes. We will incorporate the updates in the next version of the prototype.

### **Mobile & Web Prototype Updates:**

- Redesign the login page
  - Update password entry so that the password characters do not appear when typing
  - Add error handling for email and password fields
  - Remove default text once the user clicks on the field
  - Add conditions for forgot username/forgot password
- Redesign Social Security Page
  - Place checklist first above the map location
  - Fix spelling error on web version

### **Mobile Prototype Updates:**

- Create Mobile Home Page
  - Create a home page that the user is navigated to once they create an account or log in to the application.
- Housing Page Updates
  - Add more filtering options so users can further customize their search

- Make the search bar functional or clickable
- Move filtering button in same column as list option to test if users can execute the filter functionality more effectively

#### **Web Prototype Updates:**

- Update Web Home Page
  - Add the services to the web-based home page, so the user can navigate to the services via the home page and the menu bar.
  - Update the image carousel on the home page. Remove the circles at the bottom and rotate the images.
- Update Web Main Navigation
  - Larger font size
  - Allow sub-menus to stay fixed when the user hovers their cursor
- Add Logout and Settings Pages
  - Create logout page on website
  - Create settings page so user can update relevant settings
- Housing Page Updates
  - Add filtering functionality to housing web page (# of bedrooms, housing type, pricing)