

	P1	P2	P3	P4
Scheduled session details	11/20/2023 7:30 PM	11/25/2023 6:00 PM	12/27/2023 2:30 PM	12/27/2023 7:15 PM
Name	Paul Jones	Matt Gray	Noah Bullard	Teresa Bullard
Gender	Male	Male	Male	Female
Age range	40s	Late 30s	16	40s
Role	IT Specialist	Store Manager	Student	Nurse Examiner
Company		Ace Hardware		Mosaic
Other characteristics	Analytical	Very Handy	Computer Savvy	Apologetic
Other characteristics	Experience in app design	Confident in fixing things	less confident in abilities	Unsure of actions
Other characteristics	Handy			
	Open / Friendly	Open / Friendly	Open / Friendly	Open/Friendly

MOBILE USABILITY TEST	P1	P2	P3	P4	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS
Errors - Record and prioritize most critical errors based on your error classification.						
<i>[Error Rating 2] Looked in Hamburger Menu for Adding Question</i>			■	■	2	Consider adding functionality to menu
<i>[Error Rating 2] Home Button after submission returns to old dashboard</i>			■		1	Gray out Home button to remove functionality, or add functionality to prototype
<i>[Error Rating 2] Chose "Add to Calendar" after scheduling meeting</i>		■	■	■		Add dummy confirmation for Prototype
<i>[Error Rating 1] Notification icon not clear enough</i>		■			1	Color will likely improve this issue
<i>[Error Rating 0] Looked in Hamburger Menu to Schedule Meeting</i>	■	■			2	Unsure how this could be added. May not be a problem with only one user reporting it
<i>[Error Rating 0] Did not understand sample data was meant to be his</i>	■				1	Adjusted how instructions were given [SOLVED]
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.						
<i>Use YouTube to learn</i>	■	■	■	■	4	Consider this in marketing and competition analysis
<i>Compared Pro-File to Angie's List</i>	■				1	Consider this in competition analysis
<i>Understood Question Summary Page</i>		■	■	■	3	Page is well designed
<i>Correctly predicted dashboard layout before seeing it</i>		■			1	
<i>Correctly identified dashboard functionality</i>	■	■	■	■	4	Page is well designed
Negative Quotes - Any negative soundbytes? Record them here.						
<i>"Color could help clarify things"</i>	■				1	Add color in future testing prototypes
<i>"Local" is very different for different people</i>	■				1	Use actual timezone rather than "Local"
<i>"Never let user advance to next page without filling out critical data"</i>	■				1	Not an actual issue with the prototype. User misunderstood instructions (Instructions adjusted)
<i>"You should have the schedule notification at the top of the page"</i>	■				1	Possibly resolved is User better understood the Question Page functionality
<i>"I'd prefer experts were catergorized by skill"</i>	■				1	
<i>"Plus feels like creating a project rather than asking a question"</i>			■		1	Consider different iconography, or resolve with onboarding
Positive Quotes - Any positive soundbytes? Record them here.						
<i>Clean Look</i>	■				1	
<i>"Seems like it's pretty easy to enter a question"</i>		■			1	
<i>"It was really easy, but I expected it to be in the hamburger menu"</i>			■		1	