

User Testing: Take Me Home App

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Task Description

The users must complete the following tasks:

- Users will sign in to the app.
- Users will read through the app introduction.
- Users will take a compatibility test to match them with their perfect pet.
- Users will read through the tutorial for fostering a pet from an animal shelter.
- Users will find an article for first-time pet owners through the Post Adoption Resources.

Results and Summary

Task 1- Users will sign in to the app

In the beginning, all the testers were amazed by the welcome page. But as they went through the sign-in, they all started picking up on details that were making them uncomfortable. The majority did not like the light pink text where users can input their personal information.

User 1 notable feedback: “It’s not consistent. I wish the light blue color stayed consistent with the next two pages that asked the questions before getting to the introduction of the app.” “The text inside the orange and white bubbles are hard to read because of the light orange used for the text.”

User 2 notable feedback: Didn’t say much but, looked impressed. Their eyes were squinted and they took their time reading through the sign-in.

User 3 notable feedback: “It looks very high-end, like a finished product.” “Oh! I love the little kitty!” “I like that there are other options to sign in, the less I have to remember a new password, the better.”

User 4 notable feedback: “ I would like to see more separation of the buttons on this first page. I feel like it is too close to the logo and you would want to see more of the image in the background.” “I like that it tells you what you should type in in that section. I

would like the text inside the bubble to be gray to see it more clearly instead of the light pinkish color here.”

User 5 notable feedback: “This is really cute. I like this first page.” They were looking at the screen from close up and afar. “I can tell that there are 2 buttons, there is nothing I would change on this first page.” “This second page, I can’t see the text here. It’s too small and the color isn’t helping.”

Task 2- Users will read through the app introduction

During the introduction of the app, the majority liked the description of the features since they were quick to read and easy to understand. There were a lot of mixed responses with the background vs text size being a problem, but the majority agreed that it was difficult to read the text.

User 1 notable feedback: Looked very uncomfortable. It was hard to read the words with the pictures in the background. Doesn’t understand why the navigation buttons are so high when they should be lower. Once arrived at the home page, went straight to the account and was not pleased that the buttons were red and inconsistent with the orange.

User 2 notable feedback: Went through the web pages a little bit more quickly than in the previous task. Maybe they thought that they had taken too long. “This is cool, I like the pictures”.

User 3 notable feedback: Likes the changes in the background pictures. Didn’t seem like they had a problem with reading the introduction since they kept nodding their head in agreement reading through the introduction.

User 4 notable feedback: “I know I’m younger and it’s easy to read, but I feel like it would be harder for an older person to read it. Maybe make the background darker or make the text bigger.”

User 5 notable feedback: “Where are my glasses? I can’t read this.” “I like the pictures in the background, but I can’t read the text in the foreground. It’s too small.”

Task 3- Users will take a compatibility test to match them with their perfect pet

This portion was very heavy with text and the majority liked the questions it asked. There was a mixed review of the button choices since they were not consistent with previous pages. One needed clarification with one of the responses to the question.

Once everyone got to the results, they all seemed very satisfied with the pets that they were matched with.

User 1 notable feedback: Loved the first image of the dog image that they were matched. “I would have called her Dobby”. “Where are the bubble buttons from the other pages?” (Orange buttons from the previous web pages). Was having too much fun being able to select all the buttons on the quiz.

User 2 notable feedback: “The questions are easy to understand. I love the color change of the buttons with the cat and dog!” They kept squinting to read the questions. “I appreciate the percentage match of each pet. This is a good idea.”

User 3 notable feedback: “Again, it’s very straightforward and straight to the point.” “Oh! Maybe make the text bigger for the description of Petunia the cat.” “I like the description of how long it would take to take the quiz so that it keeps people engaged to take it.” After taking the quiz, the user becomes silent and smiles looking at the pets. “Sorry, I haven’t commented, I am so distracted by all the cuteness. Chester is my favorite.”

User 4 notable feedback: “I don’t see the need to make the text bigger for the cat bio before taking the quiz. I get that it is secondary information and it’s not the priority.”. “It’s a good flow with the questions for the quiz.”. “Multifamily home, does that mean apartment?”

User 5 notable feedback: Squinting a lot at the screen. “Can this be bigger?” “I want more buttons to look like the cat and dog buttons.”

Task 4- Users will read through the tutorial for fostering a pet from an animal shelter

This task went by pretty quickly for 2 of the users. They seemed to be focused on the illustrations and the size of the text. Again, there was a mixed response to the size, some found it fine as it was, and others spoke about the size by how close they were leaning into the computer screen.

User 1 notable feedback: Kept flipping through the introduction quickly. This user is known to be a fast reader. “I like the pictures that represent each step and I like the short and quick description that goes along with it.”

User 2 notable feedback: They kept squinting to read the introduction to foster. They looked like they kept struggling to read the descriptions at the bottom of each picture. “I like the pictures!”

User 3 notable feedback: “It’s a good size.”

User 4 notable feedback: “I like how it’s set up” Even though they had mentioned that it was easy to read, they did squint for the most part reading through the tutorial.

User 5 notable feedback: “I like the colors.” They had their face about 12 inches from the screen to read through the tutorial.

Task 5- Users will find an article on tips for first-time pet owners through the Post Adoption Resources.

This was the most successful task since this section had the least amount of changes, aside from changing the text size. The majority liked the article layout since it was done in a format they are all used to.

User 1: “This is cute; I like this.” Body language looks more relaxed.

User 2: When they clicked on the filter option, they noticed that the accordion went behind the footer and were not able to select the other options in the accordion. Once they made it to the article, they said, “This looks legitimate! Did you write this article yourself?”

User 3: “Again, straight to the point and easy to navigate.” “Reading through the article, it also follows how simple the rest of the app is. It’s a great match.”

User 4: “I love this. This is very straightforward. Nothing was confusing to get to the article.” I feel that the filter option helps more as a search engine than a filter.”

User 5: “I had no trouble finding the article, but it is hard to read, the letters are too small.”

Feedback and Areas to Improve

Feedback

User 1: “Overall I like the app and I would use it. I like the introduction because it is nerve-wracking going through the process of adopting a pet. I am glad that the introduction lets you know of other options outside of adopting. But I do want it to look more consistent, it all looks like 4 different apps mashed into 1.” After I asked them if they would recommend it to their friends, they responded, “I don’t have friends, but if I do, I would recommend this app.”

User 2: “I am not too familiar with apps, but seeing this would have been so helpful when I was adopting my dog.”

User 3: “I would recommend this app to friends, family, and pets. If the pets were smart enough to get their human to adopt them, haha.”

User 4: “Overall, I like that it’s not chaotic. It’s sweet, simple, and straight to the point.”
“This is such a cool idea!”. “I want to see the text darker

User 5: “I adopted my cat, Bam, not too long ago. Before I got Bam, the animal shelter had assigned me another cat that I fell in love with, but before I could see him in person, the shelter told me that I couldn’t take him home because I didn’t live near by the shelter. Driving to the shelter was no issue for me and it was so unfair. I am thankful that I have Bam now, but I wished there was something like this when I was going through the process.”

Areas to Improve

- **Typography and size-** I need to adjust the size and weight of the font so that it is easier to read on the screen. Most users were squinting at the screen to see what they were reading. I could also darken the background a little more for the introduction of the app and increase the size of the text for the rest of the wireframe pages. For the input text areas, I would need to choose a darker color for the users to see so that they know what information they need to put in. I would need to update the typography in the design system once all the pages of the wireframe have been updated with the new size.
- **Consistency with buttons, shapes, and color choice-** Although it wasn’t part of the tasks, the first user explored more using the menu and account buttons where they mentioned that the menu screen and the account screen were not consistent with the rest of the app because of the color of the buttons and the sizing made them feel uncomfortable. Now that I look at it, it does look a little awkward, so I need to round out the corners of the blue rectangles and shorten the width of the buttons to keep consistent the ratio of the button sizes to the screen and keep the buttons to the same color of orange. I would also need to darken some colors in some of the wireframes for the users to be able to see the distinction in buttons and grouping information; this was the most popular opinion.
- **Button location on screen-** I would need to lower the placement of certain buttons to help use more of the space on the screen. One example is the greeting page. 3 of the users agreed that they could see the distinction between the 2 buttons to either log in or create an account, but one made the point that you

want to be able to see the picture in the background and not have it hidden with text.

- **Add more gamification elements to the compatibility quiz-** I need to make it look more visually appealing instead of the user just seeing huge blocks of text. One of the users liked the color transition of the cat and dog button on the screen. I would need to put more of those elements in the quiz to give it more of that gamification element, I need to look at BuzzFeed for examples of how they make their personality quizzes so addictive.