

Executive summary

Key findings	Key recommendations	Effort
Many users are not aware that they completed the initial setup.	Add one more screen after the initial setup, which will serve to inform the user that the initial setup has been completed.	8 hours
Some users are not comfortable enabling the permissions.	When asking for permissions, make better explanations about what data are we storing.	8 hours
Some users thought that they have to give permission two times for the same thing. They did not realize those were two different permissions.	Correct the design so it is clear that there are two different permissions we are asking for.	2 hours
Many users found the Learning phase screen overwhelming.	Move the notifications to the additional screen suggested in the first recommendation, and exclude the tips.	2 hours
Some users would like short summary of the onboarding course.	Add one more screen before the initial setup, which will have few cards with short description of the app.	8 hours
Some users didn't find the "Start onboarding" button prominent enough.	Once the learning phase screen is cleared, this button will stand out more.	0 hours
Many users didn't realize that the scores can be clicked.	Redesign the scores tiles so they are more inviting.	2 hours
Some users didn't fully understand the graphs.	Add one more lesson in the onboarding course, which will explain the graphs, as well as mention that the scores tiles should be clicked to get to the graphs.	8 hours
None of the A and B versions for creating a note showed stable advantage over the other one. Read more in Detailed summary – Task 6 .	Instead of choosing between A and B, create a hybrid solution which will have the icon selecting of events, but also have all the steps on the same screen.	8 hours

Methodology

This usability test is for the QuantActions app for smartphones.

The test's sessions were remote and moderated by Damjan Kolevski.

For moderation, we used the Loop11 platform. For recruiting participants, we used the TestingTime platform.

We had 9 participants. 3 of them were males and the other 6 were females. They were aged between 26 and 57 years and were coming from Germany and Switzerland. The language of the test was English.

The sessions were planned to be ~30 minutes long, but they turned to be ~40 minutes long.

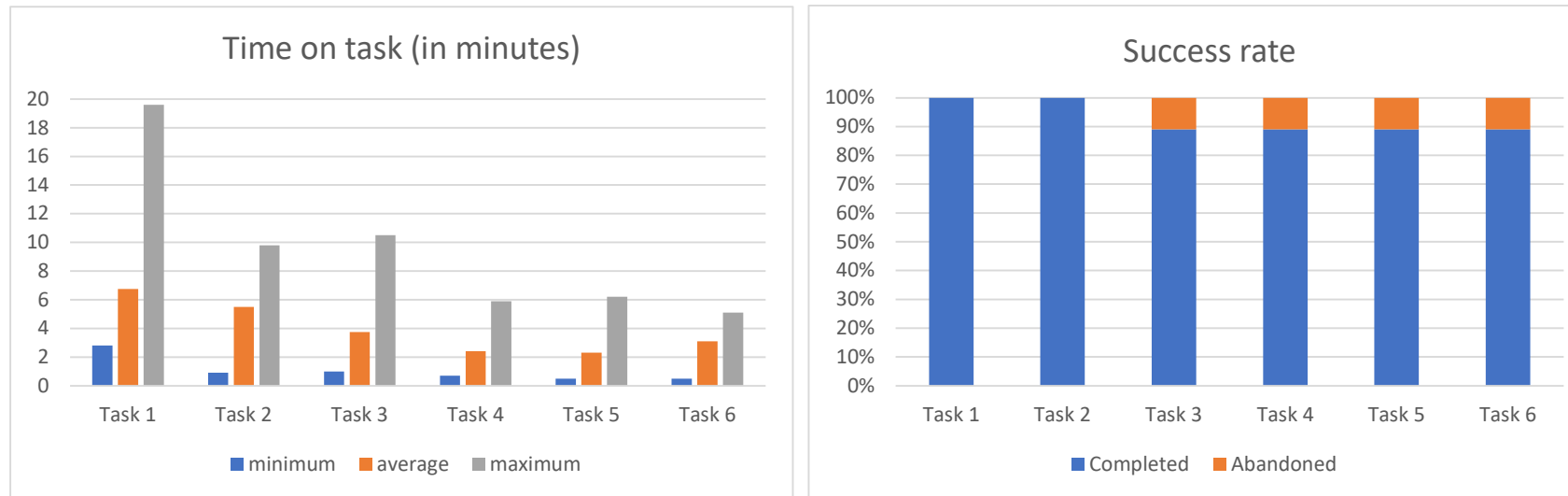
The test consisted of 6 tasks and 9 questions.

The users were completing the tasks on their mobile phones by interacting with our app's prototype done in Figma.

The sessions happened on 25-28 of July 2022.

Intro: <https://quantactions.sharepoint.com/:w:/s/ProductTestings/Ea-YmzM66MtEp5O7K3Nb8OUBYI24GX0AToenOhjwgozaKQ?e=QJLTFa>

Data overview – Tasks



Task 1 (Initial setup): Please setup the QuantActions app on your phone. While doing this, try to understand where your data is stored and is it secure.

Task 2 (Onboarding): Please discover what this app is all about.

Task 3 (graph - general population): On which day of this week was your cognitive fitness closest to the maximum score of the general population (of the range displayed)?

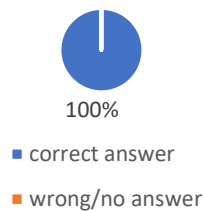
Task 4 (graph - personal average): On which day of this week did your cognitive fitness differ the most from your most common scores, and by how many points?

Task 5 (graph – personal day by day): On which day of the week do you usually have lowest cognitive fitness, and did you manage to improve on that day this week?

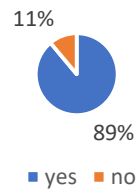
Task 6 (create a note – A and B): Please create a note for the period of 19-25 May 2022. Include these two specific events: Food which made you feel good, and Concert which made you feel neutral. Also include the thought “Feeling really relaxed in the mornings.”.

Data overview - Questions

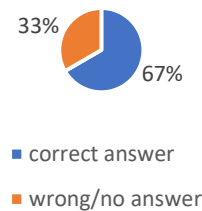
What do you think this app is about?
(after completing onboarding course)



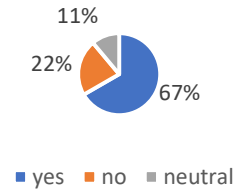
Do you find the app useful?
(after completing onboarding course)



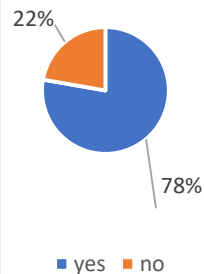
What happens next in the app? (after completing onboarding course)



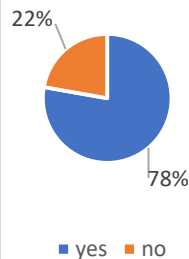
Will you wait for the scores before coming back to the app?
(after completing onboarding course)



Would you use the app?
(after using the app)



Would you keep the app installed?
(after using the app)



Generally, we have moderate understanding of the graphs (54%). Task 3 to 5.

Slightly better understood is the 3rd graph "personal most common scores by day", understood by 5 participants, compared to understanding from 4 participants for the other two graphs.

The participants who understood all three graphs, rated the 3rd one highest, 8 points, compared to the 5 points for each of the other two graphs. This also corresponds to the rating from all participants.

2 of the participants declared themselves very stressed, 2 stressed, 4 somewhat stressed and 1 not stressed.

We wanted to see if there is a link between participant's level of satisfaction with the app and their level of stress. There is only a very small indication from the fact that the two participants who were dissatisfied (based on questions "Would you use the app?" and "would you keep the app installed?") are either not stressed or somewhat stressed.

Detailed summary – Task 1

Task 1 (Initial setup): Please setup the QuantActions app on your phone. While doing this, try to understand where your data is stored and is it secure.

Success rate: 100%

Time on task (in minutes): minimum 2.8, average 6.75, maximum 19.6

Findings	Recommendations	Effort
Many users are not aware that they completed the initial setup.	Add one more screen after the initial setup, which will serve to inform the user that the initial setup has been completed.	8 hours
Some users are not comfortable enabling the permissions.	When asking for permissions, make better explanations about what data are we storing.	8 hours
Some users thought that they have to give permission two times for the same thing. They did not realize those were two different permissions.	Correct the design so it is clear that there are two different permissions we are asking for.	2 hours
Some users would like to see who exactly we are as a company and what scientific community we are part of.	Maybe add one more lesson, in the onboarding course which will cover these two topics. Or cover these topics in the Settings and mention that in the first lesson of the course. Or in external FAQs	8 hours
Some users are concerned about sharing data with employer.		
Many users did not read the info about why we ask for personal details and how we use them	Since it is provided in the Settings too, here we can shorten it.	2 hours

Detailed summary - Task 2

Task 2 (Onboarding): Please discover what this app is all about.

Success rate: 100%

Time on task (in minutes): minimum 0.9, average 5.5, maximum 9.8

Findings	Recommendations	Effort
Many users found the Learning phase screen is overwhelming.	Move the notifications to the additional screen suggested in the previous task, and exclude the tips.	2 hours
Some users would like short summary of the onboarding course.	Add one more screen before the initial setup, which will have few cards with short description of the app.	8 hours
Some users didn't find the "Start onboarding" button prominent enough.	Once the learning phase screen is cleared, this button will stand out more.	0 hours
Some users would like the app to be more colorful.	If we want to stick with one color, maybe we can invert and make some screens colored while making the text white.	4 hours
Some users didn't understand "ready in: 4 days".	Change to "scores ready in: 4 days".	1 hour
Some users didn't realize that the lessons icons should be clicked, and also thought that there should be some label under the icons.	Add shade to the icons so they get a bit of a 3D look which will be more inviting for the users.	1 hour
Some users had confusions with the first lesson icon.	Research if there is some more appropriate icon for it.	1 hour
Many users don't like to read as much text as we have in the onboarding, and some users don't like to read at all. They would prefer video onboarding.	Long term: implement short video lessons instead of the current textual ones. Or more screenshots. Short term: Shorten the texts.	?

Detailed summary - Task 3, 4 and 5

Task 3 (graph - general population): On which day of this week was your cognitive fitness closest to the maximum score of the general population (of the range displayed)?

Success rate: 89%

Time on task (in minutes): minimum 1, average 3.75, maximum 10.5

Task 4 (graph - personal average): On which day of this week did your cognitive fitness differ the most from your most common scores, and by how many points?

Success rate: 89%

Time on task (in minutes): minimum 0.7, average 2.4, maximum 5.9

Task 5 (graph – personal day by day): On which day of the week do you usually have lowest cognitive fitness, and did you manage to improve on that day this week?

Success rate: 89%

Time on task (in minutes): minimum 0.5, average 2.3, maximum 5.2

Findings	Recommendations	Effort
Many users didn't realize that the scores can be clicked to open details about it.	Redesign the scores tiles so they are more inviting.	2 hours
Some users didn't fully understand the graphs.	Add one more lesson in the onboarding course, which will explain the graphs, as well as mention that the scores tiles should be clicked to get to the graphs.	8 hours

*See which of the 3 types of reference range the users preferred, in the [Data overview - Questions](#)

Detailed summary - Task 6

Task 6 (create a note – A and B): Please create a note for the period of 19-25 May 2022. Include these two specific events: Food which made you feel good, and Concert which made you feel neutral. Also include the thought “Feeling really relaxed in the mornings.”.

Success rate: 89%

Time on task (in minutes): minimum 0.5, average 3.1, maximum 5.1

Findings	Recommendations	Effort
Some users, in version A, were wondering what are all the steps of creating a note (what kinds of info can you input in it).	Instead of choosing between A and B, create a hybrid solution which will have the icon selecting of events, but also have all the steps on the same screen.	8 hours
Some users, in version B, were wondering what is the full selection of events.		
Average time on task in minutes: A – 3.2, B – 3.8.		
Adding multiple events in one note came more natural in version B.		
Some users, in both versions, did not discover easily the end date toggle.	Move the toggle from the bottom of the calendar to the top of it.	1 hour

Detailed summary – Feedback questions

Question 1: What did you like most about this app?

Question 2: What did you not like about this app?

Question 3: What was missing in the app?

Findings	Recommendations	Effort	Category
Some users would like to see future feature that would remind them about important days/events and help them be stressless for them and enjoy them better.	This seems like good to go somewhere down the road map.	?	Future features
Some users chose the reference ranges to be their favorite part of the app.	Invest in implementation of all the different reference ranges.	?	
Some users found the app's design too basic, colorless, and not user friendly.	Design a more joyful visual appearance (UI) of the app, while maintaining the current simplicity.	?	Design changes
Some users liked the simplicity of the app and found it self explanatory.			
Some users expressed that they might be lazy to type in their notes in the journal.	Have tags which the user can use instead of typing. Promote usage of smartphone's voice-to-text.	?	
Some users said that they still don't understand the permissions they enabled or how the app uses them.	Have this info available in the Settings. As well include social proof info and the employer's access to data.	?	
Some users felt that all the features are already provided by other apps they use, they did not understand what is unique feature for this app.	Make sure the phrasing for this info is clear enough.	2 hours	

Some users said they would provide the app with more personal info (even health conditions) in return for more personalized approach from the app.	Explore if we can compute differently for users with health problems, or at least different reference range. If not, we maybe shouldn't have them at this stage.	?	Research
Some users liked their impression that the app is quite customizable for the user, particularly the option to add your own events.	Research whether we can implement this without getting our databases messed. This also implies to imputing more personal data, and adequate approach.	?	
Some users would like to also see some quick tests in the app that would give them instant results.	Evaluate if this would be in accordance with the product strategy.	?	
Some users would like to be able to export the data and see it on a desktop screen so they can better analyze it.			
Some users would like to have the option to compare with their partner, so they can support each other.			
One user mentioned using a cognitive fitness app called NeuroNation.	Sign up for these apps and get inspired from the experience they provide.	8 hours	Reference products
One user mentioned using an employee wellbeing app called LiveWell by the Zurich insurance.			
One user mentioned using stress app called BetterMe.			
Some users said that the menstrual app could be a good inspiration for us in terms of user friendliness.			