Usability Test Plan: PayLight

Introduction

PayLight Moderated Usability Test (Mobile Navigation)

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Stakeholders: N/A

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Background

PayLight is a fast & secure e-wallet web app for shopping, payments, check splitting and sending money to others. The app is designed for users who wants to do their financial transactions by authentic, secured and trustworthy platform without sharing their personal data (credit card and banking information) to the outside world.

Goals

The goal of this study is to assess the learnability for new users interacting with the PayLight application for the first time on mobile. We would like to observe and measure whether users understand the overall navigational structure of the app as well as how to complete initial core functions such as add Debit/Credit card, pay bills, send money, split expenses, and check transactions.

Test Objectives

- Determine if participants understand what the app is about and successfully create their account.
- Observe how participant navigate through the app like are they able to easily access core features from dashboard for e.g.
    - Add their Debit/Credit card and Bank A/C to the PayLight A/C
    - Make recuring payments.
    - Pay their one-time bills.
    - Send Money
    - Split Expenses
    - Check their recent transaction details.
    - Check their transaction summary.

Methodology

The testing methodology would be **moderated remote** which will be held remotely using Skype or Zoom meeting with participants. The test will start by short informational briefing followed by task performance on mobile app and a debriefing.

Participants

The study will test 6 participants who will be recruited through personal and professional network of friends and family to participate in the study. They will be screened for basic demographic and psychographic criteria of the PayLight primary persona.

Schedule

Usability test session will take place on Feb 26 and 27, 2021 online through skype or zoom meetings and Sessions are schedule between 10am to 3pm on both days.

Sessions

Participants will individually engage for 15-20 minutes testing session.

Equipment

Testing will be held on Desktop/Laptop, but the participant will test the responsive web app (Mobile view). I am planning to record video or audio of my participants during testing process. For this, I might use my mobile recorder or record through Zoom audio/video recording.

Metrics

Errors will be measured using the Jakob Nielson scale:

0 = I do not agree that this is a usability problem at all.

1 = Cosmetic problem only; need not be fixed unless extra time is available on project.

2 = Minor usability problem; fixing this should be given low priority.

3 = Major usability problem; important to fix and should be given high priority.

 4 = Usability catastrophe; imperative to fix before product can be released.

4.4: Usability Test Script

Tanu Seth

1. Introduction

Hi _____, thank you again for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work.

This session is pretty simple, I will be asking you to try out a new e-wallet app called 'PayLight' and do a few activities using the app. I would like to understand what works well about the app, as well as what doesn't work well.

Please remember that we're testing the app and not you! There are no right or wrong answers. I can only understand what doesn't work and make improvements if you provide your honest feedback. Please feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings.

Also, I'd like you to "think aloud" that means talking while doing each action as much as possible to let me know what you are thinking and feeling as you explore the app. If at any point you have questions, please don't hesitate to ask.

Finally, before we get started, would it be okay if I were to record your screen and voice during this testing session? The recording will only be used to help me understand where I need to improve the app and won't be shared outside. Is that okay?

Do you have any questions so far?

Ok, Let's get started.

2. PERSONAL DEMOGRAPHIC QUESTIONS

- Age:

- Occupation:

- Location:

3. Background Questions

- Roughly how many hours a day would you spend using the internet, including email and social apps?

- In the past six months, Have you used any website for your financial transactions (Like you transfer money to someone, shopping, pay bills etc.) and how you feel about that?

- Do you have any favorite websites?

4. Open-Ended Questions

- After seeing this landing page, can you please tell me what you understand what the app is about? And what is your first impression or any other thoughts?

- So now, you are at the landing page of this app, what do you think where you need to go from here?

- After seeing the onboarding process, what you understand what's the purpose of the app is?

- Spend some time looking over this [home screen and dashboard screen], without clicking anywhere just yet, can you tell me your first impressions? What you like and don't like, what you think about the information displayed on the page, or any other thoughts you might have(like any other thing which you are missing or expecting here)?

5. Direct Task

Now, we test out some activities, so doing these activities I'd like you to "think out loud" while interacting with the app and let me know what you are thinking and feeling as you navigate through the app.

▪ First, I would like you to **Sign-up** and start the process in this app.

▪ Now, I want you to **add your Credit card into PayLight app A/C**. So how would you proceed ?

6. Scenario Based Task

So now, let's start scenario-based tasks:

▪ You want to **make the recuring payments for your electricity bill** from your 'Bank Of America' Bank A/C as your electricity bill is due every month of 27th and you want to start by 27th February. So how would you proceed in this app?
(**Hint:** First, how would you add your Bank A/C and then make the recuring payments for your electricity bill).

▪ Let's say, you had visited California with your friend 'Dianna' recently, and she paid $500 for your hotel bill, and now, you want to **send $500 from your 'Bank of America' Bank Account to her PayLight A/C**. How would you proceed in this app?

▪ So now let's say, you and your 3 other friends (Max, Tina, Roy) visited Las-Vegas, and there you paid $500 for flight tickets for everyone including you. Now you want to **split $500 equally between all 4 of you**.
(**Hint:** You always start by creating a group to add/split between friends within a particular group. 2 friends are already added in the group, now you need to send invite to Roy, who is not currently on PayLight, to add him to the group, so that he can also see how you are splitting $500 between all of them.)

7. Follow-Up Questions

So now, there are few follow up question:

▪ Was that easy to navigate within this app?

▪ How was the onboarding process? Did it help you to understand the app better and its main features?

▪ Are there any other comments or anything that you would like to share?

▪ Are there any improvements that you would like to suggest?

8. Wrap-up

Okay! That's the end of the session. **Thank you for participating and helping us** better understand how we can improve PayLight.