



moodtracker.com

Usability Testing and Report Plan

HCI 460

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Executive Summary

In this project we created several test objectives that we felt would evaluate the usability issues that prevent users from completing the essential tasks on the Mood Tracker website.

We recruited five participants through convenience sampling and performed the usability tests remotely through Zoom. The usability test included one test moderator and at least two note takers. We observed each participant demonstrate how they would complete the five tasks, which included: 1) creating a new user account, 2) setting up a purpose statement, 3) adding a health measurement, 4) editing a health measurement, and 5) adding a reminder. Each task was followed by post-task questions, and lastly, a series of post-test questions to enlist feedback from the user. After we completed the usability test, we analyzed our notes and observations.

Next, our group identified the following major findings (for further details, [please see the Findings section](#)):

Test Objective	Summary Insights
<p>How easily can users join MoodTracker?</p> <ul style="list-style-type: none">• Are there any language labels that might create confusion?	<p>4 out of the 5 participants selected Mental Health Management instead of Finding More Happiness. Our participants commented that the two buttons were indistinguishable.</p> <p>We recommend removing both buttons and replacing them with a list of mental health conditions: Anxiety, depression, bipolar....).</p>
<p>Does a user understand the concept of “my purpose” and how to put that into words?</p> <ul style="list-style-type: none">• Does the user feel “my purpose” is a helpful feature in their attainment of happiness and well-being?	<p>3 out of the 5 participants mentioned it was unclear whether my purpose was saved, because they only saw an edit button after writing in their purpose.</p> <p>We recommend an indicator that my purpose was saved successfully and include a link or icon as a next step guide to improve user flow.</p>

Executive Summary (Contd.)

Test Objective	Summary Insights
<p>Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?</p>	<p>3 out of our 5 participants mentioned that the check boxes on My account page provided confusion. We noticed 2 participants while navigating the My Account page attempted to click on the checkbox, while 1 participant mentioned initially he was going to click on the box until he saw that the "Set up My Purpose" was underlined when he hovered over it.</p> <p>We recommend removing the check boxes on the My Account page to avoid confusion.</p>
<p>Will users know how to locate, track, and edit their Health Measurement Records?</p> <ul style="list-style-type: none">• Are there any Health Management Record labels that might create confusion?	<p>3 out of the 5 participants mentioned there was a lack of feedback and some confusion when trying to edit their charts. The data they input for today's date remained, even when the participant changed the date.</p> <p>While users change the date on the Edit Health Management Record screen, we recommend showing that new date's data upon selection of that date. If that date has no data, a blank chart should appear.</p>
<p>Will users be able to create a reminder to track their happiness measurements with ease?</p>	<p>All 5 of our participants were able to swiftly set up a new reminder. They said the task was straightforward and easy to follow. However, 1 participant mentioned the suspend reminder wording was confusing and she had to read it multiple times to understand.</p> <p>We recommend simplifying the reminder suspension and replacing it with an on and off switch.</p>

The results from our test revealed a number of navigational and design issues. We provided several recommendations that ...

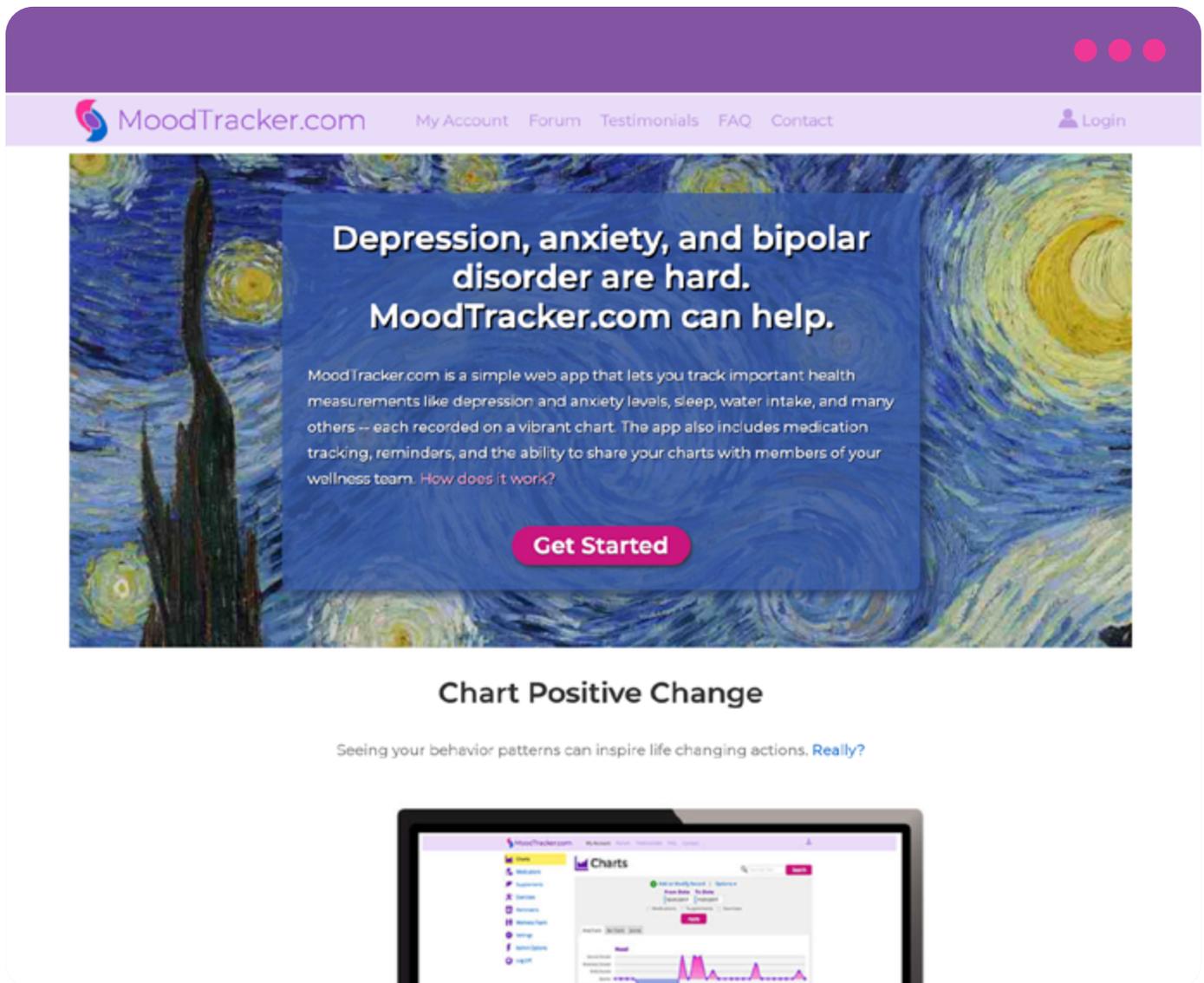
Executive Summary (Contd.)

The results of our usability test revealed a number of navigational and design problems. As a group, we created a list of recommendations that we believe will help resolve the issues. For the problems that have high severity ratings, we recommend listing the mental health conditions, providing an indicator that data was saved successfully, along with a next step guide, removing the check boxes, having a blank data chart when entering new data for a different date, and simplifying confusing words (for further details, [please see our Recommendation section](#)).

Some limitations of our usability test were that none of our participants have used an application to track their mood. Also none expressed having any condition such as depression and anxiety. Based on our data, it may not represent the actual user population.

Introduction

MoodTracker is an online application that helps users improve their quality of life through tracking measurements such as water intake, depression, and anxiety levels. The app includes treatment tracking, reminders, and allows users to share their charts with their wellness team to improve their wellness goals.



Problem statement and test objectives

Scope

Our usability test will evaluate select features of the free Basic Plan, and will not include testing features included with the Advanced or Complete Plans which require paid subscriptions. We will focus on testing Happiness Level functionality, as that is universal for all participants; we will not be testing specific Mental Health Management features for Anxiety, Depression, Bipolar Disorder, Female Reproductive Health or users who may have a dual diagnosis.

Although the target users of the application are those who are managing mental health conditions either under the guidance of a wellness team or individually, our sample population for usability testing includes primarily graduate-level students at DePaul University, friends and family. We are not testing currently registered users or customers. For HIPAA reasons, we are not screening or asking specific mental health or other medical related questions.

Our group seeks to understand the answers to the following research questions:

Q1: How easily can users join MoodTracker?

- » Are there any language labels that might create confusion?

Q2: Will users know how to locate, track, and edit their Health Measurement Records?

- » Are there any Health Management Record labels that might create confusion?

Q3: Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?

Q4: Will users be able to create a reminder to track their happiness measurements with ease?

Q5: Does a user understand the concept of “my purpose” and how to put that into words?

- » Does the user feel “my purpose” is a helpful feature in their attainment of happiness and well-being?

Method

Methodology

This test is designed to evaluate the usability and functionality of the desktop version of the MoodTracker website. The participants will be presented with a series of tasks that the group discovered had usability concerns when conducting expert evaluations. The test moderator will follow [a testing script](#) where they will greet the participant, ask pre-test questions, prompt task scenarios, and conduct post-test debriefing. We will be collecting mainly qualitative data.

There will also be at least 2 observers that will take notes during each test. If for any reason the participant is unable to complete the task, the test moderator may provide some clues to assist. If the participant still encounters problems, the moderator will end the task and ask to proceed to the next. During the test, we will encourage each participant to think aloud.

All participants will be required to provide verbal consent prior to starting the test.

Session Outline and Timing

The test sessions will be approximately 30 minutes long. 10 minutes will be used for the pre-test introductions and post-test debriefing interviews. The sessions will take place remotely where we will be observing through Validately.

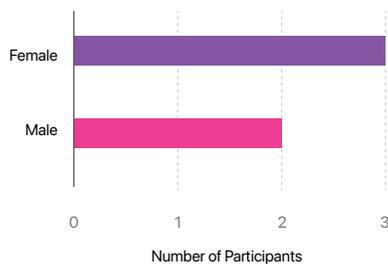
Method (contd.)

Our group moderated a remote pilot usability test prior to our 5 tests with participants. Based on our pilot test, we made minor updates to our test plan and script. The changes we implemented are summarized below. To view the changes in our [final script](#) and [log sheet](#), [please see the appendix](#).

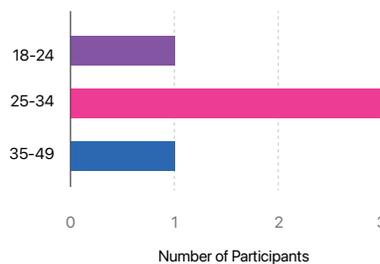
- Multiple minor script wording changes to make it feel more natural when conducting the test
- Shortened email address length for sign-up new user registration
- Use Zoom to conduct the tests instead of Validately, to improve technical issues encountered
- Update Participant Log Sheet to include warm-up question data
- Instead of asking demographic questions such as age and gender in the wrap-up section, we moved it to the screen/background form to allow greater anonymity for the participant.

Through our screener and background questionnaire, we were able to test a diversified sample of participants.

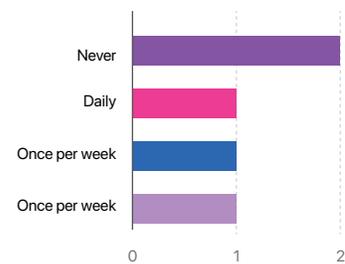
Gender



Age Group



Journal Thoughts and Ideas



Below you will find how our test objectives correlate with our 5 tasks:

TEST OBJECTIVES

TASKS

POST TASK QUESTION

1
How easily can users join MoodTracker?

2
Does a user understand the concept of "my purpose" and how to put that into words?

3
Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?

4
Will users know how to locate, track, and edit their Health Measurement Records?

5
Will users be able to create a reminder to track their happiness measurements with ease?

1
Become a new member in MoodTracker

2
Setup my purpose

3
Add new health management record

4
Edit previous health management records

5
Setting up mood reminder

1
Before you create an account, when you see "My Account" and "Login" which link are you more inclined to click first? And why?

2
On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

3
Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Note: Tasks 2-5 were followed by number 2 and 3 post task questions.

Results

Test Objective: How easily can users join MoodTracker?

Task 1: Become a new member in Moodtracker

Scenario: Imagine that you've been feeling down for several weeks and can't exactly understand why. After a visit with your doctor, they suggest using MoodTracker to help keep track of your happiness levels. Go to www.Moodtracker.com and become a new user by setting up a free account.

Performance Results:

Qualitative Data

4/5

 4/5

Selected the "Get Started" button from the homepage to begin the task

Selected the "mental health management" button; one selected "finding more happiness"

Quantitative Data



All five participants performed the new user registration sign up process successfully.



One out of five participants failed the task by not selecting the correct plan. That participant did not scroll lower down into the page where the Basic Plan was located.



Participant Quotes

I would like the panels to be next to each other so you could see all of them so you can compare and don't have to scroll to see the true differences. Or, it could be cool if they could build on each other. One master template with silver and gold with all the things you get for each plan upgrade. This might appear different on different platforms (swipe left/swipe right) to compare.

"If I didn't have a formal diagnosis, but just was sad, I would click the first button Find More Happiness. But if I had a history of depression, I would click the second button.

Task Confidence Rating



The average rating of 4.5 on how confident participants were that they successfully completed the task

Obstacles



Four out of five participants expressed confusion when making the selection between "Finding more happiness" and "Mental Health Management" because they could not distinguish the difference between the two categories. One participant selected the "back" arrow icon to look at the two options for a second time. One participant did not scroll to the bottom of the select plan page, and did not see the free basic plan option, which resulted in failing the task.

Task 1

[Dive deep with all the details here](#)

Results (contd.)

Test Objective: Does a user understand the concept of “My Purpose” and how to put that into words?

Task 2: Set Up “My Purpose”

Scenario: After logging into the application using the account you created in Task 1, the next task is to come up with an inspirational statement. This may answer the questions “Why are you here?” and “How will this tool help me?” Please show me how to add in this statement to the interface.

Performance Results:

Qualitative Data



Each **participant spent varying amounts of time completing this task** with different levels of confidence.

4/5

Participants selected the Setup My Purpose link; one selected the link but was very unsure and hesitant that it was the correct path.

Quantitative Data



All five participants completed the My Purpose task successfully, but one participant in particular found the task more difficult as evidenced by her ‘no confidence’ rating.



Despite hesitancy expressed by two participants, **all five participants performed the task without committing any errors.**



Participant Quotes

It’s really unclear if my purpose statement was saved since the only action I can do is Edit. I don’t really know what else to do on this page, so some indicator to say whether My Purpose is done - if saved successfully or what to do next would be helpful here.

The My Purpose statements don’t align with the Notes for your thoughts, where I thought I was building a structure. Some feedback would be to indicate the prompts provided are examples and you can ponder things beyond these four questions.

Task Confidence Rating



The average rating of 4 on how confident participants were that they successfully completed the task. All but one participant rated high levels of confidence. Three out five participants rated themselves “5, most confident”. One participant rated themselves a “4”. One participant seemed to struggle a bit and rated themselves a “1, not confident”

Obstacles



The check box icon on the My Account Set up Steps page was confusing for three out of five users, who either tried to click on the check box first, or thought it would become “checked off” once they completed the task. One participant was confused by the phrase “inspirational statement” used in the task question, even though she completed the task successfully.

Task 2

[Dive deep with all the details here](#)

Results (contd.)

Test Objective: Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?

Task 3: Add new health management records

Scenario: After discussing with your doctor, you want to be able to track your daily health measurements using the Moodtracker website. You plan on entering these measurements into the website every day. Please show me how you would enter today's data.

Performance Results:

Qualitative Data

- **Three out of five participants** followed the same path of selecting the Charts link from the left main navigation.
- The one participant who completed Task 1 incorrectly, also completed this task incorrectly because she had a different plan which offered more features.
- One participant out of five clicked on the My Account link, because she recalled seeing instructional text on that page which she thought could help guide her.

Quantitative Data



4/5

Participants successfully completed the task.

One out of five participants failed the task because she had opted for a paid plan when registering, and she incorrectly entered data under the Exercise page instead of the Charts page.



Two participants expressed that the task may have been easier to complete if some of the **labels had definitions: Visualized or Planned, what is "light exercise" and the difference between "poor and terrible mood"**.



Participant Quotes

It might be interesting to have some sort of definitions (what is an example of poor, terrible) what's the difference between poor and fair...what is light exercise? Could be subjective...maybe some definition framing would be helpful in guiding someone.

I like that the label has this question mark because I didn't know exactly what Visualized or Planned meant.

I see the dots on the chart, so I'm confident it recorded the things I put in there.

Obstacles



One participant, who initially landed on the correct page, quickly left it due to the slow refresh of the charts. That same participant also received an error message when she entered the same date for her exercise data. She entered the same Start Date and Stop Date, which caused an error, since the system requires the Stop Date and Start Date to be different from each other (Stop Date must be later).



Another participant did not feel the My Purpose edit page offered enough information so they navigated to the My Account page, where she found the instructional text needed to successfully navigate to Charts and complete the task. That same participant mentioned they expected to be able to add or modify the charts directly.



One participant found the Charts to be confusing when she first landed on the page, as she did not understand what all the lines inside of the charts meant.



One participant was not exactly sure what Visualized or Planned meant, and clicked on the Help text icon in order to better understand.

Task 3

[Dive deep with all the details here](#)

Results (contd.)

Test Objective: Will users know how to locate, track and edit their Health Management Records?

Task 4: Edit Previous Health Management Records

Scenario: After reviewing your health management records, you realize that you entered the incorrect amount of sleep hours for the day. In addition, your doctor advised you to keep track of your records beginning yesterday and you forgot to do so. Please show me how you would make these changes.

Performance Results:

Qualitative Data

5/5

All five participants were able to edit a health record, but not without experiencing challenges. All participants selected the Add or Modify Record to adjust their sleep hours for the day. Four out of five participants selected the Add or Modify Record a second time to add a health record entry for the current date.

Quantitative Data



Despite one out of five participants receiving multiple date entry errors, **all five participants were able to successfully complete the task** of modifying and adding a health record.

Task Confidence Rating



When asked on a scale of 1 to 5 how confident participants were that they successfully completed the task, **all five participants rated their confidence level a "5, Most Confident" despite the challenges.** Once participants were able to overcome initial date entry and scrolling issues, all five participants saw their data plotted on the respective charts when hovering over the data points, which may have contributed to their high confidence level.



Participant Quotes

A lack of feedback when Adding or Modifying Record to show me what had changed. It just takes me back to the original page. When I updated the date, the data from today's date persisted and my data from yesterday could have been all different, which kinda threw me off and might bias me toward feeling whatever I felt previously.

My confidence was lower, because when I went to fill out July 21, my answers from July 22 were already there. But if July 22 was blank, I felt. It didn't feel intuitive that I was entering a single day. It didn't hinder my ability, but if I had less patience, I would have been frustrated.

Obstacles



Four out of five participants expressed confusion about why they could not add a record for a single day as the system required them to enter a date range. One of those participants committed the same error twice when attempting to add today's health record - as the system requires the "From Date" to come before the "To Date" [that user wanted those dates to be the same].



Three out of five participants were confused when the existing health data persisted when they tried adding a new record, as they thought the new record would be blank and not contain data leftover from a previous entry. One participant suggested separating the "Add record" functionality from the "Modify record" to avoid this confusion because adding and modifying records are separate tasks. Adding a health record would then instantiate a fresh, new page with no previously selected inputs.

Task 4

[Dive deep with all the details here](#)

Results (contd.)

Test Objective: Will users be able to create a reminder to track their happiness measurements with ease?

Task 5: Setting up Mood Reminder

Scenario: With your busy schedule, you know you will often forget to enter in your health management records every day. Using the interface, please show me how to send yourself daily emails at 8pm CST, which notify you to enter your daily mood.

Performance Results:

Qualitative Data



Four out of five participants began the task from the Charts page. One started from the My Account page. Four participants selected the Reminders link from the left navigation; one selected the link from inside the My Accounts page but did notice the other location and assumed it would take her to the same place. All participants selected Enter New Reminder and began inputting data.

Quantitative Data

4/5

Four out of five participants successfully completed the task; one participant who failed the task did so because she entered her own data instead of following the task prompt. While three out of five participants expressed high levels of confidence, two participants expressed uncertainty because of the red "cross out" or "stop" icon displayed.

Task Confidence Rating



When asked on a scale of 1 to 5 how confident participants were that they successfully completed the task, two out of five participants gave a rating of "3 - unsure" because of the red "stop" or "cross out" icon under the "Active" column header. The remaining three participants gave a rating of "5 - Most Confident".

Participant Quotes

It's weird that this Message is here, because I can't edit it, even though it's in a text input box. I know it's grayed out, but if I'm going to send myself a reminder, I should be able to tell myself what I want to be reminded about.

"The red "Stop" icon makes me wonder if I have to go and edit something (doesn't have a check mark)

Obstacles



All participants completed the task fairly quickly and easily, but two participants had lower confidence levels because of the red "stop" or "cross out" icon that was displayed after saving the reminder.



One participant commented that he assumes the reminder will be sent daily, because there is no option to change the frequency.



Two out of five participants thought the wording of "Suspend Reminder" was difficult to understand.

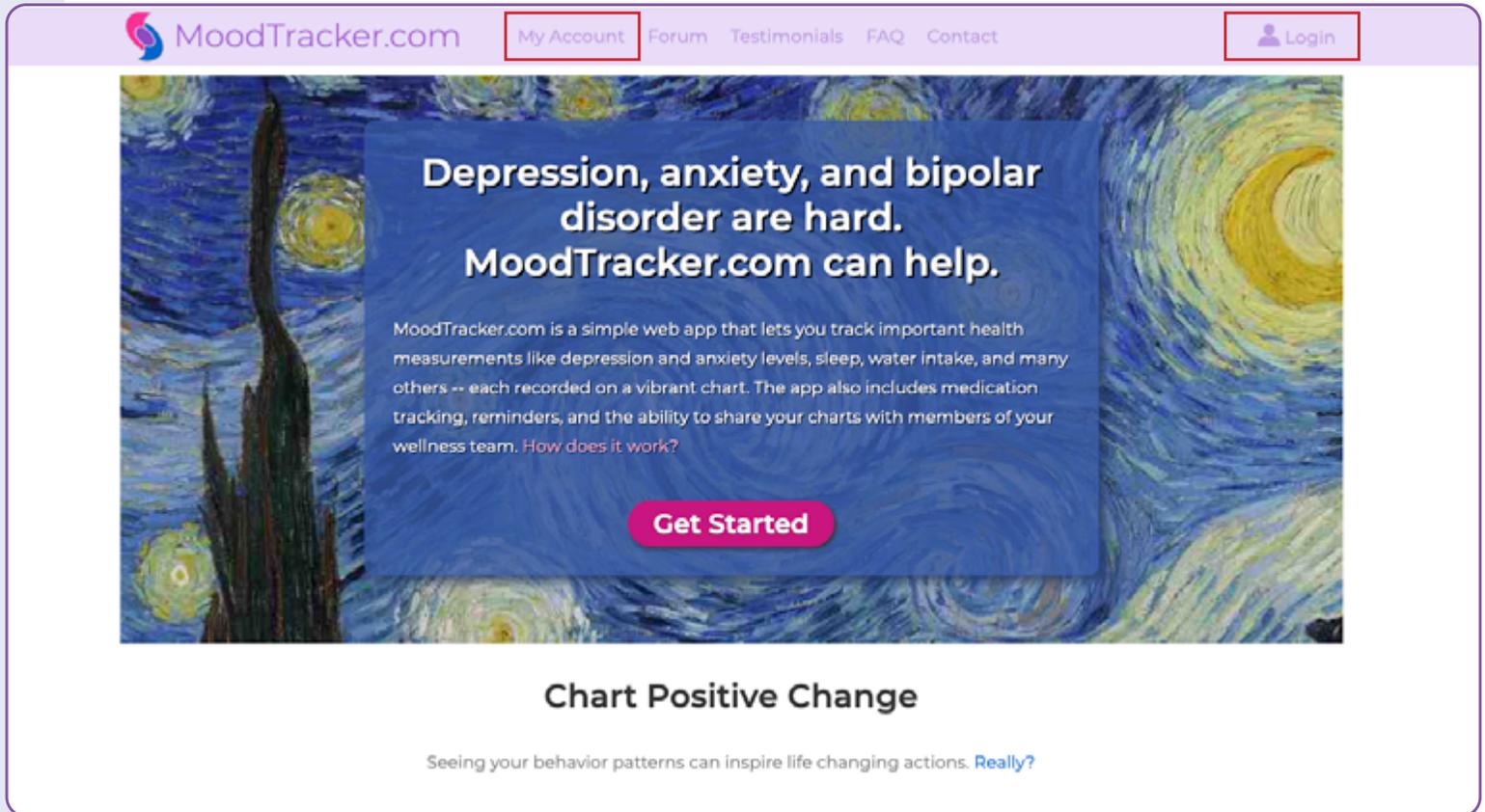
Task 5

[Dive deep with all the details here](#)

Findings

1. How easily can users join MoodTracker?

Are there any language labels that might create confusion?



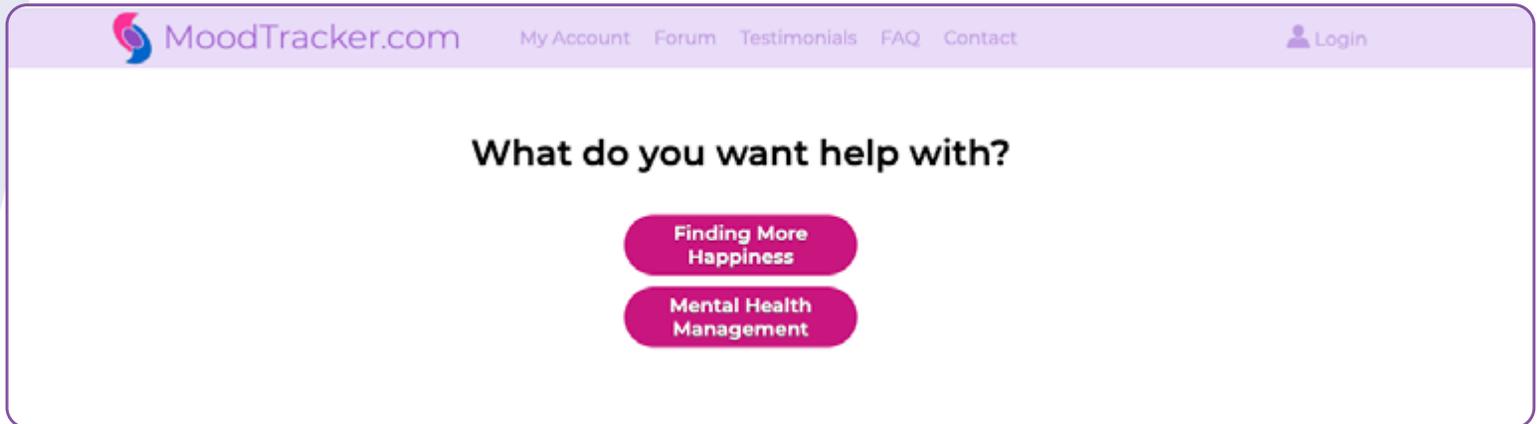
- 4 out of 5 participants clicked the Get Started button first. We thought there would be some confusion with the initial task, since the two links, "My account" and "Login" were present before the participants created a new user account. One of our post-task questions asked "Before you create an account, when you see 'My Account' and 'Login' which link are you more inclined to click first? And why?" 4 out of the 5 participants responded they would click the login button first, the My Account indicates they already have an existing account.

Severity 2: While most of our users were able to create a new account with ease. The "My Account" button does create confusion for the user and provides a false impression that the user has already created an account.

Findings (contd.)

1. How easily can users join MoodTracker?

Are there any language labels that might create confusion?

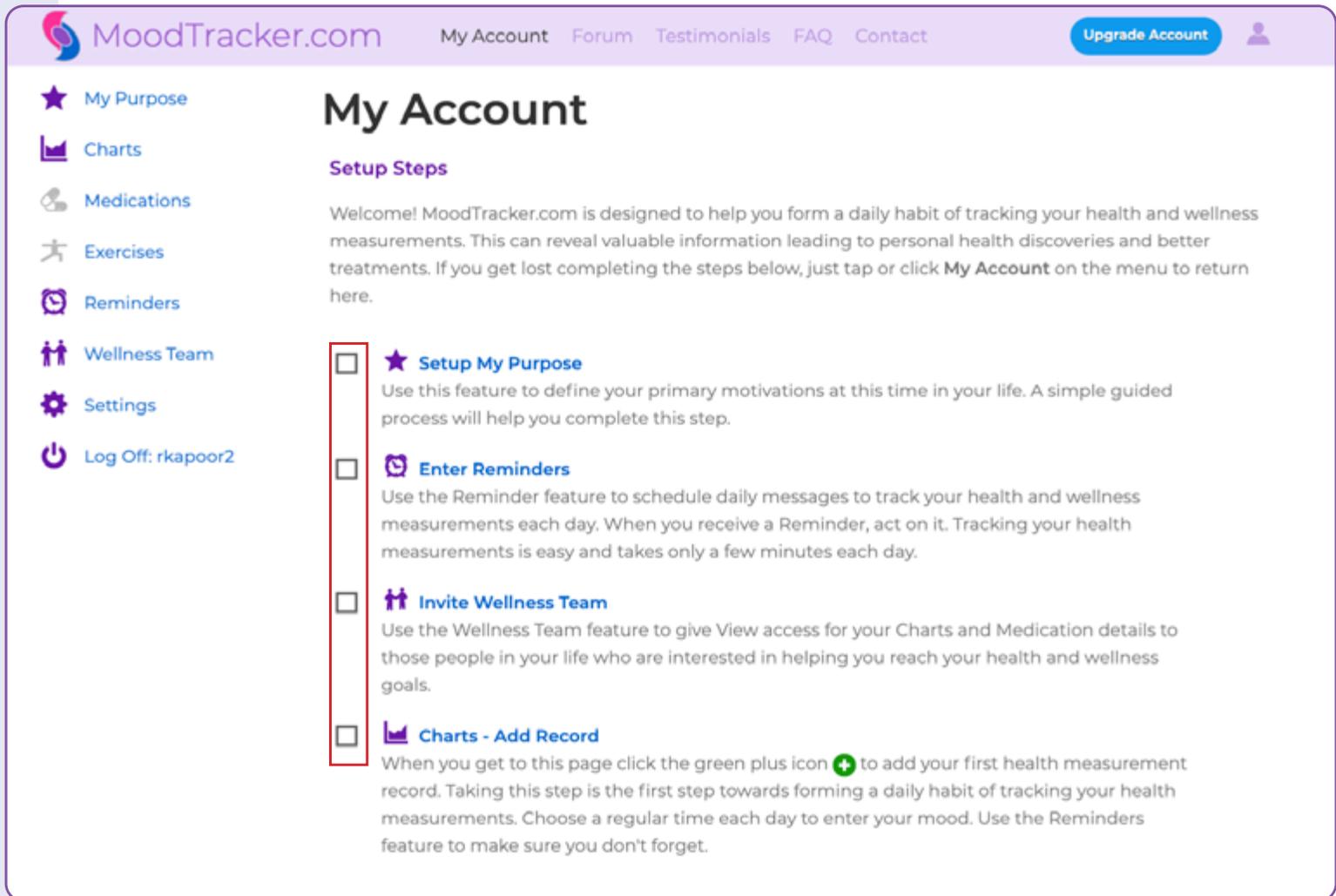


- 4 out of the 5 participants selected Mental Health Management instead of Finding More Happiness(which was part of the task). Our participants commented that the two buttons were indistinguishable.

Severity 2: The participants were still able to complete the task. One route (Finding More Happiness) required less steps. Having 2 buttons that mean the same thing leads the user to think it's repetitive.

Findings (contd.)

2. Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?

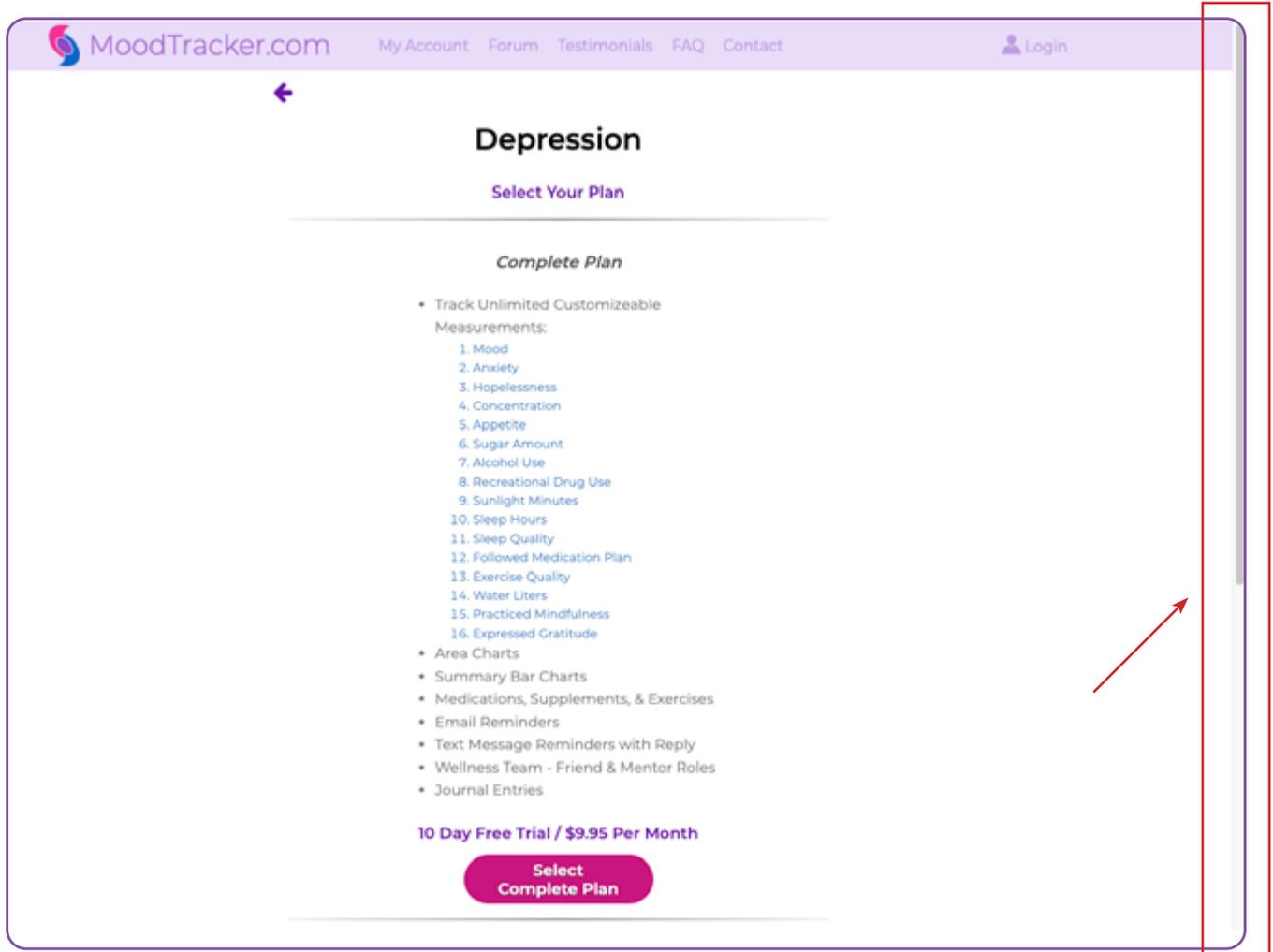


- 3 out of our 5 participants mentioned that the check boxes on my account page provided confusion. We noticed 2 participants while navigating the My Account page, attempted to click on the checkbox, while 1 participant mentioned initially he was going to click on the box until he saw that the "Set up My Purpose" was underlined when he hovered over it.

Severity 3: We feel that these boxes should be removed to avoid confusion. The boxes placed next to the links gives the impression that they're functional thus leading confusion and frustration for the user.

Findings (contd.)

2. Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?



- 1 out of our 5 participants did not successfully create a free user account; she selected a paid plan instead of the free plan that was mentioned in the task.

Severity 3: We noticed that the participant only scrolled halfway and selected the first plan. Some users might not take notice that the free account is all the way in the bottom and may feel obligated to choose a paid plan.

Findings (contd.)

3. Sleep Hours
4. Sleep Quality
5. Sunlight Minutes
6. Followed Medication Plan
7. Exercise Quality
8. Water Liters
9. Practiced Mindfulness
10. Expressed Gratitude

- Area Charts
- Summary Bar Charts
- Medications
- Email Reminders
- Text Message Reminders
- Wellness Team - Friend Roles
- Journal Entries

10 Day Free Trial / \$4.95 Per Month

Select Advanced Plan

Basic Plan

- Track Five Customizeable Measurements:
 1. Mood
 2. Sugar Amount
 3. Sleep Hours
 4. Exercise Quality
 5. Expressed Gratitude
- Area Charts
- Email Reminders
- Journal Entries

FREE

Select Basic Plan

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Participant needed to scroll all the way down to see free plan.

Findings (contd.)

3. Does a user understand the concept of “my purpose” and how to put that into words?

Are there any language labels that might create confusion?

MoodTracker.com My Account Forum Testimonials FAQ Contact Upgrade Account

★ My Purpose

★ My Purpose

Viktor Frankl, the psychiatrist who developed Logotherapy, taught that happiness naturally comes "as the unintended side effect of one's personal dedication to a cause greater than oneself or as the by-product of one's surrender to a person other than oneself."

Consider for a moment two different people -- a runner training to run a marathon and a prisoner ordered to run laps for many hours in a prison yard. Both experience very similar stress, pain, and fatigue, and yet the runner feels exhilarated and the prisoner feels defeated and oppressed. What's the difference between the two? The runner is driven by a purpose -- the goal to run a marathon, whereas the prisoner has no goal, no purpose. The prisoner only feels pain because there is no vision beyond the present experience. The runner finds joy in the journey in spite of the pain and notices the gradual, steady improvement toward reaching the goal.

To help you determine your purpose, ponder the following questions and use the space provided below to note your thoughts.

- If you could spend time with a person you admire or love, who would it be and why?
- If you were to sacrifice time and money for something important to you, what would that be and why?
- What is a cause greater than yourself you would like to be anxiously engaged in?
- If you are suffering through great pain or difficulty, why is it important for you to get through it?

Having pondered the above questions, you can next take some time to create a statement describing your purpose. Some sample "My Purpose" statements are shown below:

My purpose is to be contagiously cheerful by smiling frequently, looking for the good wherever I go, and being thankful for life's ups and downs. I will do this by getting plenty of rest, drinking enough water, and reading uplifting books.

I will paint beautiful pictures that will ignite the imagination and stir the hearts of those who see my artwork. I will be courageous in taking big risks with color, composition, and subject matter. I will listen carefully to the opinions of others so I can improve and learn from my mistakes.

My personal struggles will teach me patience, persistence, and compassion. I'm grateful for this. I will use my knowledge and personal experiences to help others cope with their own struggles and I

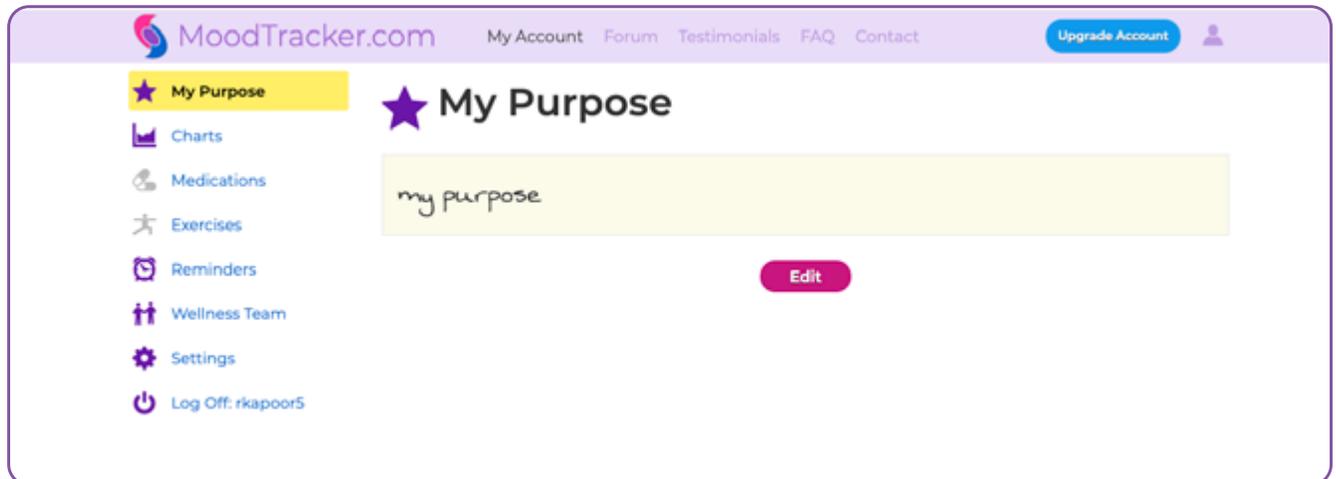
- 3 out of the 5 participants mentioned that the paragraph under My Purpose was very text heavy, and ended up just skimming the paragraph.

Severity 3: Having a long description that describes the purpose of the task leads the user to become frustrated and unmotivated to complete the task.

Findings (contd.)

3. Does a user understand the concept of “my purpose” and how to put that into words?

Are there any language labels that might create confusion?



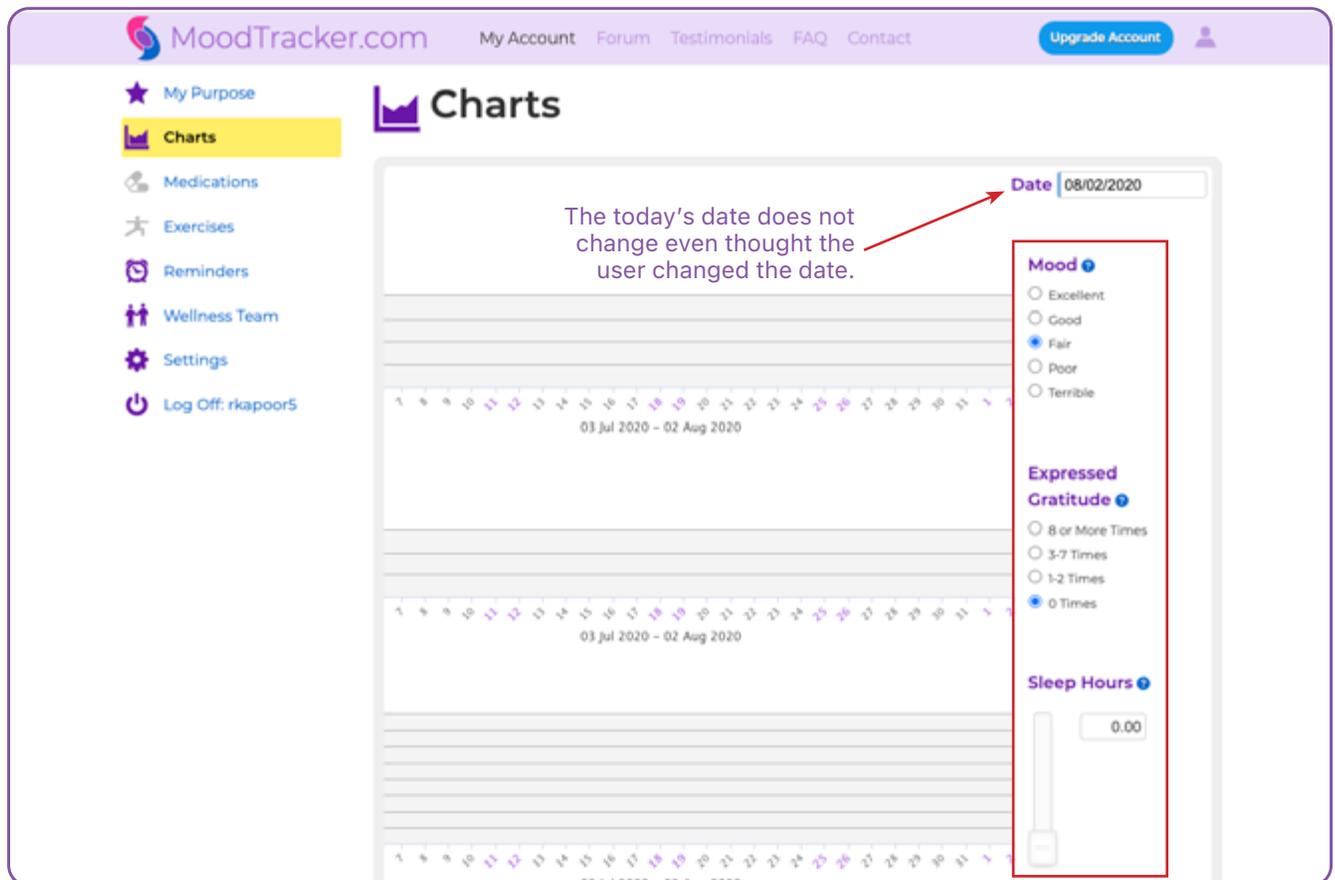
- 3 out of the 5 participants mentioned it was unclear whether the purpose was saved, because they only saw an edit button after writing in their purpose.

Severity 3: Having an edit button and no guidance if the purpose was complete causes confusion and uncertainty for the user, which should be avoided.

Findings (contd.)

4. Will users know how to locate, track, and edit their Health Measurement Records?

Are there any Health Management Record labels that might create confusion?



- 3 out of the 5 participants mentioned there was a lack of feedback and some confusion when trying to edit their charts. The data they input for today's date remained, even when the participant changed the date.

Severity 3: This is a high priority, the data that remained created a lot of confusion and frustration for the users, even having some second guessing themselves if they were completing the task correctly.

Findings (contd.)

5. Will users be able to create a reminder to track their happiness measurements with ease?

The screenshot shows the MoodTracker.com website interface for setting a reminder. The page title is "Reminders". The form includes the following fields and options:

- Type:** Email
- Email:** rahulkapoor+9@gmail.com
- Daily Send Time:** 12 : 00 am
- Time Zone:** 2 Aug (10:40am) - America/Anguilla
- Reminder Option:** Record Measurement, Custom Message
- Record Measurement:** Mood, Expressed Gratitude, Sleep Hours, Meditation or Prayer, Visualized or Planned
- Message:** Reminder: Go to <https://www.moodtracker.com> to record your Mood value.
- Suspend Reminder:** No, Yes - Suspend this reminder until I turn it back on

Buttons: Save Reminder, Cancel

- All 5 of our participants were able to swiftly set up a new reminder. They said the task was straightforward and easy to follow. However, 1 participant mentioned the suspend reminder wording was confusing and she had to read it multiple times to understand.

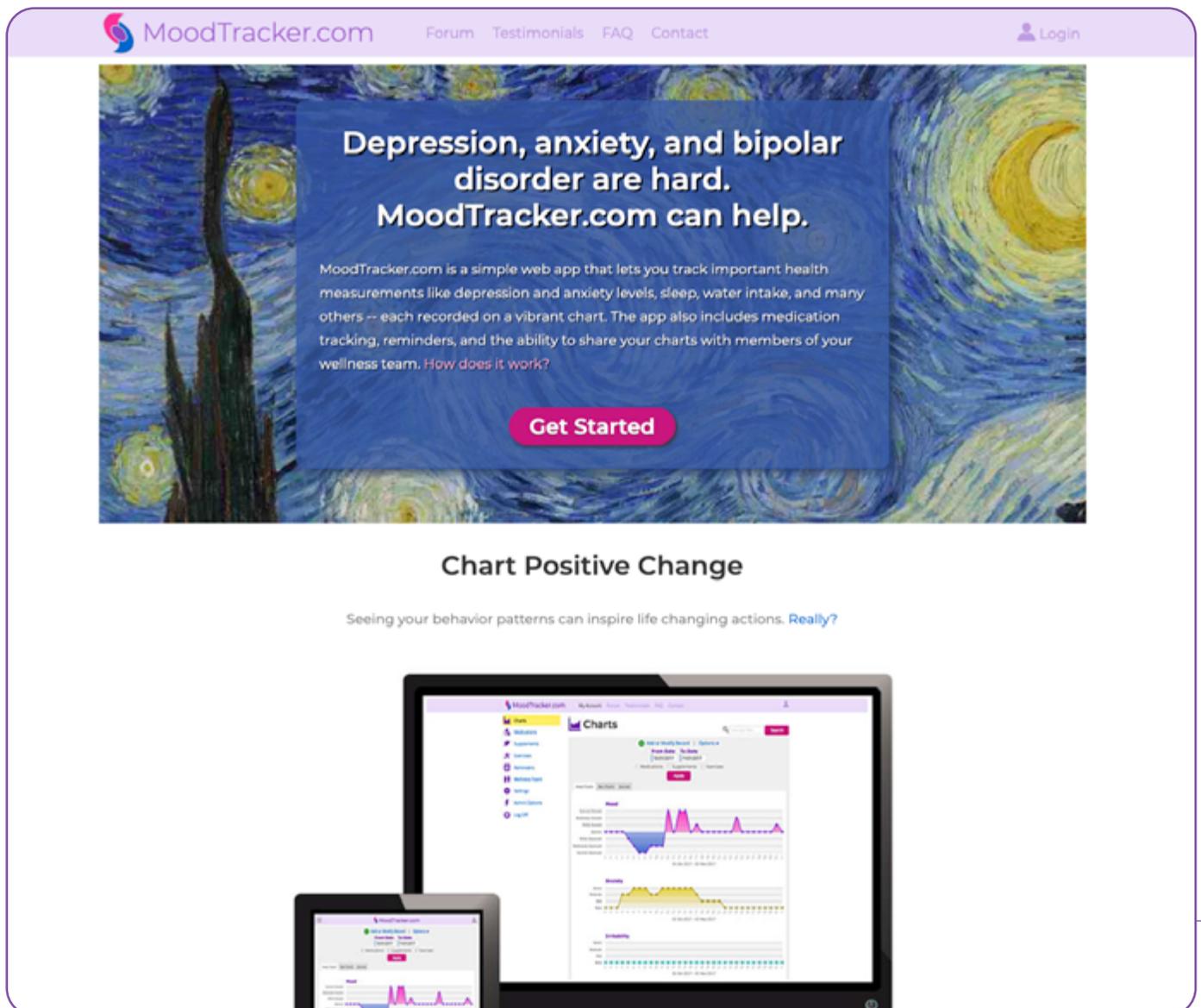
Severity 2: The wording for Suspend reminder creates confusion for the user if they need to suspend a reminder or not.

Recommendations

We have structured our recommendations based on our findings into two phases of recommendations.

Phase 1

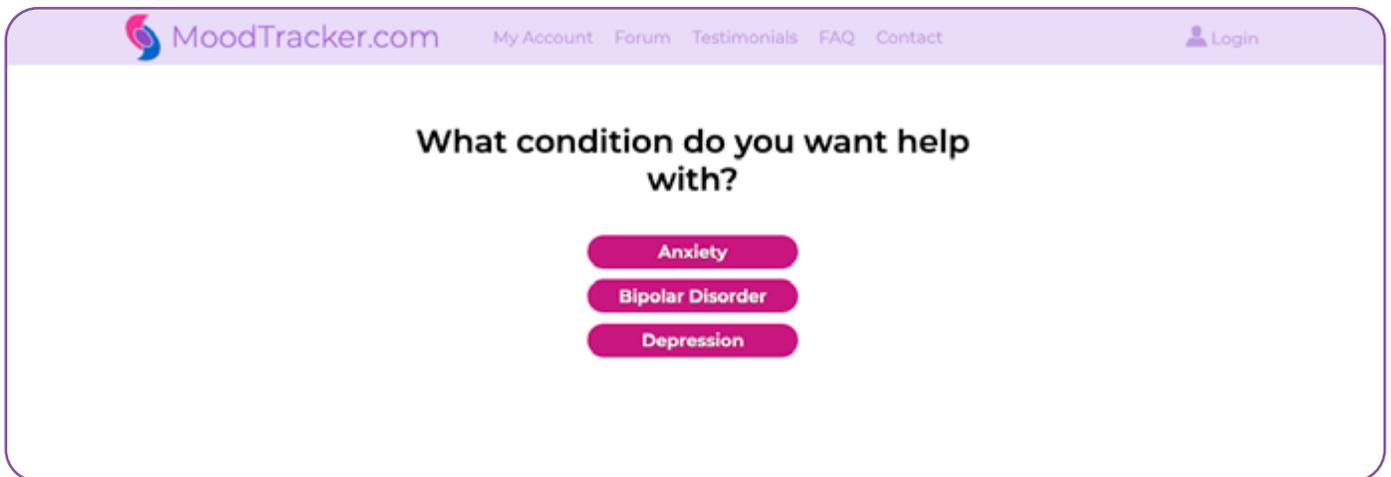
1. Based on our finding on **How easily can users join MoodTracker**
 - a. We recommend removing the “My Account” button from the portal as it creates confusion for the user and provides a false impression that the user has already created an account. Please refer to the mockup below.



Recommendations (contd.)

Phase 1

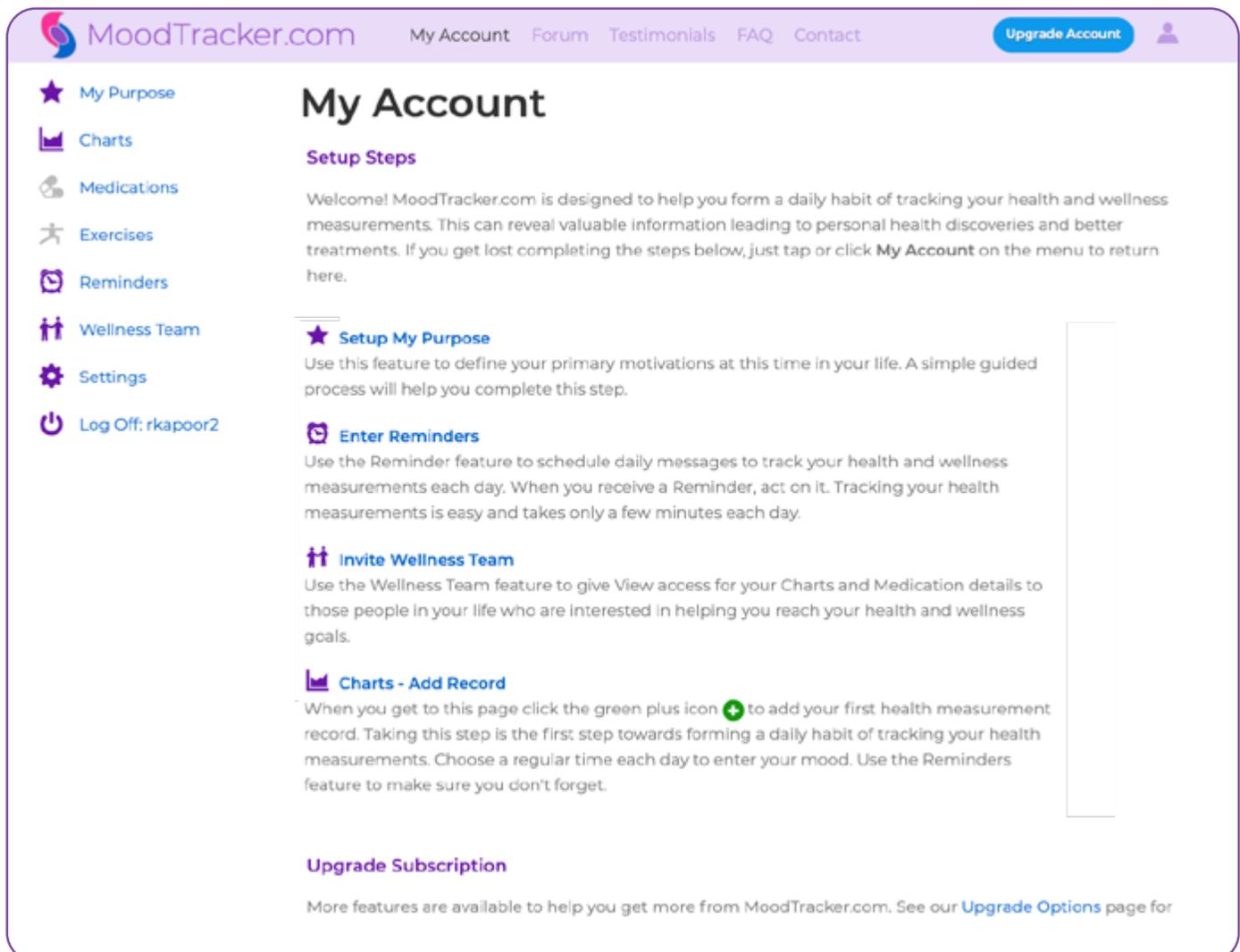
- b. We recommend removing the "finding more happiness route," Instead, we suggest listing the conditions in this section of registration to help the user identify their path. Please refer to the mockup below.



Recommendations (contd.)

Phase 1

2. Based on our findings on **Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?**
 - a. We recommend removing the boxes on the “my account” page to avoid confusion. We can instead move the text to align with the Setup Steps above to align with the clean aesthetics. Please refer to the mockup below.



Recommendations (contd.)

Phase 1

- b. When reviewing the various paid and free plans offered by the site, we suggest displaying the content in a horizontal format to help make it easier for the user to contrast and compare the various plans making it easier for them to select the right plan.

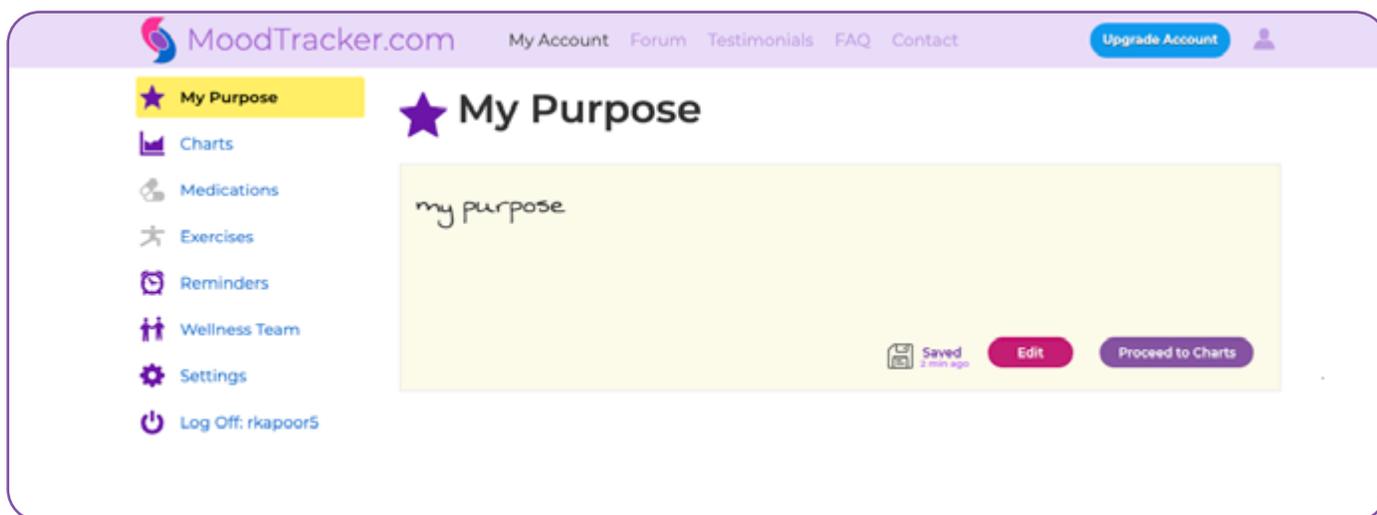
Select Your Plan

Plan Name	Price	Key Features
Basic Plan	FREE	Track Five Customizable Measurements: Mood, Expressed Gratitude, Sleep Hours, Meditation or Prayer, Visualized or Planned. Includes Area Charts, Email Reminders, and Journal Entries.
Advanced Plan	\$4.95 Per Month (10 DAY FREE TRIAL)	Track Five Customizable Measurements: Mood, Expressed Gratitude, Sleep Hours, Meditation or Prayer, Visualized or Planned, Social Interactions, Belongingness, Water Litres, Sunlight Minutes, Inspirational Study Quality. Includes Area Charts, Summary Bar Charts, Medications, Email Reminders, Text Message Reminders, Wellness Team Friend Roles, and Journal Entries.
Complete Plan	\$9.95 Per Month (10 DAY FREE TRIAL)	Track Unlimited Customizable Measurements: Mood, Expressed Gratitude, Sleep Hours, Meditation or Prayer, Visualized or Planned, Social Interactions, Belongingness, Water Litres, Sunlight Minutes, Inspirational Study Quality, Smiles, Close Social Interactions, Exercise Quality, Sleep Quality, Food Healthiness, Practiced Mindfulness, Followed Budget. Includes Area Charts, Summary Bar Charts, Medications, Email Reminders, Text Message Reminders, Wellness Team Friend & Mentor Roles, and Journal Entries.

Recommendations (contd.)

Phase 1

3. Based on our findings on **Does a user understand the concept of “my purpose” and how to put that into words?**
 - a. Assisting users by guiding them to the next step in the onboarding process can be useful. After completing the purpose, provide an indicator or message that it has been saved successfully. Include a link or icon to the next step in the setup process to improve the user flow. Please refer to the mockup below.

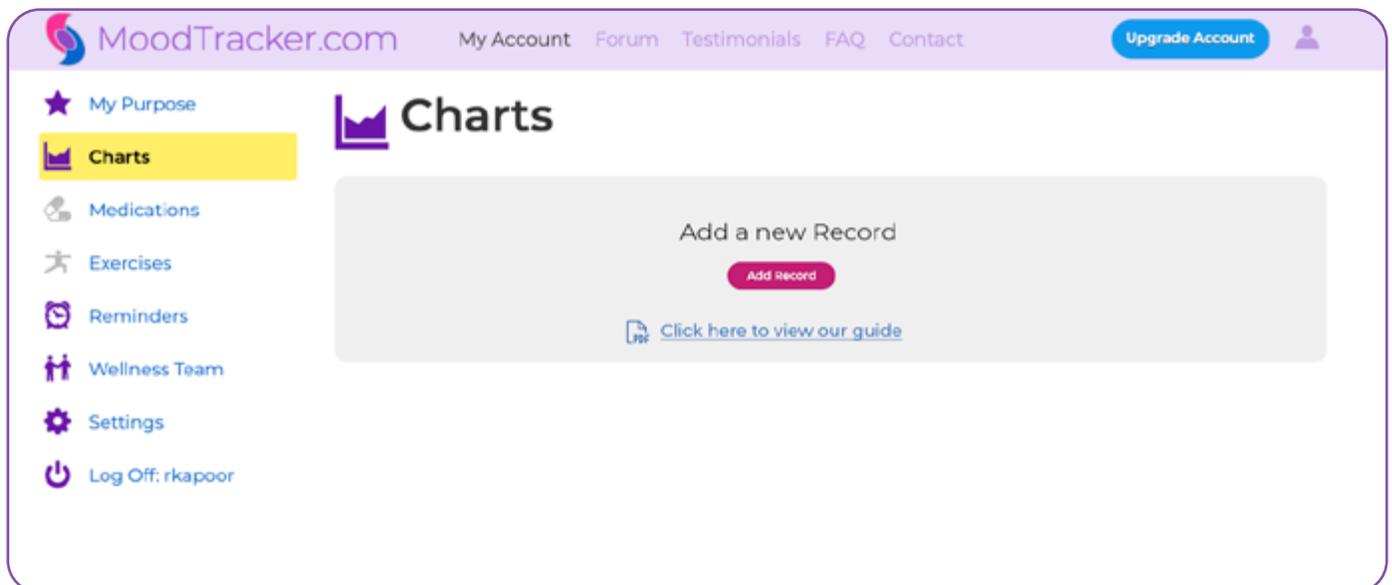


- b. Since “my purpose” is text heavy, having bullet points that briefly describe the instructions can be a quick fix to page.

Recommendations (contd.)

Phase 1

4. Based on our findings **on Will users know how to locate, track, and edit their Health Measurement Records?**
 - a. Proper documentation on how to locate, track, and edit their Health Measurements will help avoid confusion and frustration from users on how to use the system. We recommend having a guide in the form of a PDF as the first step in mitigating unnecessary complexity. Please refer to our phase two recommendations in the other section.



Recommendations (contd.)

Phase 1

5. Based on our findings on **Will users be able to create a reminder to track their happiness measurements with ease?**
 - a. The wording for "Suspend reminder" creates confusion for the user. We would recommend replacing the word with an on and off switch which aligns with their mental model on how users turn on and off reminders on their phone. Please refer to the mockup below.

The screenshot shows the MoodTracker.com website interface. The top navigation bar includes 'MoodTracker.com', 'My Account', 'Forum', 'Testimonials', 'FAQ', 'Contact', and an 'Upgrade Account' button. A sidebar on the left lists navigation options: 'My Purpose', 'Charts', 'Medications', 'Exercises', 'Reminders' (highlighted in yellow), 'Wellness Team', 'Settings', and 'Log Off: rkpoor5'. The main content area is titled 'Reminders' and contains a form with the following fields and options:

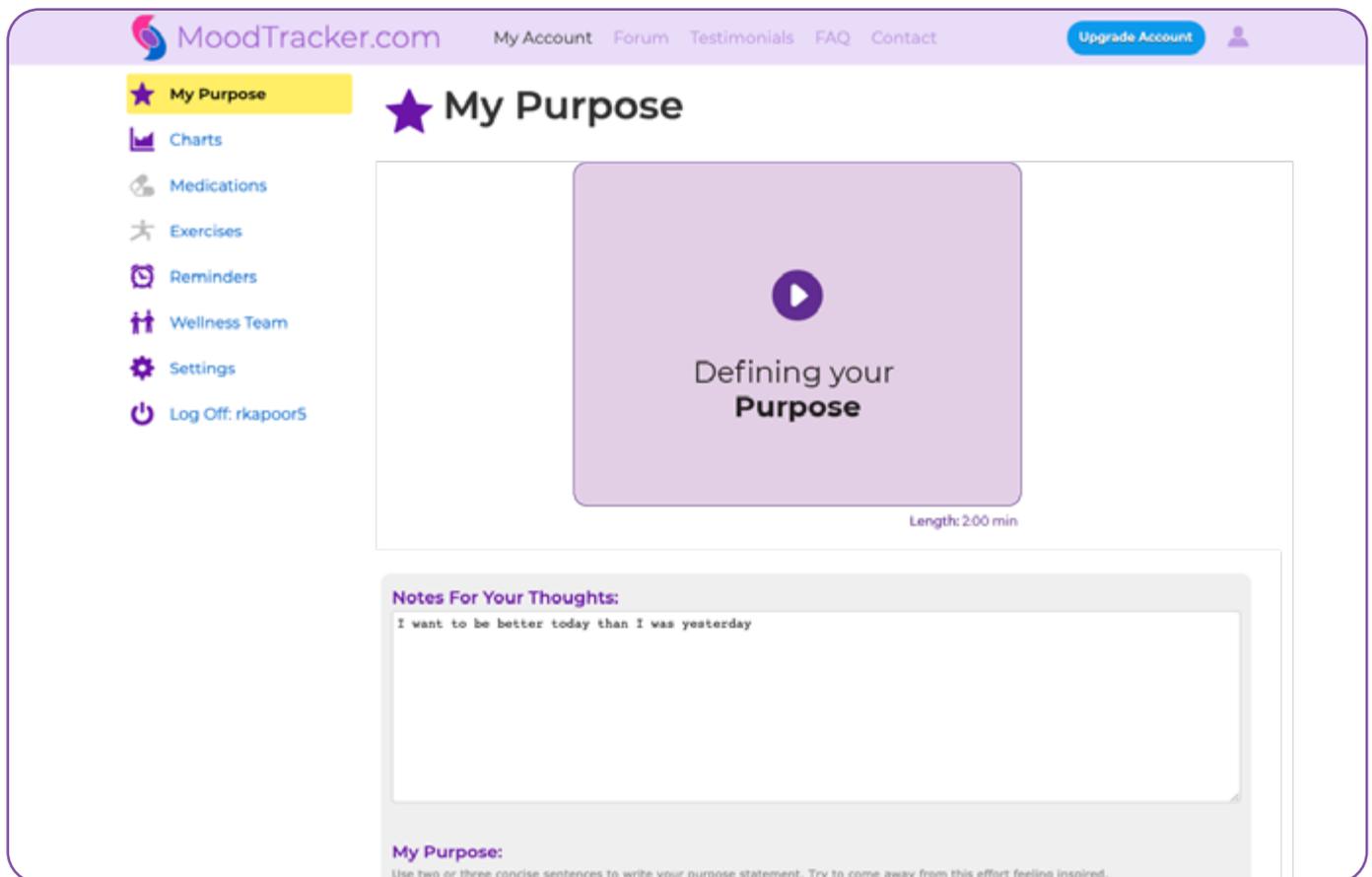
- Type:** Email
- Email:** rahulkapoor+9@gmail.com
- Daily Send Time:** 12 : 00 am
- Time Zone:** 2 Aug (5:54pm) - America/Anguilla
To locate your time zone look for your current time and nearest geographic location in the drop-down list.
- Reminder Option:** Record Measurement, Custom Message
- Record Measurement:** Mood, Expressed Gratitude, Sleep Hours, Meditation or Prayer, Visualized or Planned
- Message:** Reminder: Go to <https://www.moodtracker.com> to record your Mood value.
- Reminder:** On

At the bottom of the form are two buttons: 'Save Reminder' and 'Cancel'.

Recommendations (contd.)

Phase 2

1. Based on our finding on **Does a user understand the concept of “my purpose” and how to put that into words?**
 - a. To make it easier for the users to understand the content presented on the “my purpose” page, we recommend leveraging a video instead of the current long-form content on the page. The video will help explain the importance of “purpose” and make it easier for the users to understand.



Recommendations (contd.)

Phase 2

1. Based on our finding on **Will users know how to locate, track, and edit their Health Measurement Records?**
 - a. Allowing the user to edit their data directly from the charts is good practice. However, it will require the design and development team to create and solve this to make it efficient for the users to add daily metrics into the system.

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Detailed Results - Task 1

<p>Test Objective 1: How easily can users join Moodtracker?</p>	
<p>Task 1: Become a new member in Moodtracker Scenario: Imagine that you've been feeling down for several weeks and can't exactly understand why. After a visit with your doctor, they suggest using MoodTracker to help keep track of your happiness levels. Go to www.Moodtracker.com and become a new user by setting up a free account.</p>	
<p>Performance Results: Qualitative Data</p>	
<p>Task 1 Description of Actions:</p>	<p>Four out of five participants selected the "Get Started" button from the homepage to begin the task; one participant selected the Login link from the top navigation, which resulted in an error. Two out of five participants selected the "My Account" link then the "Sign Up" link as part of their task path. Four out of five participants selected the "mental health management" button; one selected "finding more happiness". Three out of five participants selected the "Depression button"; one selected "Anxiety". All five participants performed the new user registration sign up process successfully.</p> <p>(user 1 path: get started button from homepage -> mental health management-> my account link ->sign up link -> mental health management -> female reproduction - yes -> depression -> complete plan (TASK FAILURE) -> sign up new user registration -> finish button -> registration complete!</p> <p>(user 2 path: login link in top navigation from homepage -> login button -> (ERROR Invalid Username) ->my account link in top navigation -> not a member? Sign up link -> finding more happiness button -> free basic plan -> sign up new user registration page -> finish button -> registration completed!)</p> <p>(user 3 path: get started button from homepage -> manage mental health button -> anxiety -> free basic plan button -> user registration, finish button -> registration complete! -> my account)</p> <p>(user 4 path: get started button from homepage -> mental health management button -> back arrow to previous page -> mental health management -> depression ->free basic plan button -> sign up new user registration, finish button -> registration completed!</p> <p>(user 5 path: get started button from homepage -> mental health management button -> depression -> free basic plan > sign up new user registration, finish button -> registration completed!</p>

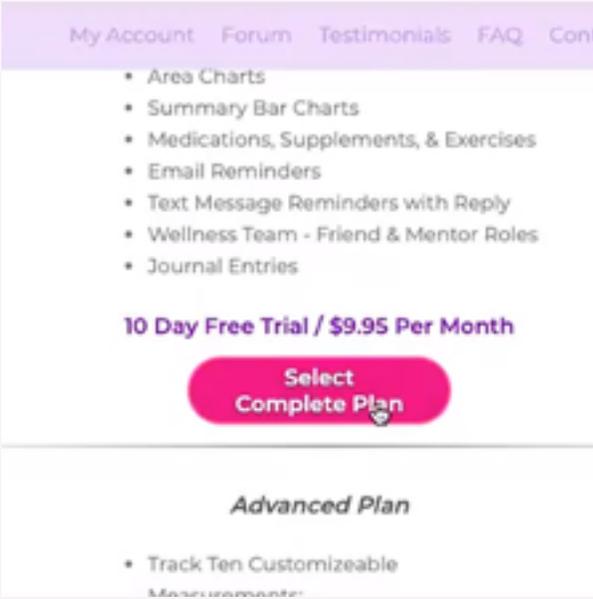
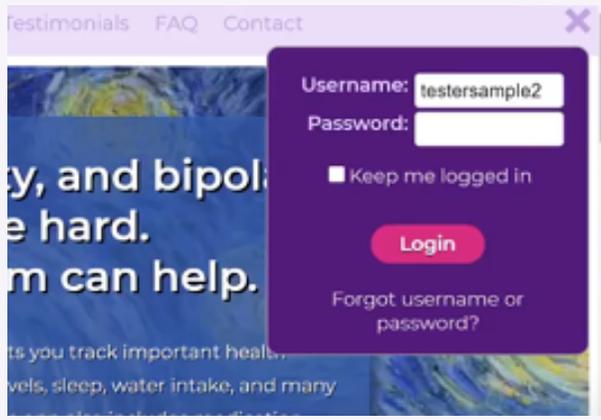
Detailed Results - Task 1

<p>Task 1 List of Obstacles</p>	<p>Four out of five participants expressed confusion when making the selection between “Finding more happiness” and “Mental Health Management” because they could not distinguish the difference between the two categories. One participant selected the “back” arrow icon to look at the two options for a second time. One participant did not scroll to the bottom of the select plan page, and did not see the free basic plan option, which resulted in failing the task.</p> <p>One participant initially had difficulty inputting the “dummy” login data, but attributed that to fatigue. That same participant could not remember their username when logging in and received an “invalid username” error message.</p> <p>One user scrolled up and down multiple times to understand the differences between the three plan types: Basic, Advanced and Complete.</p> <p>One participant was not initially able to login because they had not yet set up a new account first, which also resulted in an “invalid username” error message. The error message was not especially helpful, and did not instruct the user that they needed to set up an account first.</p>
<p>Task 1 User Comments/Concerns</p>	<p>“If I didn’t have a formal diagnosis, but just was sad, I would click the first button Find More Happiness. But if I had a history of depression, I would click the second button.” - TG</p> <p>“Not all of the mood disorders are here. Some people may have other psychiatric diagnoses. Maybe a 4th option for people to input.” - TG</p> <p>“I would like the panels to be next to each other so you could see all of them so you can compare and don’t have to scroll to see the true differences. Or, it could be cool if they could build on each other. One master template with silver and gold with all the things you get for each plan upgrade. This might appear different on different platforms (swipe left/swipe right) to compare.” - TG</p> <p>“That was a really good user flow. To be walked into the plans and registration option was a really efficient way to get there.” - OS</p> <p>“A tool tip or a link to a document that explains what finding happiness and health management is. [to help participant complete the task better]” - SY</p>

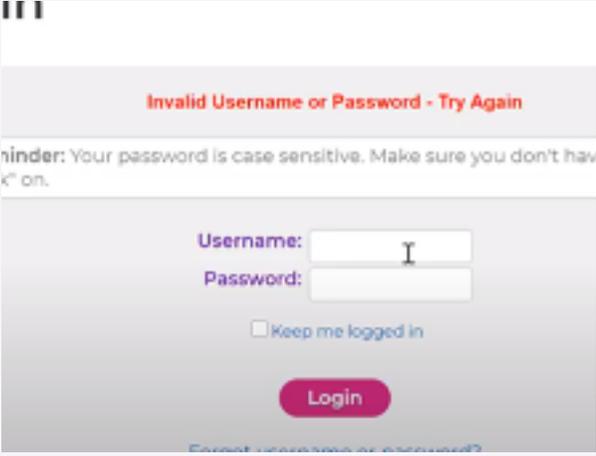
Detailed Results - Task 1

<p>Task 1 Post-Task Question:</p>	<p>Participants expressed differing opinions about when to choose the My Account link versus the Login link from the main navigation. When participants were asked, "Before you create an account, when you see My Account and Login, which link are you more inclined to click first and why?" four out of five participants indicated that My Account is used only after a user has created an account. One out of five participants said they would select My Account first because they thought it would take them to a page where they could login or create a new account. Two out of five participants said they would select Login first because they were not members and did not have an account yet. One participant mentioned the Get Started button was bigger and more obvious to click on.</p> <p>(user 1 indicated they would select My Account first because they thought it would take them to a page where they could login or create a new account.)</p> <p>(user 2 selected Login first because she indicated she did not yet have an account; this resulted in an error message.)</p> <p>(user 3 indicated that My Account is used after an account has already been created, which is why they clicked the Get started button.)</p> <p>(user 4 said they would click Login first because if you're not a member, it would normally give you an option to create an account.)</p> <p>(user 5 indicated that My Account implies he already has an account, which is why he selected Get Started, which also was bigger and more obvious to click on.)</p>
<p>Performance Results: Quantitative Data</p>	
<p>Task 1 Success:</p>	<p>Four out of five participants successfully completed the task and signed up to become new members of Moodtracker.com by choosing the free Basic plan. The one participant that failed the task signed up for the Complete plan instead, which requires payment. However, not all participants followed the same path to sign up.</p>
<p>Task 1 Errors:</p>	<p>One out of five participants did not initially remember their login information, and received an error message, "invalid username." A second participant received the same "invalid username" message, but for a different reason - - they did not set up a new account before logging in.</p> <p>One out of five participants failed the task by not selecting the correct plan. That participant did not scroll lower down into the page where the Basic Plan was located.</p>

Detailed Results - Task 1

<p>Task 1 Source of Errors:</p>	 <p>Task Failure: One participant selected the Complete Plan, not the Basic Plan.</p>  <p>Source of Error: One participant tried to login via the main menu, without first having set up an account. This produced an error message (see next figure below).</p>
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Detailed Results - Task 1

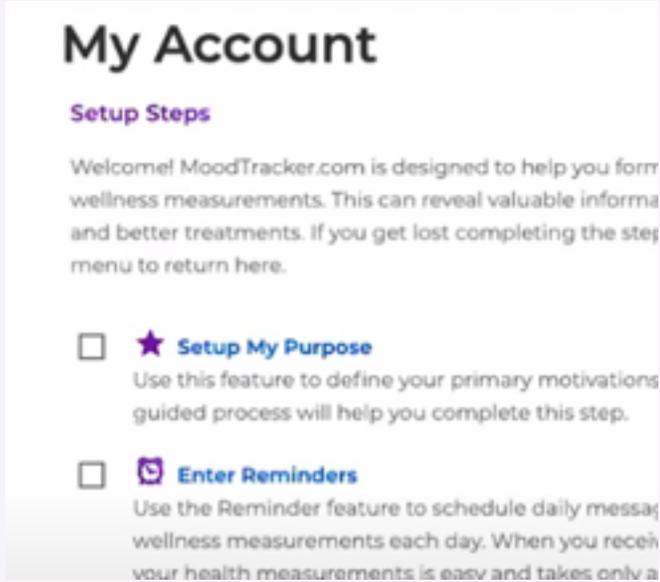
<p>Task 1 Source of Errors:</p>	 <p>Source of Error: The one participant who tried to login first without having set up an account, received the “invalid username or password” error message. The error message did not instruct the participant that they needed to set up an account first.</p>
<p>Task 1 Subjective Ratings</p>	<p>When asked on a scale of 1 to 5 how confident participants were that they successfully completed the task, four out five participants rated themselves “5, most confident”. One participant rated themselves a “3, neither confident or not confident”. Three out of five participants said the interface was pretty intuitive and not lacking any information that would have helped them complete the task better.</p>
<p>Task 1 Assistance Counter</p>	<p>Three out of five participants did require moderator assistance. One participant needed the task re-stated; another needed guidance when entering the “dummy login data”. The third participant asked what the difference between “finding more happiness” and “mental health management” was.</p>

Detailed Results - Task 2

<p>Test Objective 2: Does a user understand the concept of “My Purpose” and how to put that into words?</p>	
<p>Task 2: Set Up “My Purpose” Scenario: After logging into the application using the account you created in Task 1, the next task is to come up with an inspirational statement. This may answer the questions “Why are you here?” and “How will this tool help me?” Please show me how to add in this statement to the interface.</p>	
<p>Performance Results: Qualitative Data</p>	
<p>Task 2 Description of Actions:</p>	<p>Each participant spent varying amounts of time completing this task with different levels of confidence. Some participants skipped certain fields and went through the task very quickly; while a couple participants took the time to read the directions and carefully filled out the fields.</p> <p>All five participants began this task on the My Account Set up Steps page after logging in. One out of five participants selected the My Purpose link from the left side navigation. Three out of five participants noticed the check box icon next to the Setup My Purpose link; one participant tried clicking on the check box icon first. Four out of five participants selected the Setup My Purpose link; one selected the link but was very unsure and hesitant that it was the correct path.</p> <p>One out of five participants only inputted text into the My Purpose input field, and skipped over the other three remaining fields, then clicked on Save. One participant skipped reading the introductory text when completing the task. Two out of five participants inputted text for Notes for your thoughts and My Purpose, but skipped the remaining two fields. Two out of five participants diligently read the introductory text, and added multiple phrases into Notes for my thoughts and wrote a My Purpose statement after scrolling up and down a few times and looking at the examples provided. One participant would have liked to see the font change in real-time; another participant would have liked more fonts to choose from.</p>

Detailed Results - Task 2

<p>Task 2 Description of Actions:</p>	<p>(user 1 path: participant started on the My Account Set up Steps page -> selects My Purpose link on the left side navigation -> participant reads the first few paragraphs of text, but does not scroll down -> participant clicks on the My Purpose link again -> scrolls down on page and enters text inside the My Purpose text field -> participant selects the Save button, having skipped over the Notes for my thoughts, font and days of week settings.</p> <p>(user 2 path: participant started on the My Account Set up Steps page -> participant tries clicking on the checkbox image next to the Setup My Purpose link -> selects the My Purpose link -> enters text in Notes for your thoughts input field -> enters text in My Purpose input field -> participant skips over the font and days of week fields -> selects Save button.</p> <p>(user 3 path: participant started on the My Account Set up Steps page -> participant selects the link inside the page next to the check box icon called, "Setup My Purpose" -> participant reads and scrolls the page -> enters text in Notes for your thoughts input field -> participant scrolls up and reads more of the text, then writes an additional note -> participant attempts to write a separate note for each bullet point question on the page -> participant reads the instructional text for My Purpose text input field -> participant goes back up to look at the examples of My Purpose statements provided -> participant entered text into My Purpose input field, "I would combine my four notes into a more coherent purpose statement." -> tests out the fonts -> participant checks each day of the week -> selects Save button.</p> <p>(user 4 path: participant started on the My Account Set up Steps page -> selects Setup My Purpose link -> participant enters in Notes for your thoughts text -> enters My Purpose text -> uses the default font -> selects a day of the week -> selects Save button.</p> <p>(user 5 path: participant started on the My Account Set up Steps page -> selects the Setup My Purpose link after noticing the check box -> writes in Notes for your thoughts input field -> writes in the My Purpose input field -> selects font -> checks days of the week -> clicks on Save button.</p>
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<p>Task 2 List of Obstacles</p>	<p>The check box icon on the My Account Set up Steps page was confusing for three out of five users, who either tried to click on the check box first, or thought it would become "checked off" once they completed the task. One participant was confused by the phrase "inspirational statement" used in the task question, even though she completed the task successfully.</p> <div data-bbox="506 514 1166 1096"></div> <p>Source of confusion: check box icon next to each link that some participants thought were clickable, or expected to be "checked off" once a task was completed.</p>
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Detailed Results - Task 2

<p>Task 2 User Comments/Concerns</p>	<p>Three out of five participants expressed confusion when completing the task, and said they were guessing when they selected the My Purpose link. One participant selected that link twice, after navigating elsewhere because she did not take the time to scroll and see what the page was about. She only understood after scrolling and seeing the option for inputting a My Purpose statement.</p> <p>"I don't understand what the task is, I have no idea what you're talking about. I don't know what you mean. Um, this is just not like something I would do at all. I could do it. It is totally weird to me. I can't even imagine doing it. I wouldn't do it. It's giving me a font to choose, that's weird." -HB "My first thought is to click the box. One feedback is - oh, check this box, but now I see the link is underlined for Setup My Purpose" -OS</p> <p>"The marathon example sold me right away as to why having a defined purpose is good." OS "The My Purpose statements don't align with the Notes for your thoughts, where I thought I was building a structure. Some feedback would be to indicate the prompts provided are examples and you can ponder things beyond these four questions."</p> <p>"If the goal is a structured response, then have the goal align with the prompts. But if it's not, and the prompts are just meant for brainstorm sparkers, then just identify them as that." -OS "It would be cool, once I have My Purpose written out, if I clicked on each of these fonts, for it to be responsive and change the actual font." -OS</p> <p>"I would select all of these days [of the week to Show My Purpose on] and you could even have a button on the bottom that says "Select All" or "Everyday" because for me I would want to see My Purpose everyday." -OS</p> <p>"It might be helpful if there was a button, like Move On next to the Edit button, It would have been nice to have a more laid out flow for me as the user going through these to show me the progression." -OS "It's really unclear if my purpose statement was saved since the only action I can do is Edit. I don't really know what else to do on this page, so some indicator to say whether My Purpose is done - if saved successfully or what to do next would be helpful here." -SY</p> <p>"The My Purpose page is really text heavy, and used paragraphs instead of bullet points. I didn't really read through it, so it might have been the inspirational statement." -SY "I see some instructions. I'm supposed to read this. Tell me about goal-oriented purpose is important. My only thought is this may be a bit wordy for a phone platform...It might be broken down into multiple sections. There could be practice questions or something to journal about. I might put bullet points or quotes to show those are examples of motivational statements. This might be better explained with video or some kind of multimedia." -TG</p> <p>"A larger font selection would be great." -TG</p> <p>"I don't know why this checkbox is here, but it would probably be checked when completed." - TG</p>
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Detailed Results - Task 2

Performance Results: Quantitative Data	
Task 2 Success:	All five participants completed the My Purpose task successfully, but one participant in particular found the task more difficult as evidenced by her 'no confidence' rating.
Task 2 Errors:	Despite hesitancy expressed by two participants, all five participants performed the task without committing any errors.
Task 2 Source of Errors:	Zero errors were committed.
Task 2 Subjective Ratings	<p>When asked on a scale of 1 to 5 how confident participants were that they successfully completed the task, all but one participant rated high levels of confidence. Three out five participants rated themselves "5, most confident". One participant rated themselves a "4". One participant seemed to struggle a bit and rated themselves a "1, not confident".</p> <p>Two out of five participants said that their confidence would have been higher if the interface confirmed that their action was saved with either a message or an indicator, as well as where they should go next. One participant expressed that he wasn't sure if he was done with the task because the Edit button was still displayed. That participant would have liked the flow laid out more clearly by having a Move On button to take him to the next logical onboarding task.</p> <p>One participant was unsure if they would be able to see their purpose statement the next time they logged in, if the statement gets lost if they log out, and were unclear where to find the statement. That same participant was curious if they could create more than one purpose statement.</p>
Task 2 Assistance Counter	None of the participants were assisted during this task.

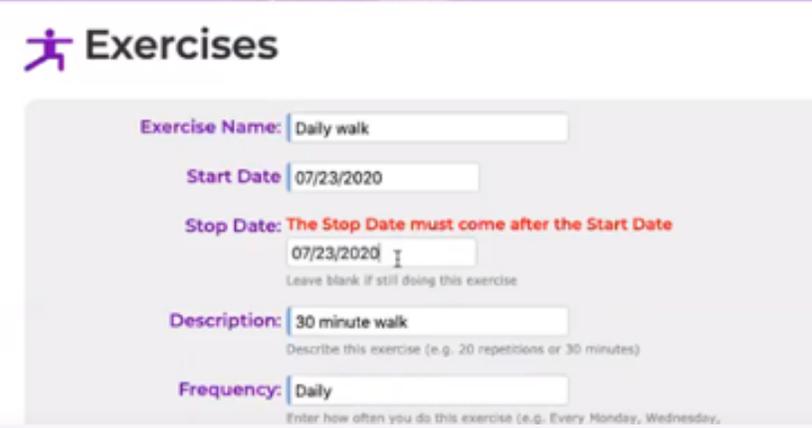
Detailed Results - Task 3

Test Objective 3: Is the Moodtracker website user-friendly towards new users and help them learn how to use the interface?	
Task 3: Add new health management records. Scenario: After discussing with your doctor, you want to be able to track your daily health measurements using the Moodtracker website. You plan on entering these measurements into the website every day. Please show me how you would enter today's data.	
Performance Results: Qualitative Data	
Task 3 Description of Actions:	<p>Three out of five participants followed the same path of selecting the Charts link from the left main navigation. The one participant who completed Task 1 incorrectly, also completed this task incorrectly because she had a different plan which offered more features. That participant began by clicking Charts, but quickly navigated away from the page when the charts did not refresh and display fast enough. She clicked on several different links in the left navigation and completed the Exercises flow instead of the Charts flow. One participant out of five clicked on the My Account link, because she recalled seeing instructional text on that page which she thought could help guide her. From there, she clicked on the Charts link from the My Account page and completed the task.</p> <p>(user 1 path: started on My Purpose edit page -> clicks on Charts link, but quickly navigated away before the charts were able to be displayed -> clicks on Exercise link (because she was on the paid plan) -> clicks Reminders -> clicks Wellness Team link -> clicks back to Exercises link -> clicks Enter a New Exercise -> enters exercise name, and Start Date of July 23 and Stop Date of July 23, description and frequency -> clicks on Save Exercise button -> ERROR MESSAGE ->re-enters the Stop Date to be July 24 (tomorrow's date) -> clicks on Save Exercise button)</p> <p>(user 2 path: started on My Purpose edit page -> clicks on Charts link from the left side navigation, (but initially wanted to click on Moodtracker logo to home) -> enters data into page by clicking Add or Modify Record link-> after trying to click on the chart, user selects a value for Mood (terrible) -> kept default value for Expressed Gratitude (zero times) -> moved the slider to 5.50 hours of Sleep -> selected a value for Meditation and Prayer (Yes) -> selected a value for Visualized or Planned (Yes) -> entered text in the Journal input field -> clicked the Save button.)</p> <p>(user 3 path: started on the My Purpose edit page -> clicks on the Charts link -> clicks on Add or Modify Record -> notices the Date, but kept it at the default date of today -> selects a value for Mood (Good) -> selects a value for Anxiety (mild) -> said was going to initially click the Sleep text box, but uses the slider instead (8 hours) -> selects a value for Exercise Quality (Mild) -> hovers over the question mark help icon to see definition next to Visualized or Planned (Yes) -> user inputted text into Journal field -> checked Private box -> clicked on Save button. User also clicked on the other two tabs to see what was there.)</p> <p>(user 4 path: started on the My Purpose edit page ("not clear where to enter my health measurements on this page") -> clicks on My Account link (because "this page provides some instruction of how to add her first health management record") -> selects Add or Modify Record -> selects a value for Mood (Excellent) -> selects a value for Sugar Amount (moderate) -> enters Sleep hours using the slider (8 hrs) -> selects a value for Exercise quality (Good) -> selects a value for Expressed Gratitude (1-2 times) -> skips over Journal and selects the Save button. Clicks Bar Charts and Journal tabs.)</p> <p>(user 5 path: started on the My Purpose edit page -> selected Charts from left navigation -> clicks on Add or Modify Record -> selects a value for Mood (Good) -> selects a value for Sleep (7 hours) -> selects a value for Visualied or Planned (Yes) -> enters text in Journal field -> clicked on Save button.)</p>

Detailed Results - Task 3

<p>Task 3 List of Obstacles</p>	<p>One participant, who initially landed on the correct page, quickly left it due to the slow refresh of the charts. Although exercise could be considered a health management item, the task was broader and encompassed more than just exercise tracking, which is why the participant failed the task. That same participant also received an error message when she entered the same date for her exercise data. She entered the same Start Date and Stop Date, which caused an error, since the system requires the Stop Date and Start Date to be different from each other (Stop Date must be later). The interface could provide instruction to avoid date entry errors.</p> <p>Another participant did not feel the My Purpose edit page offered enough information about where to go next, so that user navigated to the My Account page, where she found the instructional text needed to successfully navigate to Charts and complete the task. That same participant mentioned they expected to be able to add or modify the charts directly on the Charts page without having first needing to click on the Add or Modify link.</p> <p>One participant found the Charts to be confusing when she first landed on the page, as she did not understand what all the lines inside of the charts meant. That participant would have liked some instructional text on the page.</p> <p>One participant was not exactly sure what Visualized or Planned meant, and clicked on the Help text icon in order to better understand.</p> <p>Before inputting data, one participant initially thought the data in the charts should be displayed from left to right, in chronological order.</p>
<p>Task 3 User Comments/ Concerns</p>	<p>"I find the interface to be really confusing, I don't know what all of these lines are." - HB</p> <p>"I like that the label has this question mark because I didn't know exactly what Visualized or Planned meant" -OS</p> <p>"I like that you can keep journal entry private from wellness team if you wanted"-OS</p> <p>"Bedtime feature on Apple phone has when you fell asleep and when you woke up, and you could see how good your sleep is based on the size of the bar (and that might be under bar charts)." - TG</p> <p>"With the binary things (Meditation/Prayer and Visualized/Planned) there may be a simpler solution...it seems silly to have this kind of chart for it." - TG</p> <p>"I know what visualization means, but some people may not specifically know." -TG</p> <p>"It might be interesting to have some sort of definitions (what is an example of poor, terrible) what's the difference between poor and fair...what is light exercise? Could be subjective...maybe some definition framing would be helpful in guiding someone" -OS</p> <p>"When I see chronologically data, I expect it to be over to the left and sort of build." -TG</p> <p>"Maybe since it's your first time using it, maybe it could instruct you, once you put your mood in it will track it." -HB</p> <p>"I see the dots on the chart, so I'm confident it recorded the things I put in there." -HB</p>

Detailed Results - Task 3

Performance Results: Quantitative Data	
Task 3 Success:	Four out of five participants successfully completed the task. One out of five participants failed the task because she had a different plan than the other participants, and she incorrectly entered data under the Exercise page instead of the Charts page. Two participants expressed that the task may have been easier to complete if some of the labels had definitions: Visualized or Planned, what is "light exercise" and the difference between "poor and terrible mood".
Task 3 Errors:	One out of five participants committed an error, which occurred after entering the same value for the Start Date and Stop Date for an exercise. The system does not allow Start and Stop Dates to be the same value. The Stop Date must come after the Start Date.
Task 3 Source of Errors:	 <p>Source of Error: One participant entered the same Start and Stop Dates. The Stop Date must come after the Start Date. Also, by completing this page instead of the Charts page, the participant failed the overall task of entering health management data for a given day.</p>
Task 3 Subjective Ratings	<p>When asked on a scale of 1 to 5 how confident participants were that they successfully completed the task, three out five participants rated themselves "5, most confident"; one rated themselves a "4, confident"; one gave a neutral rating of 3, neither confident or not confident.</p> <p>Participants who gave a high confidence rating mentioned noticing the dots on the chart which represented the data they just entered. Two participants noticed the journal data they entered was displayed under the Journal tab. One participant who rated their confidence at 5, still felt the page could have provided some instructional text, especially when using for the first time.</p>
Task 3 Assistance Counter	None of the participants were assisted during this task.

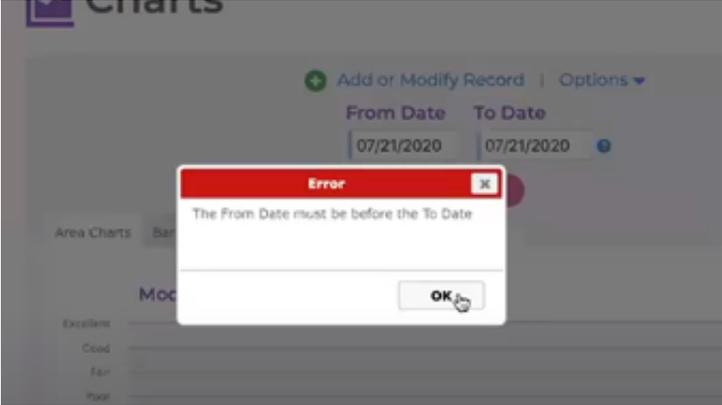
Detailed Results - Task 4

Test Objective 4: Will users know how to locate, track and edit their Health Management Records?	
<p>Task 4: Edit Previous Health Management Records. Scenario: After reviewing your health management records, you realize that you entered the incorrect amount of sleep hours for the day. In addition, your doctor advised you to keep track of your records beginning yesterday and you forgot to do so. Please show me how you would make these changes.</p>	
Performance Results: Qualitative Data	
Task 4 Description of Actions:	<p>All five participants were able to edit a health record, but not without experiencing challenges. All participants selected the Add or Modify Record to adjust their sleep hours for the day. Four out of five participants selected the Add or Modify Record a second time to add a health record entry for the current date.</p> <p>When entering yesterday's records, one participant out of five inputted the same "From" and "To Date" values which resulted in an error. That same participant attempted the task again by changing the Date located on the far right side of the page, which triggered a second error. The participant then selected the Help icon to troubleshoot the issue and then changed the "To Date" to today's date which allowed him to complete the task.</p> <p>(user 1 path: participant started task on the Exercises page -> selects Charts -> user scrolls to the Sleep chart multiple times - when nothing happens, user scrolls up and down -> selects Add or Modify Record -> scrolls down to Sleep Hours and adjusts the hours using the slider -> scrolls up and changes the Date to yesterday's date -> scrolls down and selects Save button -> hovers over data point on chart to verify.)</p> <p>(user 2 path: participant started on the Chart page -> selects Add or Modify Record button [then begins to have technical difficulties and the moderator instructs participant to refresh screen] -> selects Back button in browser, landing on the My Purpose page ->selects Charts link on left navigation. ->selects Add or Modify Record and becomes confused by the blue informational message under the Date. -> selects yesterday's date using the Calendar control -> interacts with changing inputs of Mood, Gratitude, Sleep, Meditation and enters text in the Journal. ->select the Save button.</p> <p>(user 3 path: participant started task on the Charts page -> selects Add or Modify Record -> user double checks that the Date is Today's Date -> adjusts Sleep hours -> Save button -> Add or Modify Record -> selects yesterday's data using the Calendar control -> interacts with all inputs of Mood, Sugar Amount, Exercise Quality, Sleep Hours, Expressed Gratitude -> Save.</p> <p>(user 4 path: participant started task on the Charts page -> selects Add or Modify Record -> modified sleep hours for today's date -> modified From Date and changed to yesterday's date -> ERROR MESSAGE: "FROM DATE' MUST BE BEFORE "TO DATE" -> looked at selections under Options link -> selects Date [on far right side] and entered yesterday's date -> selected inputs for each measurement of Mood, Sleep Hours, Exercise Quality, Expressed Gratitude, Visualized or Planned, Journal -> Save button ->ERROR MESSAGE: "FROM DATE' MUST BE BEFORE "TO DATE" -> clicked on Help icon next to the "To Date" field -> changed From Date to yesterday -> selected journal tab -> selected Option: Last 30 Days -> views chart to see the two data points entered.</p> <p>(user 5 path: participant started task on the Charts page -> selects Add or Modify Record -> modifies data that is already selected from previous task -> clicks Save button -> selects Add or Modify Record again -> selects yesterday's date from Calendar control -> modifies the data again -> clicks Save button.)</p>

Detailed Results - Task 4

<p>Task 4 List of Obstacles</p>	<p>Four out of five participants expressed confusion about why they could not add a record for a single day as the system required them to enter a date range. One of those participants committed the same error twice when attempting to add today's health record - as the system requires the "From Date" to come before the "To Date" [that user wanted those dates to be the same].</p> <p>Three out of five participants were confused when the existing health data persisted when they tried adding a new record, as they thought the new record would be blank and not contain data leftover from a previous entry. One participant suggested separating the "Add record" functionality from the "Modify record" to avoid this confusion because adding and modifying records are separate tasks. Adding a health record would then instantiate a fresh, new page with no previously selected inputs. One participant commented that without previously populated data being "cleared", they could "cheat" the application by just keeping existing entries, which might encourage laziness and ultimately result in inaccurate health records.</p> <p>One participant found it inconvenient to scroll up and down in order to modify their health record when they would have preferred an edit link right next to the chart. One participant expressed a desire to edit the data points that are inside the charts directly.</p>
<p>Task 4 User Comments/ Concerns</p>	<p>"A lack of feedback when Adding or Modifying Record to show me what had changed. It just takes me back to the original page. When I updated the date, the data from today's date persisted and my data from yesterday could have been all different, which kinda threw me off and might bias me toward feeling whatever I felt previously." -SY</p> <p>"Would have been nice to edit it [hours] next to the Sleep Hours chart instead of having to scroll all the way to the top to Add or Modify Record." -AM</p> <p>"Adding and modifying should be separated...they seem the same." - HB</p> <p>"Yeah, so since it's one day, I guess I'd be confused at this point to add just a Single Day, not a Period of time. It seems you're not able to add a single day." -OS</p> <p>"My confidence was lower, because when I went to fill out July 21, my answers from July 22 were already there. But if July 22 was blank, I felt. It didn't feel intuitive that I was entering a single day. It didn't hinder my ability, but if I had less patience, I would have been frustrated." -OS</p> <p>"I'd say, definitely having it not already be populated for the new day..okay, I'm not modifying the other day, I'm doing a fresh one. Period is clearly a feature, but to me I think I'm adding daily almost...it would be kind of confusing to look at the period, does not make as much sense. As far as adding in a product would make less sense. I don't see a user case where I would add a period, unless I'm doing it weekly. To me this would be a daily thing. Skew the product toward daily entry...the From Date and the To Date doesn't fit with that." -OS</p> <p>"Well, I think the interface could be improved by editing or clicking on the dots. Because when I click Add or Modify record, the date window was in the upper right corner and I had to change that. I was confused if I was modifying a date or adding a new one. I was only modifying because I already created it and it was the same day. But for yesterday's date I changed the window. Easier to just go to data, and precisely correct it [user hovers over data point]. Most likely it's just one thing you did wrong [don't need to correct all of the charts]." -TG</p>

Detailed Results - Task 4

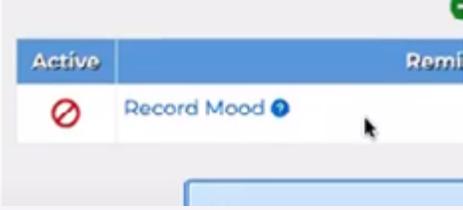
Performance Results: Quantitative Data	
Task 4 Success:	Despite one out of five participants receiving multiple date entry errors, all five participants were able to successfully complete the task of modifying and adding a health record.
Task 4 Errors:	One out of five participants experienced the same error multiple times when attempting to add a single day's worth of data by incorrectly assigning the same date to the "From Date" and "To Date" input fields. In order to fix the error, the participant had to change the "To Date" to be one day later than the "From Date" which was not intuitive. That participant's mental model was a single day's entry is just one specific date, not a date range.
Task 4 Source of Errors:	 <p>One out of five participants received multiple error messages when attempting to input a single date when adding a health management record.</p>
Task 4 Subjective Ratings	When asked on a scale of 1 to 5 how confident participants were that they successfully completed the task, all five participants rated their confidence level a "5, Most Confident" despite the challenges. Once participants were able to overcome initial date entry and scrolling issues, all five participants saw their data plotted on the respective charts when hovering over the data points, which may have contributed to their high confidence level.
Task 4 Assistance Counter	Other than one participant being directed to "refresh their screen" because it froze, no task-based assistance was required by any of the five participants.

Detailed Results - Task 5

Test Objective 5: Will users be able to create a reminder to track their happiness measurements with ease?	
<p>Task 5: Setting up Mood Reminder</p> <p>Scenario: With your busy schedule, you know you will often forget to enter in your health management records every day. Using the interface, please show me how to send yourself daily emails at 8pm CST, which notify you to enter your daily mood.</p>	
Performance Results: Qualitative Data	
Task 5 Description of Actions:	<p>Four out of five participants began the task from the Charts page; one started from the My Account page. Four participants selected the Reminders link from the left navigation; one selected the link from inside the My Accounts page but did notice the other location and assumed it would take her to the same place. All participants selected Enter New Reminder and began inputting data. Four out of five participants correctly entered 8:00 pm for the time; one participant mistakenly entered 5:00 am. Three out of five participants changed the Time Zone; two participants kept the Time Zone default. Four out of five participants kept the default entries of Record Management and Mood; one mistakenly selected Sleep Hours.</p> <p>(user 1 path: participant began on the Charts page -> selects Reminders -> selects Enter New Reminder link -> selects Email -> Daily Send Time: enters 8:00 pm CST (America/Chicago-> selects Record Management -> selects Mood -> selects Suspend Reminder (No))</p> <p>(user 2 path: participant began on the Charts page -> selects Reminders from left navigation -> selects Enter New Reminder -> inputs 5 am ERROR - DID NOT INPUT 8:PM CST -> skips over timezone dropdown -> keeps default Reminder Option as record management, selects default Record Measurement of Sleep Hours ERROR - DID NOT KEEP DEFAULT of MOOD -> clicks Save Reminder.</p> <p>(user 3 path: participant began on the My Account page -> select Enter Reminders from inside the page, but also noticed link on left navigation -> Enter New Reminder -> user fills out the time at 8 pm PST (moderator said it was okay to use their own local time -> kept default choices of Reminder Option and Record Management -> suspend reminder (No, wants to keep active) -> Save Reminder.</p> <p>(user 4 path: participant began on the Charts page -> selected Reminders link from left navigation -> selects Enter New Reminder -> [email is already populated] entered 8 pm America CST-> kept default Reminder Option, kept default Record Measurement [Mood], kept default Suspend Reminder - No -> Save Reminder [user notices the "reminder mood" but red stop icon lowers confidence in task completion)</p> <p>(user 5 path: participant began on the Charts page -> selects Reminders from left navigation -> Enter New Reminder -> selects 8:00 pm, time zone America/Chicago -> kept default Reminder Option of Record Measurement and default of Mood -> selects Save Reminder)</p>

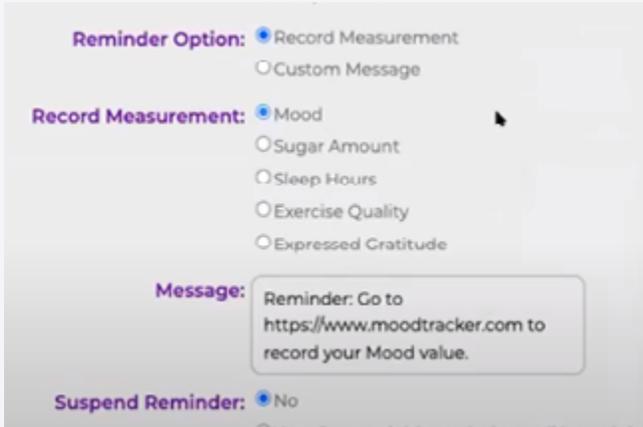
Detailed Results - Task 5



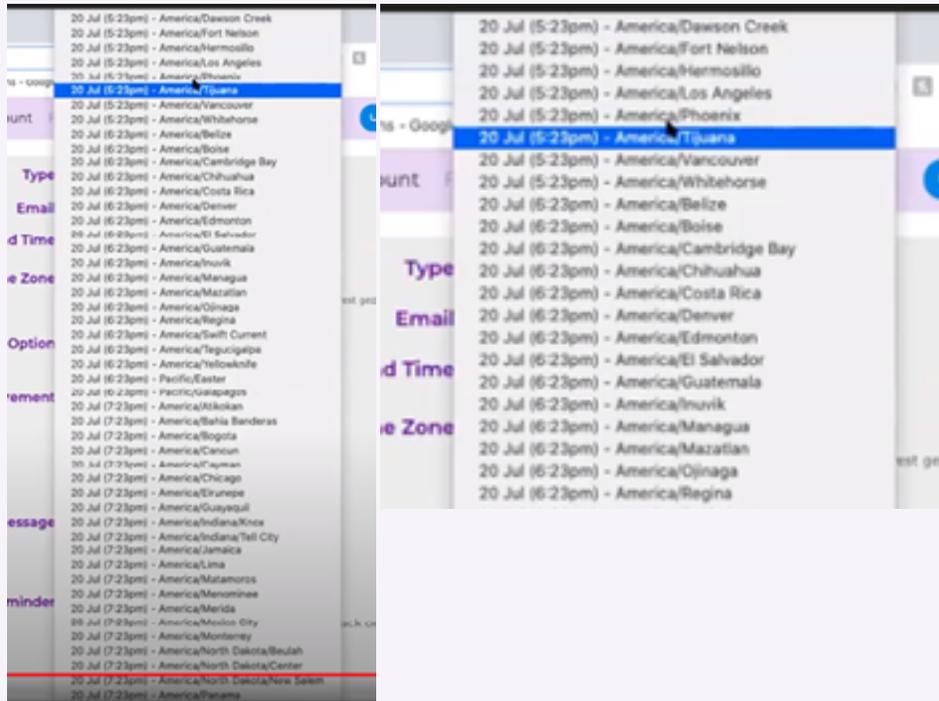
<p>Task 5 List of Obstacles</p>	<p>All participants completed the task fairly quickly and easily, but two participants had lower confidence levels because of the red “stop” or “cross out” icon that was displayed after saving the reminder. One participant commented, “It makes me wonder if I have to go and edit something.” *Note: This issue resolves itself once user emails have been verified. Because the usability test used “unverified dummy data”, this concern is most likely due to a usability test simulation factor, rather than a true issue with the interface.</p> <p>The three out of five participants that did change the Time Zone had to scroll through a long menu list organized primarily by Continent and select countries and cities instead of using more familiar standard time zone naming conventions and a shorter, more manageable list.</p> <p>One participant thought it was “weird” that there was a Message on the Reminders page that was not editable, even though it was inside a text input box. That participant commented, “If I’m going to send myself a reminder, I should be able to tell myself what I want to be reminded about.” However, the interface DOES have this functionality but it is only activated once the “Custom Message” radio button under Reminder Option is selected.</p> <p>One participant commented that he assumes the reminder will be sent daily, because there is no option to change the frequency.</p> <p>Two out of five participants thought the wording of “Suspend Reminder” was difficult to understand.</p>  <p>Source of confusion: Red “stop” or “cross out” icon caused two out of five participants confusion if their reminder had been saved. This issue most likely resolves itself once a user verifies their email address [which we did not simulate in the test.]</p>
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Detailed Results - Task 5

Task 5 List of Obstacles



Source of confusion: One participant thought she should be able to edit and customize the text inside the Message field. However, the interface DOES have this functionality but it is only activated once the “Custom Message” radio button under Reminder Option is selected.



Extremely long time zone list with a mix of continents, countries and cities slowed down some participants who had to decipher which location aligned with “Central Standard Time, CST.”

Detailed Results - Task 5

<p>Task 5 User Comments/Concerns</p>	<p>"It's weird that this Message is here, because I can't edit it, even though it's in a text input box. I know it's grayed out, but if I'm going to send myself a reminder, I should be able to tell myself what I want to be reminded about." -SY</p> <p>"Assumes that reminder will be sent daily, since it's locked."-OS</p> <p>"The red "Stop" icon makes me wonder if I have to go and edit something (doesn't have a check mark) "I'm just going to say Mood, but I'm going to record all of them." -TG</p>
<p>Performance Results: Quantitative Data</p>	
<p>Task 5 Success:</p>	<p>Four out of five participants successfully completed the task; one participant who failed the task did so because she entered her own data instead of following the task prompt. While three out of five participants expressed high levels of confidence, two participants expressed uncertainty because of the red "cross out" or "stop" icon displayed.</p>
<p>Task 5 Errors:</p>	<p>One out of five participants committed an error, due to entering their own data instead of following the task prompt. That participant was still able to save the reminder, but with the wrong data.</p>
<p>Task 4 Source of Error:</p>	<div data-bbox="386 856 1003 1129" data-label="Image"> <p>The screenshot shows a configuration form for a reminder. The 'Type' is set to 'Email' and the 'Email' is 'hciparticipant2@byztest.com'. The 'Daily Send Time' is set to 5:00 am. The 'Time Zone' is set to '21 Jul (6:57pm) - America/Altkokan'. The 'Reminder Option' is set to 'Record Measurement'.</p> </div> <p>One out of five participants did not follow the task prompt and incorrectly entered a time of 5:00 am instead of 8:00 pm.</p> <div data-bbox="402 1314 1003 1598" data-label="Image"> <p>The screenshot shows the 'Record Measurement' section of the configuration form. The options are: Mood, Expressed Gratitude, Sleep Hours (selected), Meditation or Prayer, and Visualized or Planned. The 'Message' field contains 'Reminder: Go to'.</p> </div> <p>The same participant who entered the incorrect time, also entered the wrong Record Measurement of Sleep Hours, instead of Mood.</p>

Detailed Results - Task 5

Task 4 Subjective Ratings	When asked on a scale of 1 to 5 how confident participants were that they successfully completed the task, two out of five participants gave a rating of "3 - unsure" because of the red "stop" or "cross out" icon under the "Active" column header. The remaining three participants gave a rating of "5 - Most Confident".
Task 4 Assistance Counter	No assistance was provided to any of the participants.

Other Findings

Easiest and Hardest task

- For the easiest task, there was a split amongst our participants. Two of them said task 5, adding a new reminder was the easiest, because it was straightforward. Two of the participants said task 1, creating a new user account was the easiest, because the format was relatively similar to when creating a new account in different sites. While one participant said task 3, adding new health records was easy, because it was the quickest to complete.



ADULT CONSENT TO PARTICIPATE IN RESEARCH

MoodTracker Study

Principal Investigators: Crystal Koo, Tim Lattimer, Cindy Aronson, and Rahul Kapoor (Graduate Students)

Institution: DePaul University, Chicago, Illinois, USA

Department, School, College: College of Computing and Digital Media

Faculty Advisor: Enid Montague, Ph.D. - College of Computing and Digital Media, DePaul University

What is the purpose of this research?

We are asking you to participate in a research study because our group wants to gain more insight into the existing Mood Tracker website and discover any significant usability issues that may block users from completing the website’s essential tasks. This study is being conducted by Crystal Koo, Tim Lattimer, Cindy Aronson, and Rahul Kapoor, all graduate students at DePaul University. This study is being supervised by our faculty advisor, Enid Montague, Ph.D. We hope to include a minimum of 4 participants.

Why are you being asked to be in the research?

You are invited to participate in this study because we have determined you are a target user based on your answers to our screener questions, as they match the characteristics we are looking for in participants.

What is involved in being in the research study?

If you agree to be in this study, we will ask you to participate in a series of tasks within the MoodTracker application. After a few introductory questions, we will continue with the set of tasks based on a series of hypothetical scenarios. The observation will be conducted via a recorded video call. We will record notes from the observations and your response to the questions. We will follow up on the observation with a short wrap up interview, and the video will be shared amongst the group and faculty advisor.

Consent Form (Contd.)

How much time will this take?

This study will take approximately 40 minutes.

Are there any risks involved in participating in this study?

This study involves no risks. You may feel uncomfortable or embarrassed while answering the questions. You do not have to answer any questions you do not want to.

Are there any benefits to participating in this study?

You will not personally benefit from being in this study. Your contribution may improve the application.

Are there any costs to me for being in the research?

There are no financial costs in participating in the research.

Can you decide not to participate?

Your participation is voluntary; you can choose not to participate. There will be no consequences, penalties, or loss of benefits if you decide not to participate or withdraw at any point.

Who will see my study information and how will the confidentiality of the information collected for the research be protected?

The research records will be kept and stored securely. Your information will be combined with information from other people taking part in the study. When we write about the study or publish a paper to share the research with other researchers, we will write about the combined information we have gathered. We will not include your name or any information that will directly identify you. Some people might review or copy our records that may identify you in order to make sure we are following the required rules, laws, and regulations.

For example, the DePaul University Institutional Review Board, and/or the Data and Safety Monitoring Board may review your information. If they look at our records, they will keep your information confidential. At the end of the study, recordings and documentation will be destroyed.



Consent Form (Contd.)



Who should be contacted for more information about the research?

If you have any questions or concerns about the study, please feel free to contact one of the researchers below or their faculty advisor using the contact information listed below:

Tim Lattimer

tim.lattimer@alumni.depaul.edu

Cindy Aronson

Cindy.aronson@sbcglobal.net

Dr. Enid Montague,

Faculty Advisor

emontag1@cdm.depaul.edu

Crystal Koo

crystalkoo510@gmail.com

Rahul Kapoor

rahulkapoor@gmail.com

Statement of Consent from the Subject:

I have read the above information. I have had all my questions and concerns answered. By giving my recorded verbal permission, I indicate my consent to be in the research.

Type name: _____

Date: _____

Moderator Guide

Mood Tracker Usability Test Script

Hi, how are you doing? Thank you for joining us today!

Have you had a chance to read over the consent form? If so, do we have your verbal consent to record this test? [wait for consent] Okay. I will begin recording the session now.

Start recording device to capture verbal consent

If you are ready let's get started. For this test, I will be reading a script just to keep the guidelines consistent for all our participants. The test will take approximately 30 minutes.

My name is [your name] and I'm a graduate student at DePaul University. My group is working on a research project for our Usability Evaluation Methods class. Our project focuses on an application called MoodTracker, which helps individuals measure different health levels such as depression, anxiety, sleep and many others to improve their wellbeing.

The purpose of this test is to gain more insight into the existing Mood Tracker website and discover any major usability issues that may block users from completing the website's basic tasks. I'll be your test moderator and [insert name(s)] will be observing and taking notes while you perform the tasks. The test will be conducted and recorded through Zoom. You will be given several prompts and you will be asked to complete the tasks based on them. You're encouraged to think out loud as you perform these tasks. Thinking out loud means we are asking you to speak your thoughts out loud, such as describing your feelings, reactions, reasons for performing an action, and so forth. Please don't feel discouraged if you make any mistakes, as we're testing the application, not the user. You will not hurt our feelings if you have any complaints or difficulty completing the tasks. The more issues you have, the better for our group to address and find a better solution. Feel free to ask questions as you perform these tasks. This recording will be shared amongst our group and professor. The results from the video may be presented in our final presentation. Participation is voluntary and you are free to quit or stop the test at any time. Do you have any questions or concerns before the test begins?

Moderator Guide (Contd.)

Warm-up questions

Before we begin, I'd like to ask you a warm-up question. Please share your screen at this time and pull up moodtracker.com in a web browser.

Pre-task questions

Looking at the homepage, what are your first impressions about this site?

Observation

Now I'm going to ask you to complete 5 tasks. I'm going to read each one and send it over the Zoom chat. Please speak out loud as you perform the tasks. Once you feel you have successfully completed the task, please let me know.

"Open www.moodtracker.com in a web browser."

Task List

Task 1:

Scenario: Imagine that you've been feeling down for several weeks and can't exactly understand why. After a visit with your doctor, they suggest using MoodTracker to help keep track of your happiness levels. Go to www.Moodtracker.com and become a new user by setting up a free account.

When setting up your account, please use the email, username, and password provided to you.

Post Task questions

- Before you created an account, when you see "My Account" and "Login" which link are you more inclined to click first? And why?
- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Moderator Guide (Contd.)



Task 2:

Scenario: After logging into the application using the account you created in task 1, the next task is to come up with an inspirational statement. This may answer the questions “Why are you here?” and “How will this tool help me?” Please show me how to add in this statement to the interface.

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task 3:

Scenario: After discussing with your doctor, you want to be able to track your daily health measurements using the Mood Tracker website. You plan on entering these measurements into the website every day. Please show me how you would enter today's data.

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Moderator Guide (Contd.)

Task 4:

Scenario: After reviewing your health management records, you realize that you entered the incorrect amount of sleep hours for the day. In addition, your doctor advised you to keep track of your records beginning yesterday and you forgot to do so. Please show me how you would make these change

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task 5:

Scenario: With your busy schedule, you know you will often forget to enter in your health management records every day. Using the interface, please show me how to send yourself daily emails at 8pm CST, which notify you to enter your daily mood.

Don't worry about verifying your email prior to completing this task.

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Moderator Guide (Contd.)

Post-test questions

- Which task was the easiest to complete and why?
 - » Login/Register
 - » Setup the Purpose
 - » Adding new Health Records
 - » Editing previous Health records
 - » Adding a Reminder

- Which task was the most difficult to complete and why?

- Did you feel like there was anything missing from the website or any additional functionality you would've liked when completing the tasks?

- How well did the moodtracker.com match your expectations of the site?

Wrap-Up

This concludes our test! Do you have any more questions for me, or have anything else you would like to share?

Thank you for taking the time to meet with us today.

Participant Log Sheets

Each notetaker will enter all task and post-task notes into a [Google form participant log sheet](#) - [Data of all Videos](#). These log sheets will measure moderator assistance in task completion, success rates, notes and errors, participant comments and concerns, confidence levels and other qualitative data.



Participant Log Sheet
MoodTracker.com

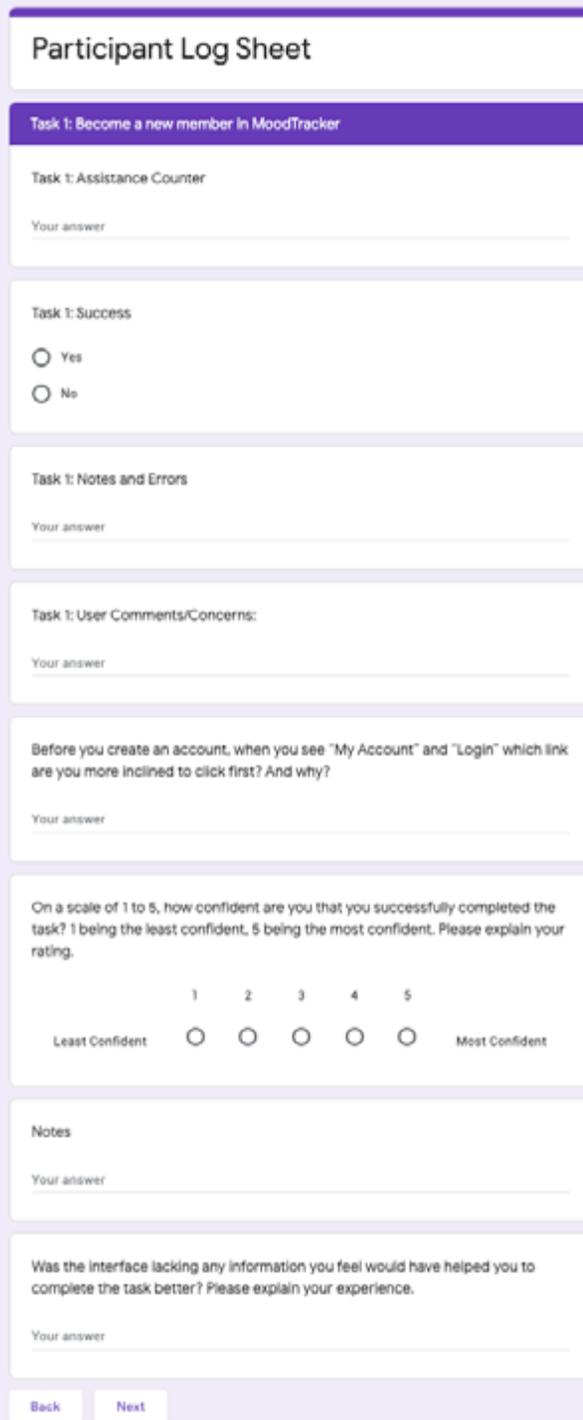
Participants Name
Your answer _____

Observers Name
Your answer _____

Looking at the homepage, what are your first impressions about this site?
Your answer _____

Next

Log Sheet: Participant and Observer Names and our warm up question



Participant Log Sheet

Task 1: Become a new member in MoodTracker

Task 1: Assistance Counter
Your answer _____

Task 1: Success
 Yes
 No

Task 1: Notes and Errors
Your answer _____

Task 1: User Comments/Concerns:
Your answer _____

Before you create an account, when you see "My Account" and "Login" which link are you more inclined to click first? And why?
Your answer _____

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident 1 2 3 4 5 Most Confident

Notes
Your answer _____

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.
Your answer _____

Back Next

Log Sheet: Task 1- Become a new member

Participant Log Sheets (Contd.)

Participant Log Sheet

Task 2: Set Up "My Purpose"

Task 2: Assistance Counter

Your answer _____

Task 2: Success

Yes
 No

Task 2: Notes and Errors

Your answer _____

Task 2: User Comments/Concerns:

Your answer _____

Task On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident 1 2 3 4 5 Most Confident

Notes

Your answer _____

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer _____

Participant Log Sheet

Task 3: Add New Health Management Records

Task 3: Assistance Counter

Your answer _____

Task 3: Success

Yes
 No

Task 3: Notes and Errors

Your answer _____

Task 3: User Comments/Concerns:

Your answer _____

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident 1 2 3 4 5 Most Confident

Notes

Your answer _____

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer _____

Log Sheet: Task 2 - Set up "My Purpose"

Log Sheet: Task 3 - Add New Health Management Record

Participant Log Sheets (Contd.)

[Go back to Table of Contents](#) 

Participant Log Sheet

Task 4: Edit Previous Health Management Records

Task 4: Assistance Counter

Your answer _____

Task 4: Success

Yes

No

Task 4: Notes and Errors

Your answer _____

Task 4: User Comments/Concerns:

Your answer _____

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident 1 2 3 4 5 Most Confident

Notes

Your answer _____

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer _____

Participant Log Sheet

Task 5: Setting up Mood Reminder

Task 5: Assistance Counter

Your answer _____

Task 5: Success

Yes

No

Task 5: Notes and Errors

Your answer _____

Task 5: User Comments/Concerns:

Your answer _____

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident 1 2 3 4 5 Most Confident

Notes

Your answer _____

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer _____

Log Sheet: Task 4 - Edit Previous Health Management Record

Log Sheet: Task 5 - Setting up Mood Reminder

Participant Log Sheets (Contd.)



Participant Log Sheet

Other Insights

Which task was the easiest to complete and why?

Your answer _____

Which task was the most difficult to complete and why?

Your answer _____

Did you feel like there was anything missing from the website or any additional functionality you would've liked when completing the tasks?

Your answer _____

How well did the [moodtracker.com](#) match your expectations of the site?

Your answer _____

Log Sheet: Wrap up -
Other Insights



Team Work Effort

We equally worked on the summaries of each section. Each person wrote up a task and contributed to each section of the report. All worked on the moderator script and warm-up questions and screener. All worked on the Background Questionnaire and User Profile

Name	Tasks
Crystal Koo	<ul style="list-style-type: none">• Moderated 1 Usability Test, Observed 4• Executive Summary Section• Reviewed All Sections for Completion• Recruited 4 of the 5 participants
Cindy Aronson	<ul style="list-style-type: none">• Moderated 1 Usability Test, Observed 4• Detailed Results Section• Reviewed All Sections for Completion
Tim Lattimer	<ul style="list-style-type: none">• Moderated 2 Usability Tests, Observed 3• Methods Section• Reviewed All Sections for Completion• Recruited 1 of the 5 participants
Rahul Kapoor	<ul style="list-style-type: none">• Moderated 1 Usability Test, Observed 4• Recommendations Section• Reviewed All Sections for Completion• Create Design for Final Report

Usability Test Recordings

Below are the links to our five usability tests.

Name	Link to Recording
Test 1	Recording
Test 2	Recording
Test 3	Recording
Test 4	Recording
Test 5	Recording