Test Plan

Background

PlutoPay is an e-wallet application that teaches teenagers financial literacy in an interactive, entertaining way. Teens can learn how to budget, save, and manage their money with helpful tips and a trendy, fun interface.

Goals

The goal of this usability test is, primarily, to evaluate the ability with which users can navigate the application. It will also be helpful to determine if the targeted users (teenagers) find the app useful.

Test Objectives

- Determine if users are able to easily navigate through the application.
  - Do they understand what the navigation icons mean?
  - Are users able to find what they need quickly?
- Determine if users are able to create their own budget.
  - How many steps does it take for a user to complete this task?
  - Was the budget creation process simple? Was it satisfying?

Methodology

Moderated In-Person tests will be held with all participants. The meeting will include a short briefing, the task completion testing, and a follow-up interview/debrief.

Participants

I am in the process of recruiting 6 participants to be a part of moderated in-person tests. At least two of the participants will be teenagers (aged 13-19), and two participants will be parents of teenagers.

Click here to view the full, original test plan.

Click here to view my test script.

Test Results

Introduction

Six participants completed moderated, in-person user tests for the mobile PlutoPay application. Five out of six participants were able to successfully complete all of the given tasks, and 85% of participants rated the tasks as "Very Easy" to accomplish according to Lewis' After-Scenario Questionnaire satisfaction metric. After testing, we were able to identify a few common errors experienced by participants, which are listed below.

Issues

Description	Severity	Proposed Solution	Evidence
The Home icon was misidentified as an arrow.	High	Change the design of the icon to more accurately depict what looks like a house, which is the universal symbol of Home or a Dashboard.	Several of the participants thought the Home/Dashboard icon was an up arrow. Usually after interacting with the app a bit more, they realized it was a Home button, but at first they were confused.
Skipped step of entering money amount before	Medium	Number buttons will be added to make the process of typing in a cash amount more obvious. Also, a pop-up will be added to notify users to insert an amount if they do try to press the "Send/Request Money" buttons prior to entering an amount.	When performing the Money Transfer task, most of the participants selected the option to "Send Money" before typing in an amount to send.
Transfer icon misidentified as scroll buttons.	Low	The icon will be changed from up/down arrows to left/right arrows to more accurately reflect typical Transfer icons.	The oldest participant in particular, who did not have much experience with money transfer apps, though the icon was to scroll up/down.
No back arrow or option.	Medium	Add a back arrow to all subpages.	At various points throughout testing, some users wanted to return to the previous page, but were unsure as to how to do so.
Selecting the wrong type of goal.	Low	Remove the option to add a Work Goal from the teenage users' accounts; only have that option on the parent accounts. Allow teens to view their work goals, but not to edit.	One participant was unsuccessful in accomplishing the Budget Goal task due to confusion between the Budget Goal and Work Goal buttons.

Conclusion

Most participants found the PlutoPay application easy to use, but there were some issues with navigational abilities. Simple graphic/logo design changes and an added onboarding process should solve this problem and allow users to more easily navigate the app. A few changes, such as goal editing, need to be made to certain screens based on the type of account being used (parent/guardian vs. teenager). Once these issues are addressed, the user should have a smooth, simple experience using the app.

Revised Prototype

Hello xxxxx!

PlutoPay

Recent Transactions

TRANSFER
Send or request money from other users of PlutoPay.

DASHBOARD
An overview of your accounts, goals, and daily money tips.
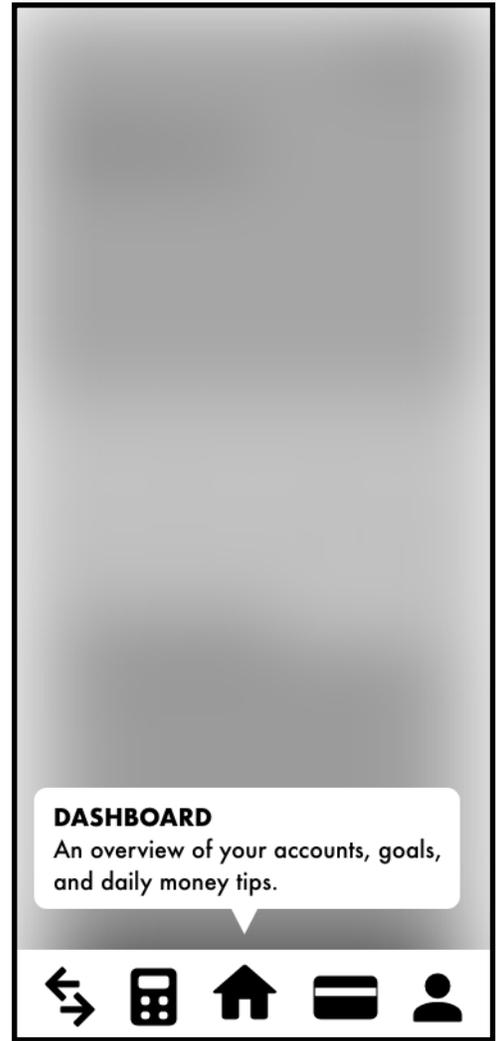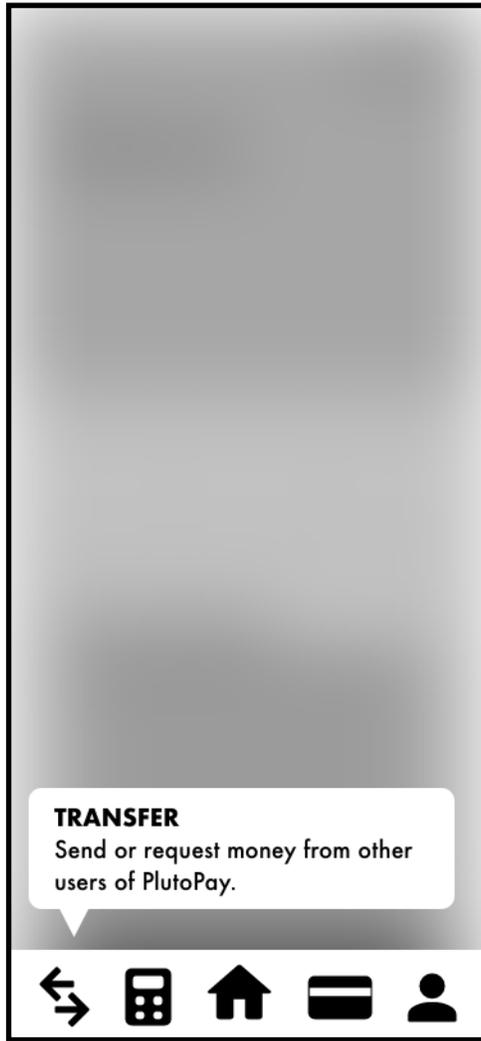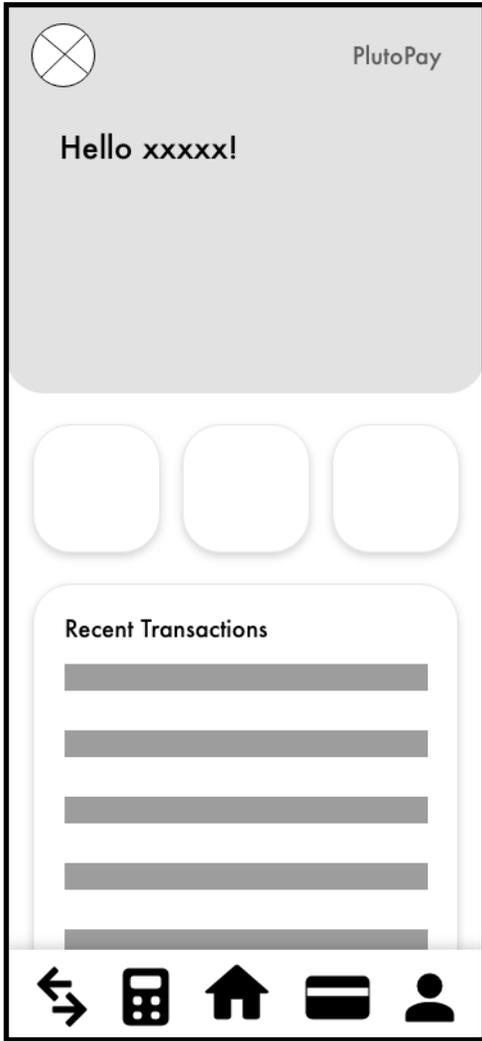
The Home icon has been redesigned to more accurately reflect a house. Additional onboarding has been added upon first login to identify all of the navigation icons.
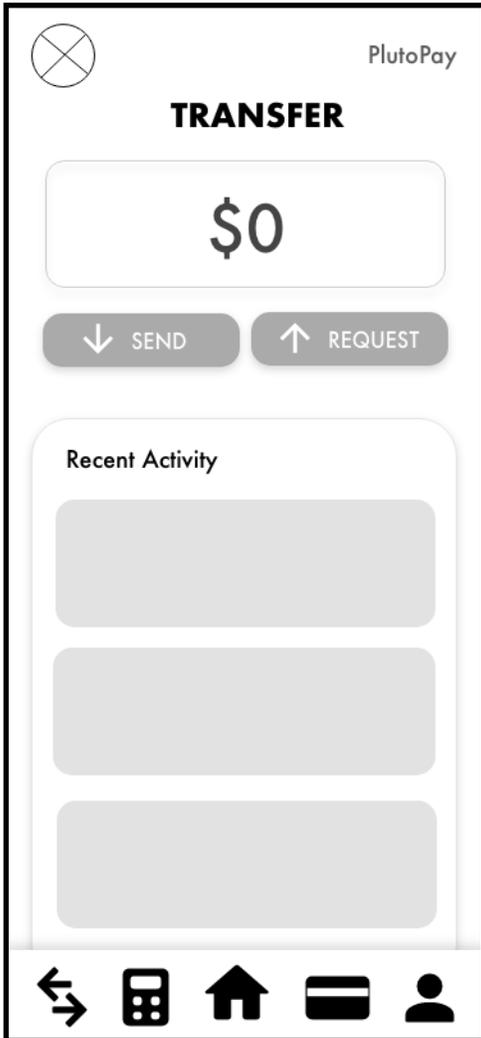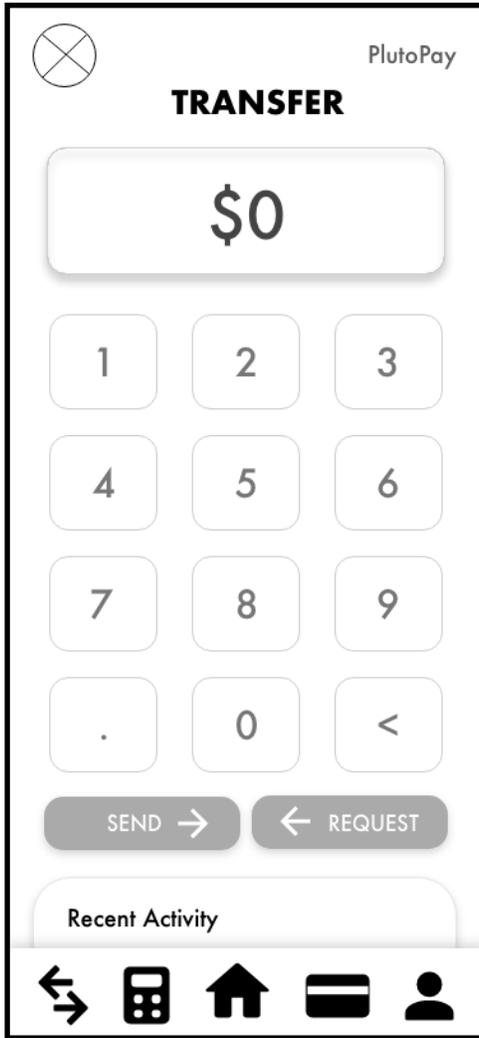
BEFORE   **AFTER**   **AFTER**

The Transfer icon has been adjusted to reflect other app conventions. A keypad has been inserted to encourage the user to enter an amount before selecting a transfer option. If the user attempts to press "Send" or "Receive" before entering an amount, a message will pop up commanding them to.

PlutoPay

← **Create Work Goal**

Which child are you creating a goal for?

xxxxxxxxxxxxxxxx?

xxxxxxxxxxxxxxxx?

$

xxxxxxxxxxxxxxxx?

Create Work Goal

PlutoPay

← **New Budget Goal**

Describe your goal.   ❓

📅 Enter a deadline.

01/01/2022   ⌄

January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Create Goal
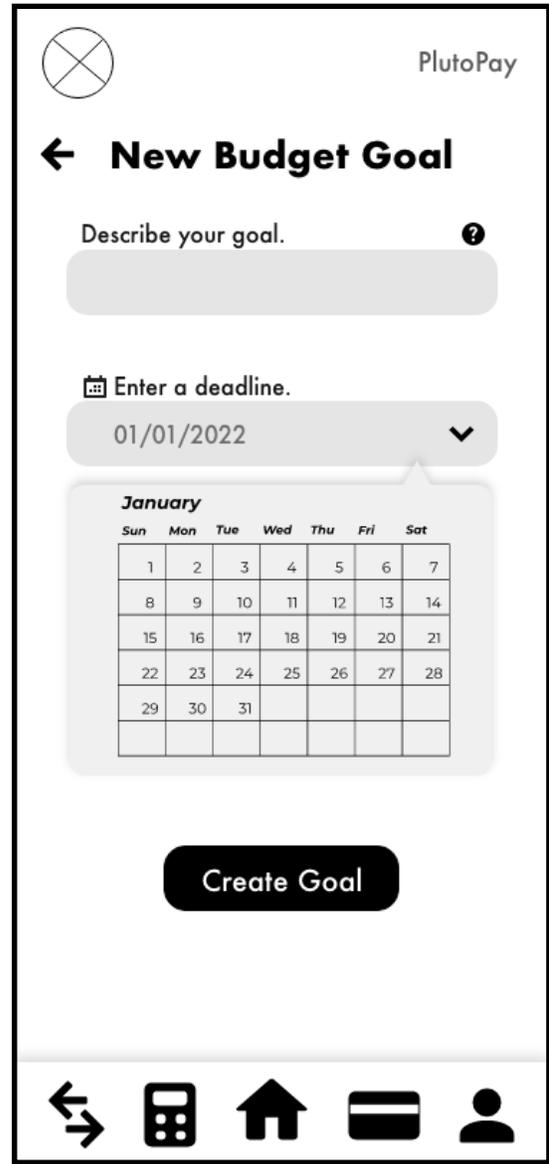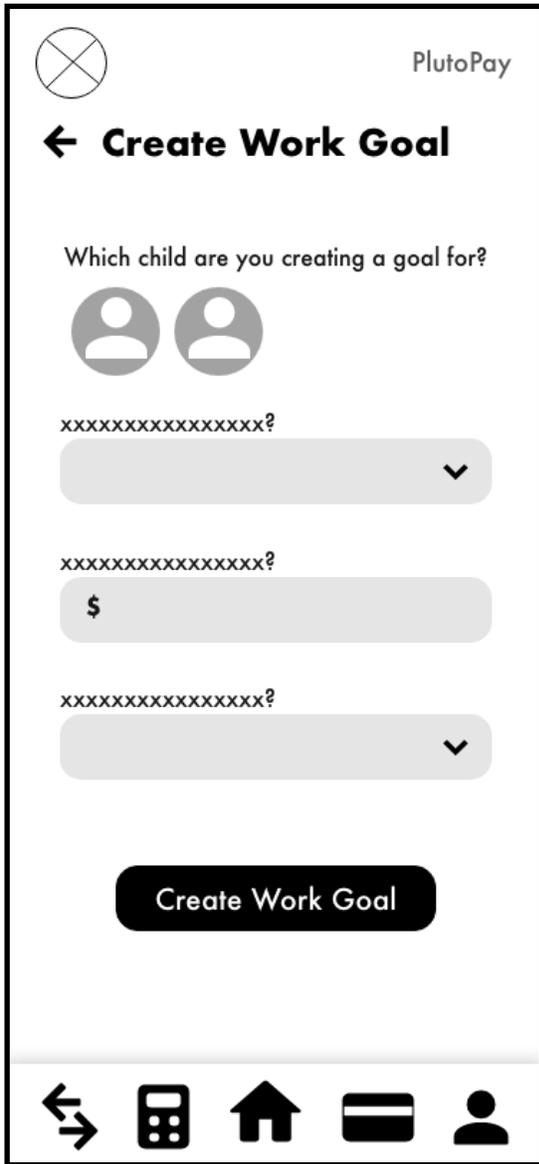
An icon to go back has been added on subpages within the app.
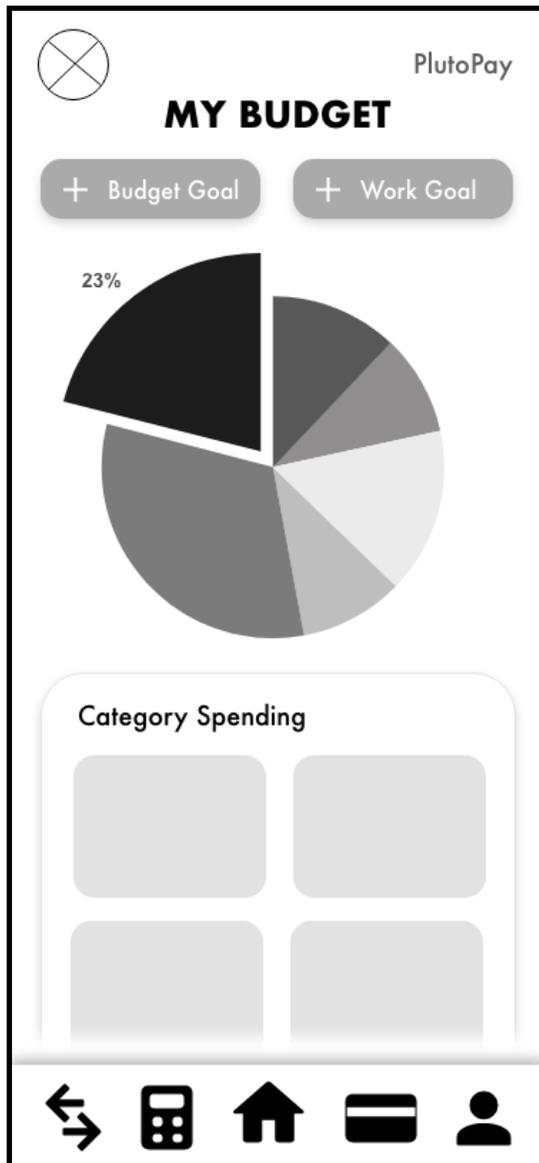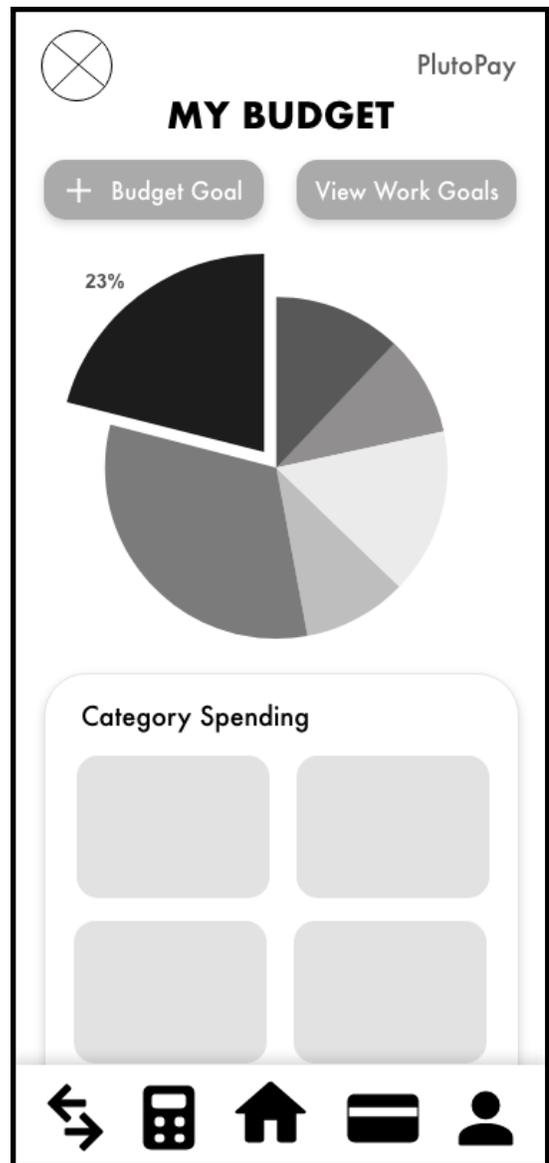
PARENT ACCOUNT   **TEEN ACCOUNT**

On teenage accounts, the option to add a work goal has been removed, as only a parent account will be able to create a work goal. Teenage users, however, can still view the work goals created for them by their parents/guardians.