

4.6 - Usability Test Results & Planning for Future Tests

	P1	P2	P3	P4	P5	P6	P7
Scheduled session details	6/8/2025 11:34:00 Zoom Meeting (Online)	6/9/2025 16:48:28 Google Meet (Online)	6/9/2025 20:28:39 Google Meet (Online)	6/10/2025 12:41:22 Google Meet (Online)	6/10/2025 12:58:20 Google Meet (Online)	6/11/2025 1:36:58 Google Forms (Online)	6/12/2025 5:13:38 Google Meet (Online)
Name	Asif Hasan	Maksudur Rahman	Aleesa Tresha	Md Hasan Rabby	Mohammad Bayazid	Naima Rahman	Ahanaf Tanvir
Gender	Male	Male	Female	Male	Male	Female	Male
Age range	25 - 34	35 - 44	18 - 24	40-50	25 - 34	25 - 34	25 - 34
Location	Ningbo, China	Bangladesh	Brooklyn, USA	Dhaka, Bangladesh	Dhaka, Bangladesh	Australia	Dhaka, Bangladesh
Contact	rafibapi@gmail.com	m.razzbd@gmail.com	aleesatny@gmail.com	aronnorana.bd0@gmail.com	twilightbayzid1000@gmail.com	naimaaaaaaa@gmail.com	ahanaf.tanvir40@gmail.com
Role	Student Freelancer Unemployed	Freelancer Small Business Owner	Student	Small Business Owner	Student	Freelancer	Student
Other characteristics	Needs clearer onboarding process	No major issues	Suggested adding dark mode	Recommends tooltips for new users	Need for charts option	Positive overall feedback	Suggests clearer layout for dashboard
Other characteristics	Suggests adding mobile verification	Found the app simple and intuitive	Recommends tooltips for first-time users	Appreciates app simplicity	Suggests improving layout for better clarity	No significant suggestions	Recommends changing color theme
Other characteristics	Requires better navigation clarity	Did not suggest significant changes	Appreciates the overall simplicity of the app	Suggests chart customization options	No major errors reported	Likes the app's simplicity	Appreciates ease of use

DESKTOP USABILITY TEST	P1	P2	P3	P4	P5	P6	P7	TOTAL	POSSIBLE SOLUTIONS & NEXT STEPS	NOTES
Errors - Record and prioritize most critical errors based on your error classification.										
<i>[Error Rating 3] Couldn't find the search function</i>										
<i>[Error Rating 3] Couldn't find the search function</i>										
<i>[Error Rating 2] Navigation unclear for some features</i>										
<i>[Error Rating 1] Slow page load time for certain features</i>										
<i>[Error Rating 3] Forgot password flow not visible</i>										
<i>[Error Rating 2] Confusion over account setup flow</i>										
<i>[Error Rating 2] Back button doesn't behave as expected</i>										
<i>[Error Rating 1] Tooltip overlapping with input field</i>										
Observations - What are people Doing, Thinking, and Feeling? Use active verbs.										
<i>When entering contact details</i>										
<i>Difficulty finding the financial tools section</i>										
<i>Clean, simple design appreciated by users</i>										
<i>Users hovered no help icon</i>										
<i>Users hesitated before clicking "Get Started" button</i>										
<i>Most users ignored sidebar links initially</i>										

Negative Quotes - Any negative soundbytes? Record them here.											
<i>The search function design needs to be noticeable</i>	Red			Green					2		
<i>I couldn't find the financial tools section easily</i>		Orange			Cyan				2		
<i>The dashboard looks overwhelming at first glance</i>		Orange			Cyan				2	Simplify initial dashboard view by collapsing secondary content	Users may feel cognitive overload on first interaction
<i>It took me a while to realize where the 'Tools' section was</i>			Yellow			Blue			2	Highlight or pin 'Tools' section with visual cues or animations	Important section wasn't visually prioritized in the UI
Positive Quotes - Any positive soundbytes? Record them here.											
<i>I love how easy it is to navigate the web app</i>						Blue	Blue		2		
<i>Overall clean and user-friendly</i>				Yellow	Cyan				2		
<i>The onboarding simple was a nice touch</i>				Yellow			Blue		2	Retain and slightly enhance animation for consistency	Positive user engagement—animation helps create a welcoming experience

Observations

- [P6] When entering contact details
- [P2,P3 and P5] Difficulty finding the financial tools section
- [P4 and P7] Clean, simple design appreciated by users
- [P3 and P5] Need for Clearer Task Flow
- [P6 and P7] Lack of Tooltips for First-Time Users
- [P4 and P7] Users Liked the Simplicity of the Design
- [P3,P7 and P2] Need for Dark Mode Option
- [P6 and P7] Users Were Uncertain About Task Progress
- [P3 and P5] Unclear Financial Data Presentation

Positive Quotes

- [P6 and P7] I love how easy it is to navigate the web app
- [P3 and P5] Overall clean and user-friendly
- [P4 and P7] The app is straightforward, and the features are easy to use.
- [P3 and P5] It was easy to complete the tasks I was given
- [P6 and P7] The overall design is visually appealing.

Negative Quotes

- [P4] The search function design need to be noticeable
- [P2 and P5] I couldn't find the financial tools section easily
- [P2 and P5] I didn't know if my transaction was successful.

Errors

- [P4,P6 and P2] Couldn't find the search function
- [P2,P3 and P5] Navigation unclear for some features
- [P3] Unclear Error Messages
- [P2] Slow page load time for certain features
- [P2] Difficulty Editing User Details
- [P2 and P4] Missing Confirmation for Key Actions
- [P6] No Feedback for Long Tasks