

# User Testing Notes:

## Participants:

I had 5 participants, ranging in age from 38-47, 4 female, 1 male.

I used the User Testing feature on Marvel, which records video, sound, and screen taps. When in person, they used my phone, when remote, I conducted the test via Zoom, and they downloaded the MARvel App on their phones.

One participant was unable to complete the last objective.

## Usability Errors

### User #1: Malarie, 47 Time in App: 3 min, 46 secs

#### Task # 1

- Taps to simulate inserting airpods
- Taps “Yes” On Activity Mode Run Modal
- Closes Activity Mode Music Player
- Taps Today’s Top Hits in “Recenty Played” on Home Screen
- Taps “Play” on Playlist Screen
- Taps to return to Home Screen

#### Task #2

- I might go to settings, just because I don’t know...Taps “Settings”
- Says and taps “Activity Modes” in Settings
- “Then Drive Manually” Taps Drive Manually toggle
- Taps to return to Home Screen

#### Task #3

- “I’m not sure if I go to the PL first or go to there, or go to Settings.” Taps “Settings”
- Says and taps “Activity Modes” in Settings
- Looks through the options, but doesn’t find ability to modify PL there
- Taps back to “Settings” and looks through the options
- Taps back to homescreen
- Scrolls through Homescreen “What’s the name of the Playlist? Taps PL
- For some reason I thought Radio and PL were two different things
- “What am I doing again?” Taps “Phantogram Radio” PL
- Taps the add playlist to Activity mode icon

- “Add to drive mode” taps Add to Drive Mode
- OK looks like it’s in my #1 spot
- Taps to return to Home Screen

### User #2 Ed, 45 Time in App: 7 min, 7 secs

#### Task #1

- Taps to simulate inserting airpods
- Taps “Yes” On Activity Mode Run Modal
- Scrolls up and down on Activity Mode Music Player for a bit
- Taps on “Choose Music” at bottom of screen
- “What was I supposed to listen to? Today’s Top hits?”
- Taps on Today’s Top Hits in Activity Mode List
- Taps to return to Home Screen

#### Task #2

- Scrolls down and back up Homescreen a few times
- Presses “Home”
- Presses “Hip Hop Drive” Playlist and says “OK I clicked on a Drive Playlist, but it didn’t take me there.”
- Scrolls back to top. OK I’m at the top, there’s a “Daily Drive” Playlist.
- “I’m looking for a Play menu?”
- Presses “Hip Hop Drive” Playlist again
- “I don’t see where that comes up or anything”
- Scrolls back to top and then down again. Says “Activity mode”
- Scrolls back to top. “What is Activity Modes? I’ve never played with that. I say that “it’s the mode that has been designed and we are testing today”
- He spots the Settings Gear icon, and taps on it.
- Says and taps “I found the Activity Modes” in Settings
- “Then Drive Manually” Taps Drive Manually toggle
- “I got confused. I didn’t realize Activity Modes was like a feature, I thought it was a....ok”
- Taps to return to Home Screen

#### Task #3

- “OK so I know that my Activity Modes are under my profile, so I’ll go there.” Taps “Settings”
- Taps “Activity Modes”

- “Which one am I looking for? Drive Playlist?” Scrolls up and down Activity Modes menu
- Taps “Back” and scrolls through full Settings Menu
- Taps “Playback” in Settings Menu twice
- Taps “Back” to return to Homescreen
- Taps on “Phantogram Radio” Playlist
- Begins to Scroll and taps on the add playlist to Activity mode icon
- “Add to drive mode” taps Add to Drive Mode
- “and then it’s at the top of the Drive mode player. Cool.”

### User #3 Katrina 42

Time in App: 4 min, 28 secs

#### Task #1

- “So I’m gonna, tap to insert” Taps to simulate inserting airpods.
- Taps “Yes” On Activity Mode Run Modal, says “Yes”
- “and then connect to Top Hits Playlist”
- Taps to exit Activity Mode Music Player
- Taps on Today’s Top Hits PL
- “And then Play it? Taps on play “OK”
- “Oh was I supposed to be talking through it? Oh, sorry” when reminded to talk through the experience
- Taps to return to Home Screen

#### Task #2

- “OK so I don’t see anything on the home, so I’ll either click the little cog” clicks on the gear “Settings” icon.
- “Um and now I’m going to go to click on Activity Modes“ Taps Activity Modes
- “and now I will click on the Drive and turn on the Manual button” presses the manual toggle
- Taps to return to Home Screen

#### Task #3

- “OK” Begins scrolling down and then up.
- “OK I’m going to try the cog again” taps on the “Settings” gear icon “and um I’ll go to Activity Mode” taps on Activity Mode in Settings and then scrolls down.
- “Im looking for a Playlist option, I don’t see it there. hmm.” Taps back to return to Home screen
- “So Maybe I’ll click on the Phantogram and see if there’s anyway I can add it from there.” Taps on Phantogram Radio PL
- “I see a little running guy, with a plus, so I’m gonna add it to my...” Taps on the AM add icon

- “did you say drive mode or running mode? and then I’ll click drive” Taps on the Add to Drive Mode button
- “and it’s already there at the top.”
- Taps to return to the Home Screen

### User #4: Kate, 41

Time on Site: 6 min 39 secs

#### Task # 1

- Taps to simulate inserting airpods
- Taps “Yes” On Activity Mode Run Modal
- Taps on “Choose Music” button on the Activity Mode Music Player
- Taps on Today’s Top Hits PL in Activity Mode Run PL Selector “I clicked it, it was just sitting there. Sorry, I was too fast for you”
- Taps to return to the Home Screen

#### Task # 2

- “OK I’m going to Settings” Taps on the Settings Icon
- “I’m going to Activity Modes” Taps on Activity Modes
- “I’m looking at Drive, Auto Connect, Manual! There we go. clicking that” Taps on Manual toggle “and I believe I’m done.
- Taps to return to Home Screen

#### Task # 3

- “Can you repeat that? Ok I’m going to the Settings,” Taps on the Settings Icon
- “I’m going to Activity Modes” Taps on Activity Modes
- “Hmmm I see Drive hmm, nope that’s not where I’m going to find that’
- Hmmm Now I’m going to go to Phantogram radio, looks like it was recently played, and see if there’s a link there.” Scrolls up and down the PL “I fail at this one, hmmm”
- “Oh! I’m clicking on the 3 dots....nope” Taps on the 3 dots “more” icon
- Taps back to return to the Homescreen “I’m going back to the homepage.
- “Ummmm” Scrolls up and down the page
- Taps back into Settings “I’m back in settings. Going back to Activity Modes. I’m really failing hard at this.” Scrolls through the menu. “ I’m reading through the Autoconnect....Wait what am I supposed to do?”
- Taps to return Home. “I’m going to.....Shit, no. No idea how to do it. Ummmm” Scrolling up and down homescreen biting finger.
- Presses “home” Icon Presses “library” Icon. “Nope. ummmmm Can I give up? Sorry! How do I do it?!?”
- I explained how to do it. she says “Oh shit! I thought that was just for one mode, I didn’t realize there would be multiple options there. That’s why I pressed the 3

little dots. That's super annoying sorry.

**User #5: Sarah, 38**

**Time on Site: 6 min, 32 secs**

### Task # 1

- Taps to simulate inserting airpods
- Taps "Yes" On Activity Mode Run Modal
- Taps on "Choose Music" button in the AM Music Player "I need to change my music...."
- "I'm going to Today's Top Hits and....." Taps on Today's Top Hits "I pressed on it...It's not taking me anywhere" Taps on the Today's Top Hits 3 times.
- Taps Go Back to the AM Music Player
- She is finished, but didn't realize she had accomplished her task. So she continues. She presses the Activity Mode Run Icon in the AM Music Player. "I noticed this little running guy. I'm curious, I'm going to touch that. OK Turn off Run Mode. I'm running, so I'm going to leave it on.
- Taps Cancel "Ummm"
- Taps Back To Return Home "Umm, yeah I think I'm done. I clicked it, I'm gonna check again.
- Taps on Today's Top Hits in Recently Played
- "Oh Ok, Yes! I am It looks like....of course WAP is the first one, um."
- Taps on the add to Activity Modes button "I see a little runner guy, so I think I'm good!"

### Task # 2

- "You want me to activate Activity Mode Run Manually? OK" Scrolls up and down quickly.
- Taps on the gear Setting Icon "OK...I'll hit the gear icon.
- "Umm. Click on....Wait what am I trying to do? OK Go to Activity Modes..."Taps on Activity Modes
- "Go to Drive.....Manual!" Taps on the Manual toggle for Drive."Boom! I think I did it"
- Taps to return to Home Screen

### Task # 3

- "Well, I'll just try clicking on Phantogram Radio" Taps on Phantogram Radio
- "Let me see...hmmm" Stares at that screen for a bit, then taps the 3 dots "more" icon. "I feel like that would be it" When that doesn't do anything, she asks for me to repeat the task.
- "OK well the download buton is to download, so that's not it. I feel like it would be those three dots..." Taps the back button to return Home
- Scrolls up and down Home screen "Wait, is it Daily Drive, or is it.....now I'm con-

fused. Sorry, if I could read, I'd read it again, I'll ask you to repeat it again."

- Taps on the Phantogram Radio PL.
- Taps on the add to AM Icon "Ooh oh I figured it out I clicked on the guy, and now I'm going to add it to drive mode!"
- Taps on Add to Drive Mode button
- "Um I feel like I did it!"