



Ellipsis Health Mobile App

Usability Test Plan

Version 1.0

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1.0 Introduction

This document describes a test plan for conducting a usability test during the development of the Ellipsis Health Mobile App which will give a quick assessment of a user's emotional health when they provide some content with their voice by speaking into their mobile phone.

The goals of usability testing include establishing a baseline of user performance, establishing, and validating user performance measures, and identifying potential design concerns to be addressed in order to improve the clarity of what the user is expected to do and thereby create end-user satisfaction.

2.0 The Objectives of this User Testing

- Does the user experience any confusion with any of the instructions?
- Does the user experience any confusion or difficulty navigating through the app and completing the tasks?
- What causes the confusion or difficulty?
- What action is to be taken based on the user testing exercise?
- Are they able to easily recover from any errors?
- Did they find the tool likeable or easy to use?

3.0 Methodology

The targeted users will be over 18 years of age and drawn from the public by Employers on the Cigna network. They will participate via the UserTesting.com platform which will be set up for test purposes. They will use their own computers (although this is a mobile phone app). Users will be at their own individual locations. The platform has no need for users to physically go anywhere.

3.1 Participants

It is expected that 8 participants will go through the usability test. They are not given pre-assigned tasks but will simply follow the directions in the app once they open it.

- Testing is being observed in real time
- User is asked to log in with a URL
- User is instructed to talk aloud as they perform their tasks
- Session will be recorded and time stamped
- Follow up questions will be via a survey

The participants will sign an online consent form. Next, the facilitator will inform them of the context on why they are being asked to use this app.

When they are ready to begin, they will be asked to read aloud what they see on the User Testing screen and follow instructions. No other form of instruction will be given. There is no present time measure. Participants are allowed as much time as it takes for them to walk through the app.

The facilitator will instruct the participant to 'think aloud' so that a verbal record exists of their interaction with the Web application. The facilitator will observe and take notes as the user goes through the application. As the session is being recorded, the facilitator is free to go back and check if they want to revisit anything.

Once the user has completed the walk through, has recorded their voice and have got a score (or even if they have not), they are asked to answer several questions through a survey that is presented to them on the same platform. The participant will complete the post-task questionnaire and elaborate on the session verbally too.

3.2 Test Observers are

- Silent observers
- Serve as note takers.

4.0 Usability Metrics

4.1 Scenario Completion

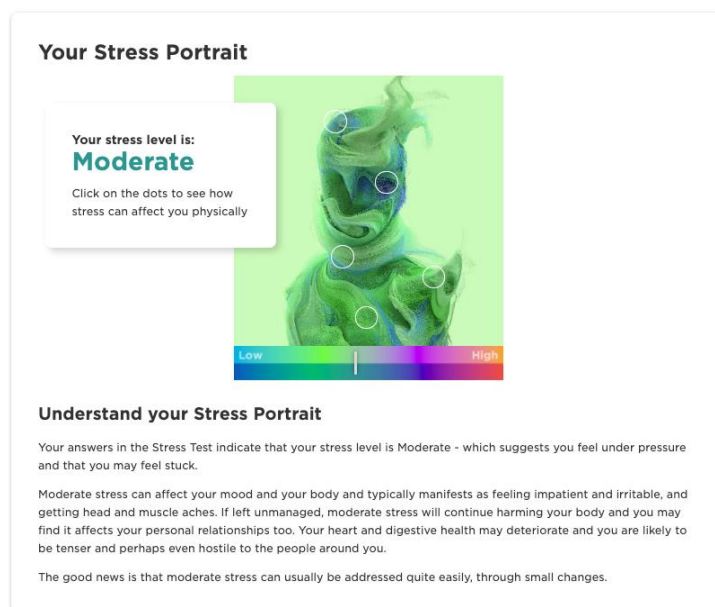
The scenario is completed when the participant indicates the scenario's goal has been obtained (whether successfully or unsuccessfully).

Critical errors are deviations at completion from the targets of the scenario. Participants may or may not be aware that the task goal is incorrect or incomplete. If a participant is unable to obtain a score of their emotional health it is considered that they did not complete the scenario.

Non-critical errors are errors that are recovered from by the participant or, if not detected, do not result in processing problems or unexpected results. Although non-critical errors can be undetected by the participant, when they are detected, they are generally frustrating to the participant.

4.2 Completion Rate

How many users completed the test successfully and obtained a score? (no help given). When they complete, it they see a screen like this with a score.



5.0 Subjective Measures

At the end of the test, participants will rate their satisfaction with the overall system. Combined with the interview/debriefing session, these data are used to assess attitudes of the participants.

5.1 Survey Questions

1. Did you complete the task and receive a score?
2. How easy was it to follow the instructions you were given at the beginning?
3. Did you have any confusion or difficulty with picking any two questions? Did you pick the very first two or did you check several before you picked two? Gve your answer aloud.
4. Was it clear that you were required to talk for 90seconds in total and not spend 90s on one question?
5. At any point did you feel the need for help?
6. Do you have any suggestions to improve any aspect of the app?
7. The app has a clean and simple presentation. Explain your answer aloud.
[5-point Rating Scale: Strongly disagree to Strongly agree]
8. What, if anything, ****did you like**** about the talking portion of the app?
9. What, if anything, ****did you dislike**** about the the talking portion of the app?
10. If you could change anything about the talking portion of the app, what would you change?

6.0 Problem Severity

To prioritize recommendations, a method of problem severity classification will be used in the analysis of the data collected during evaluation activities. The approach treats problem severity as a combination of two factors - the impact of the problem and the frequency of users experiencing the problem during the evaluation.

6.1 Impact

Impact is the ranking of the consequences of the problem by defining the level of impact that the problem has on successful task completion. There are three levels of impact:

- High - prevents the user from completing the task (critical error)
- Moderate - causes user difficulty but the task can be completed (non-critical error)
- Low - minor problems that do not significantly affect the task completion (non-critical error)

6.2 Frequency

Frequency is the percentage of participants who experience the problem when working on a task.

- High: 30% or more of the participants experience the problem
- Moderate: 11% - 29% of participants experience the problem
- Low: 10% or fewer of the participants experience the problem

[For studies with less than ten participants in a group, the percentages may to be adjusted. For example, for a study with 8 participants the low frequency should be 12.5% ($1/8 = .1250$)

6.3 Problem Severity Classification

The identified severity for each problem implies a general reward for resolving it, and a general risk for not addressing it, in the current release.

Severity 1 - High impact problems that often prevent a user from correctly completing a task. They occur in varying frequency and are characteristic of calls to the Help Desk. Reward for resolution is typically exhibited in fewer Help Desk calls and reduced redevelopment costs.

Severity 2 - Moderate to high frequency problems with moderate to low impact are typical of erroneous actions that the participant recognizes needs to be undone. Reward for resolution is typically exhibited in reduced time on task and decreased training costs.

Severity 3 - Either moderate problems with low frequency or low problems with moderate frequency; these are minor annoyance problems faced by a number of participants. Reward for resolution is typically exhibited in reduced time on task and increased data integrity.

Severity 4 - Low impact problems faced by few participants; there is low risk to not resolving these problems. Reward for resolution is typically exhibited in increased user satisfaction.

7.0 Reporting Results

The Usability Test Report will be provided at the conclusion of the usability test. It will consist of a report and/or a presentation of the results; evaluate the usability metrics against the pre-approved goals, subjective evaluations, and specific usability problems and recommendations for resolution. The recommendations will be categorically sized by development to aid in implementation strategy.