

USABILITY GUIDE

EISBACHTIME



Recruited: 10 persons	Location: Lookback
Surfers: 6	Non-Surfers: 4

Remote Sessions:

- ☒ Welcome Message + Tasks created in Lookback
- ☒ E-Mail with basic instructions for remote testing
- ☒ Session link created & shared with the respondent

Tasks for UX Testing:

1. Sign Up for the App
2. Pretend that you want to go surfing at the E2: Check how many surfers are at the surfspot and let the app know you are going surfing
3. Add Friend
4. Set Surf Alert

Test Insights:

Flow Sign In:

1. „How it works Screen“: more „visual“ design so that reading is not so hard (8/10), most users skipped the instruction completely or missed important things.
2. Button Text „Optimize Account“ should be changed into „Save Settings“ or „Safe preferences“ (5/10)
3. Loading Screen: „Account is optimized Illustration“ must be changed (3 Users thought they missed an instruction)

User Flow Coach Marks:

1. User didn't know what to do (9/10).

User Flow Status:

1. User were missing some kind of verification after selecting status (10/10)

User Flow Statistics:

1. Number of all surfers over the bar was missing (2/10)
2. Colors should match to the status buttons (1/10)
3. Old Data should be clickable (1/10)
--> further development, currently not revised

User Flow Set Surf Alert:

1. Notifications should be slightly different than buttons (1/10)
2. Creating Alert: „Save“ instead of save-icon (3/10)

User Flow Connect with Friends:

1. Connect with Friends Screen: Search Button is at a bad position and should be beside the search bar, users were really irritated where to click (10/10)
2. Add Friends Button does not match the rest of the button designs (1/10)