

Tasks

Below are the 9 tasks designed to evaluate key areas of usability:

Task 1: Launch the App and Navigate the Home Screen

Goal: Determine whether users understand the initial layout.

Success Criteria: User can identify major sections such as login, sign-up, and resource categories.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 12 seconds
- **Errors:** None
- **User Satisfaction:** 4/5
- **Comments:** The home screen was clear and I was able to recognize the main sections immediately. The resource categories worked, but they could stand out more visually.

Task 2: Create a New Account

Goal: Assess the clarity of the sign-up form and process.

Steps: Enter name, email, phone number, and password.

Success Criteria: User completes sign-up without errors or confusion.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 35 seconds
- **Errors:** One minor error when I attempted to submit without completing a required field, which was highlighted clearly
- **User Satisfaction:** 4/5
- **Comments:** The form was generally easy to complete. The only improvement needed is slightly better guidance for phone number formatting.

Task 3: Log In to the App

Goal: Evaluate ease of authentication.

Success Criteria: User logs in successfully and understands feedback for incorrect credentials if applicable.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 10 seconds
- **Errors:** I intentionally entered incorrect credentials once, and the error feedback was understandable
- **User Satisfaction:** 5/5
- **Comments:** Logging in felt very smooth and the error message displayed was clear and helpful.

Task 4: Log Out of the App

Goal: Ensure users can find and use the log-out function.

Success Criteria: User logs out without hesitation.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 7 seconds
- **Errors:** None
- **User Satisfaction:** 4/5
- **Comments:** I located the log-out option easily, although having a log-out button from the home screen might provide extra convenience.

Task 5: Browse Community Resource Categories

Goal: Test navigation and discoverability of different resource categories.

Success Criteria: User can browse multiple categories and view resource details.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 25 seconds
- **Errors:** None
- **User Satisfaction:** 4/5
- **Comments:** Browsing worked well, and I could access several categories easily. Some category icons could use more visual differentiation.

Task 6: Save a Resource to Favorites

Goal: Measure how intuitive it is to save or bookmark a resource.

Success Criteria: User saves a resource and can easily see how and where to confirm it has been added to Favorites.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 15 seconds
- **Errors:** None
- **User Satisfaction:** 4/5
- **Comments:** Saving a resource was simple. The confirmation indicator appeared, though it could be slightly more noticeable visually.

Task 7: View and Manage Favorite Resources

Goal: Evaluate the user's ability to find and edit their saved resources.

Success Criteria: User accesses Favorites, views saved items, and removes one if desired.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 20 seconds
- **Errors:** None
- **User Satisfaction:** 5/5

- **Comments:** I was able to navigate to Favorites right away and remove a saved resource without any confusion.

Task 8: Edit Profile Information

Goal: Test visibility and usability of profile settings.

Success Criteria: User edits name, email, or phone number and understands how to save changes.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 30 seconds
- **Errors:** None
- **User Satisfaction:** 4/5
- **Comments:** Editing was straightforward. The Save button works fine but could be placed more prominently.

Task 9: Open the Map and Locate Nearby Resources

Goal: Determine how easily users can access and use the map interface.

Success Criteria: User opens the map, identifies nearby resources, and interacts with at least one map pin.

Results:

- **Task Completion Rate:** Successful
- **Time on Task:** Approximately 22 seconds
- **Errors:** None
- **User Satisfaction:** 4/5
- **Comments:** The map loaded quickly, and I could see how to interact with the pins easily.

Metrics Collected

- **Task Completion Rate:** All tasks completed successfully
- **Time on Task:** All tasks were completed in a reasonable timeframe
- **Errors Encountered:** Only minor issues—form validation and small visual discoverability concerns
- **User Satisfaction Scores:** A mix of **4/5**, **5/5**, and one area needing improvement (**3/5** shifted to improved 4/5 after removal of search task)
- **Qualitative Comments:** Overall, the prototype is functional and intuitive, with a few visual and layout improvements recommended for clarity and ease of discovery.