Usability Testing Report

Cesar Martinez

Department of Informatics and Mathematics, Mercer University

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Dr. Long

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1. Test Goals

The purpose of usability testing was to evaluate how easily users can navigate and interact with the Personal Health Coach Platform. The test focused on the following goals:

- Determine how easily users can complete core tasks
- Evaluate clarity of the dashboard and health score
- Assess user understanding of health metrics and recommendations
- Identify friction points in logging workouts and meals
- Evaluate trust and perception of AI-generated insights

2. Methods

Testing Approach

A task-based usability test was conducted using the interactive prototype.

Testing Format

- Moderated testing (user guided through tasks)
- Observation of user behavior
- Follow-up questions for feedback

Tasks Given to Users

Participants were asked to complete the following:

1. Navigate from the home page to the dashboard
2. Enter basic health information (if applicable)
3. Log a workout
4. Log a meal
5. View health score and interpret it
6. Review recommendations

7. Use the AI assistant (ask a simple question)

Data Collection Methods

- Observation of task completion
- Time on task
- Verbal feedback
- Post-test questions

3. Participant Profiles

A total of **5 test participants** were used (typical for usability testing).

Participant Breakdown

- Ages: 19–45
- Gender: Mixed
- Experience levels:
  - 2 beginners (no health tracking experience)
  - 2 moderate users (use apps occasionally)
  - 1 advanced user (frequent fitness tracking)

Key Characteristics

- Familiar with mobile/web apps
- Mixed comfort levels with health data
- Mixed trust in AI-based systems

4. Findings

Overall Results

- Most users were able to complete tasks successfully

- Users appreciated the **clean layout and simplicity**
- The **Health Score feature was well received**
- Users found **recommendations helpful when explanations were included**

Key Positive Findings

1. Dashboard Simplicity

Users consistently noted that:

- The dashboard was easy to understand
- Key information was clearly visible

2. Health Score Feature

- Users found the health score helpful for quick understanding
- It reduced confusion compared to raw data

3. Recommendations with Explanations

- Users preferred recommendations that included reasoning

4. Log Workout and Log Meal Features

- Users found the forms straightforward
- Automatic calculations improved usability

5. Issues Identified

Issue 1: Unclear Metric Details

Some users wanted:

- More explanation of specific metrics (BMI, TDEE, etc.)

Issue 2: AI Trust Concerns

- Some users were hesitant to trust AI recommendations fully

Issue 3: Engagement and Motivation

- Users expressed concern about long-term use

Issue 4: Manual Input Effort

- Some users preferred automation over manual entry

Issue 5: Lack of Visual Trends

- Users wanted:
  - graphs
  - progress tracking over time

6. Recommendations

Based on the findings, the following improvements are recommended:

1. Add More Explanations for Metrics

- Include tooltips or short descriptions
- Provide plain-language explanations

2. Improve AI Transparency

- Show reasoning behind recommendations

- Add “Why this recommendation?” feature

3. Enhance Engagement Features

- Add reminders and notifications
- Include streak tracking
- Show goal progress visually

4. Reduce Manual Input

- Emphasize data integration (wearables)
- Provide auto-fill or quick-entry options

5. Add Visual Data (Graphs)

- Weekly trends for:
  - activity
  - calories
  - sleep
- Helps users track progress over time

7. Conclusion

The usability testing results indicate that the Personal Health Coach Platform is generally easy to use and aligns well with user needs. The simplified dashboard, health score, and personalized recommendations were particularly effective.

However, improvements are needed in:

- metric explanations
- user engagement

- automation
- data visualization

Addressing these areas will significantly improve usability and long-term adoption.