

Brian L Moore
Design Document: Usability Testing Report
INFM480: Research Methods & Project Planning
Dr. Zhiling Long
May 2, 2025

Usability Testing Report

1. Executive Summary

This usability test was conducted in person with two participants: myself (developer/tester) and my wife, LaToya Moore, who is a NASM Certified Personal Trainer and a representative end-user. The goal was to evaluate core interactions within the Med Pro Assessments platform, particularly around initiating the assessment, navigating questions, understanding results, and using the profile dashboard. Feedback revealed that while the flow was mostly intuitive, minor adjustments could improve clarity and confidence in navigation and outcome interpretation.

2. Test Goals

- Ensure the “Start Assessment” button is easy to find and understand
- Validate that the question flow feels logical and not overwhelming
- Observe how users interpret pass/fail results and feedback
- Verify the accessibility and usability of the Profile page

3. Participants

- P01: Brian Moore – Developer/Tester
- P02: LaToya Moore – NASM Certified Personal Trainer

4. Methodology

Type: In-person usability testing

Location: Home office

Device: MacBook Pro, Chrome browser

Tasks: Start an assessment, complete questions, review results

Method: Direct observation + think-aloud feedback

Recording: No screen recording, observational notes only

5. Tasks Given

1. Locate and click the “Start Assessment” button from the landing page
2. Navigate and complete Level 1 questions
3. Observe and interpret the Level 1 result
4. Proceed (if passed) or review feedback (if failed)
5. View the Profile page and summarize results shown

6. Findings

Issue #	Description	Severity	Recommendation
1	The “Start Assessment” button was initially unclear to LaToya (saw “Get Started” and thought it might register her again)	Medium	Change button to clearly say “Start Assessment” if logged in
2	No visible confirmation that an answer was submitted (felt uncertain)	Medium	Add a visual tick/check or highlight to confirm submission
3	After results appeared, the lack of a “Next Level” prompt caused hesitation	High	Display “You Passed! Ready for Level 2?” with a clear CTA
4	On Profile page, results were helpful but could benefit from icons or color	Low	Use icons or color-coded status chips
5	Uncertain how long the assessment was	Medium	Add a progress bar

7. Recommendations

- Clearly distinguish CTA buttons for logged-in users (e.g., “Start Assessment” vs “Register”)
- Provide instant feedback after answer selection (e.g., highlight selected choice or show loading spinner)
- Add a clearer flow indicator after each level, especially if passed
- Consider small UI refinements on the Profile page to visually emphasize progress and achievements

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- Add a progress bar