

USABILITY TEST PLAN

Introduction

DIY Homebuilder Usability Test by Vince Wallace

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Background: The discovery phase for the DIY Homebuilder began in March 2024 with competitive research and user interviews. We discerned that there wasn't a simple, comprehensive, AI-driven solution to the home building process that many people wanted to participate in as DIY'ers. The resulting prototype is an initial hypothesis on how we hope to solve the problem. Now, we would like to test the most important features and functionality for our primary persona Max Renault. Because there is an interactive feature that users can use to access outside experts, there is also Samir, a professional in the trades that has a backend login to interact with the users like Jake, but that is not the focus of this testing. The session will cover three of the six main sections of the app - the Design, Favorites, and Experts sections.

Goals: The main goal of the session is to determine how easily navigable the app is, as well as if its main purpose and mode of guiding the user through the building process are easily understood by the user, and to ascertain items for improvement both in navigation and information layout/accessibility.

People: I tested six participants individually in-person.

Test Objectives: The features I am testing are the Design, Favorites, and Experts features. Please see the complete [TESTING PLAN](#) for more details.

Methodology: will use the moderated in-person usability method, and possibly moderated online testing pending the constraints of participants for testing the app as it is in early stages of prototyping.

Participants and Schedule - testing took place June 8-11

P1 - female, 40-50, physical therapist, enjoys diy home improvement

P2 - male, 40-50, entrepreneur, dabbles in real estate development

P3 - male, 30-40, insurance adjuster, would build a house if he knew how

P4 - male, 30-40, shipping manager, likes to diy home projects

P5 - female, 40-50, personal assistant, very organized, wants an efficient app

P6 - female, 40-50, office administrator, enjoys puzzles and mysteries

Script

For a detailed look at the Test Script, including a list of all tasks tested, feel free to explore [THE COMPLETE SCRIPT](#):

USABILITY TEST REPORT

Test Report Introduction: Overall, the testing went well given the lack of AI functionality and early prototype. The main issues are as follows:

Issue 1: Couldn't scroll up at first to see the whole blueprint b/c the prototype doesn't fit the phone screen - LOW SEVERITY

This was the case with all of the participants. It is due to a static prototype that doesn't fit their screen ratios properly. They were able to work around it after appropriate instruction.

Issue 2: Didn't see the tool bar carrot at the top left of screen, too hidden - HIGH SEVERITY

Already fixed after the first two sessions by creating a larger tool bar indicator, however, this design may change entirely in future iterations.

Issue 3: Had trouble finding the AI prompt or thinking to go there when designing a blue print - HIGH SEVERITY

Create a more centralized AI prompt, and re-design it visually to make it more obvious that is where you begin interaction

Issue 4: FAVES button was broken, so he couldn't go to Faves through icon bar, but was able to navigate there through hamburger menu - HIGH SEVERITY

Already fixed after sessions concluded.

Issue 5: Instead of using back or board buttons in FAVES, went to hamburger menu and clicked again on FAVORITES to get to the FAVES main page. Favorites navigation is a bit confusing in general for testers. MEDIUM SEVERITY

This happened with a majority of participants to some degree or another. FAVES section needs to be navigationally re-designed.

Conclusion

Overall, the navigation was fairly well understood with minimal instruction, and the UI was liked by everyone. However, since AI interaction is a central feature, the app will be redesigned with this in mind.