

LISTEN & LEARN USABILITY TESTING REPORT

METRICS:

- 0 This is not a usability problem at all
- 1 Cosmetic problem only: need not be fixed unless extra time is available
- 2 Minor usability problem: fixing this should be given low priority
- 3 Major usability problem: important to fix, so should be given high priority
- 4 Usability catastrophe: imperative to fix this before product can be released

| TASK # | OBSERVATION | SEVERITY | RECOMMENDATION |
|--------|--|----------|--|
| 1 | Users weren't sure where to select the language. | 4 | Take user immediately to settings after onboarding. |
| | User wanted the ability to select difficulty. | 2 | Add the ability to set difficulty. |
| 2 | Examine the design of the flashcard icon. | 1 | Consider several design styles for flashcards. |
| 3 | Matching vs. multiple choice quiz. | 0 | One of the games is matching. |
| 4 | Some users don't care about social sharing | 2 | Consider making it a setting that can be turned off. |
| 5 | Can't pause or go forward/backward | 4 | Add audio controls. |
| 6 | Some users didn't care for the name 'break the ice'. | 3 | Consider changing it to 'conversation'. |