Usability Test Plan: Plutopay

Introduction:

· PlutoPay Moderated Usability Test for mobile Navigation

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· Last updated: April 18[th,] 2023

Background:

PlutoPay is a responsive web app that will allow anyone to manage their bank accounts, transfer money, and more without a debit or credit card or the need to visit a physical bank or store. PlutoPay allows users to manage their financial needs at one place.

Goal:

The goal of this study is to test users on the usability of the Plutopay app. We will be observing and measuring how users navigate the app, as well as how they complete basic tasks such as adding cards, sending money and to create budget and setting up goals. We want to understand the learnability of users who are interacting with our app for the very first time. Observations from the testing will be recorded and reviewed and adjustments will be made to the design based on the findings.

Test Objectives:

· Learnability- Determine if users can easily and successfully complete tasks involving the main functions of the app.

· Satisfaction- Find out if the app is satisfying the needs of the user with appropriate functionality, easy navigation of the app

· Errors- Discover any errors the user may encounter within the design

Methodology:

The usability test methods that I will be using are:

· Moderated in-person testing at an agreed upon location.

· Moderated remote testing will be done via Google Meet

The test will include a short briefing, 3 tasks for users to complete via the app, and finally, a debriefing at the end.

Participants:

Usability testing will be conducted with six (6) participants in my personal network, with ages varying to accommodate personas and target audiences.

Schedule:

Usability tests will be conducted between Wednesday, April 19th and Monday, April 24th, 2023. Because participants have busy schedules, I'll be as flexible as possible so that I can accommodate their needs.

Sessions:

Each session will take 15-20 minutes for the testing, with an additional 5-10 minutes before the testing for a brief overview of what is expected as well as any questions participants may have. Participants will also have 5 minutes afterwards to ask any remaining questions or clarifications.

Equipment:

Testing will be conducted with the user's mobile phone or computer via Google Meet. Notes will be taken with a pen and Notepad.

Metrics:

Errors for the usability tests will be measured according to Jakob Nielsen's rating scale below.

· 0 = I don't agree that this is a usability problem at all

·   1 = Cosmetic problem only: need not be fixed unless extra time is available on project

·   2 = Minor usability problem: fixing this should be given low priority

·   3 = Major usability problem: important to fix and should be given high priority

·   4 = Usability catastrophe: imperative to fix before product can be released

Test Script:

Introduction

Hi [participant], thank you again for taking the time to participate in this usability test. My name is Deepa, I'm the UX designer of this project and the one who is going to facilitate this test today.

I will be asking you to try out a prototype for our Plutopay finance app, in which you can add cards, make payments for which you can earn rewards and create budget and goals. In the app you can track your expenses and get notifications if you overspend on budget.

It is important to know that what you will be testing is only a prototype of the app and that you shouldn't worry if you try to click on something and nothing happens; it simply means that this part of the app is not fully developed yet.

Before we begin, I'm going to give you a brief overview of the test and how it will work. This session should take approximately 10-15 minutes and will consist of three tasks that I will be asking you to perform in the app prototype. For each task, I will provide you with a scenario and background to it, as well as what you might want to achieve by completing the task. As you complete each task in the app, I will ask you questions about your experience and opinions.

It is very important to know that we are only testing the app prototype, and not you. You can't do or say anything wrong here. Please feel free to let me know at any time if there is something that you like or dislike with the app, if there is something that frustrates or bothers you, or if there is something that is

unclear or confusing. I warmly encourage you to "think out loud" as much as possible as you try to complete the tasks in the app. By this, I mean that I'd like you to speak your thoughts as often as you can. For example, if you see something you didn't notice before and want to click on it, you can say something like "This caught my eye so I'm going to click on it to see what it is".

Finally, before we get started, would it be okay if we were to record your screen and voice during this testing session? The recording will only be used by me to help me understand where I need to improve the app and won't be shared outside this project. Is that okay?

Do you have any questions so far?

Are you ready to continue?

Okay! We'll start recording and begin the session.

Demographic and Background questions

1. What is your occupation?

2. Where do you currently live?

3. What is your age range?

a. 21-25

b. 26-30

c. 31-35

d. 36-40

e. More than 40

Thank you for answering these. Let's move on to the app.

Background questions

Before we start exploring Plutopay App, I just have a few questions to ask you that will help us get a better idea of how you might use an app like Plutopay

· How do you typically find answers to questions you have throughout the day?

· What do you find to be the most challenging aspect about finding information online for your occupation?

· Have you ever used a finance app? If so, what service(s) have you used, and what was the experience?

If the answer is no: would you ever consider using a finance app to manage your finances? If not, why?

Open Ended Questions

Thank you for answering those questions. Now we're going to look at the Plutopay app and get your initial thoughts on it

1. Look at this screen (home screen). Feel free to scroll up and down but don't click anything yet. Based on what you see, what are your first impressions?

a. What would you expect the purpose of this screen to be?

b. What do you think you'd be able to find or do on this screen?

c. What things, if any, do you like/dislike?

d. Is there anything you would add or take away based on your initial first impression?

Thank you for that information! Now we'll start on the next part of the test where you'll be asked to complete some tasks using the app prototype

Test Tasks

I'll now give you some scenarios with corresponding tasks. As you complete each task, remember to try, and think out loud and tell me what you're thinking or feeling as you navigate through the app.

Scenario Tasks

1. You need to add a card and was it easy or difficult to navigate through to add a card?

2. You need to send money to your friend in need? Was it easy or difficult to send money?

3. Are you able to create the budget based on the available categories? Is Plutopay showing the amount spent and forecast of budget?

4. Are you able to create a Goal? Is Plutopay able to meet the necessary criteria for Goal creation?

Direct Tasks

1. Create an account with Plutopay?

2. Find your Home?

3.   Find Help & Support for Plutopay?

4.   Find the Rewards tab?

Wrap Up

Great! That's all for the tasks and user testing. Did you have any last comments, opinions, or feelings about the app and what we tested today? Do you have any other questions before we officially end?

Thank you again for your participation. It means a lot to me and will be valuable in improving the user experience of the Plutopay app