BOOKit!

Usability Testing Plan & Sessions Output

November 4th, 2020

Introduction

This is a design to help students and young professionals with their schedules. This design will help them schedule meetings, tasks, and projects in a simple and efficient way.

As part of the Coastal University design process, we will be testing it through guided online user testing sessions with approximately 5 people. We are doing this to receive hands-on, practical feedback to identify potential issues with the user interface and design concepts to be addressed in order to optimize overall user experience.

You are a 4th year university student learning remotely, you are feeling unsure about your future and next steps. You would like to speak to a guidance counsellor. You are in need of an effective tool to simplify the process of scheduling a meeting.

Emma Wison

Summary:

She has used zoom and slack. As well as her school online learning platform.

Familiar with scheduling apps.

Goal:

To set up a meeting with your guidance counsellor

She has completed the onboarding process and made a profile. It is her first time scheduling a meeting.

Test Script

Hi My name is _____
I will be walking you through this test session today.

I'm going to start by giving you a brief overview as to why we are here today. We're asking people to try using our application. The session should take very long and we are looking to see you navigate and interact with it.

There are no mistakes so please do what feels natural. As you're using please think out loud as much as possible. Let us know what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Don't worry about hurting our feelings. We are trying to make the best product possible so your honest reactions are valued.

If you have any questions as were going through please feel free to ask.

Is it ok if we record this session? Yes

Start:
As a student what kind of platforms do you currently use to connect with people from school?

What would you use to get in contact with faculty or a counsellor from school?

How is information given to you from the administration?

OK, now we can start looking at things.

When we open a page please refrain from clicking on anything immediately. Let's first take a minute to look at this page, tell me what you make of it, what stands out? What is it for? What can you do? Just look around and tell me what you're thinking and do a little narrative.

Now, I'm going to take you through some specific tasks. Please think out loud as much as possible, that will really help us learn more about how well the app works.

Tasks:
1. Create a new meeting
You've created the meeting and input the name and agenda.
2. Invite someone to meet with you
You've already selected the day for the meeting.

3. Choose a time for the meeting Do you have any questions for me now that we're done?

---- **SESSIONS OUTPUT** ---- (After testing is complete)

Executive Summary

[Describe when and where the usability tests took place]

[Describe the purpose of the tests, number of testers and number of sessions]
Guided usability testing by one user in one session.

[Provide a brief overview of the test results, and create a bullet list of major issues]
User was able to complete all the tasks via trial and error but provided lots of feedback.

[Briefly describe what is contained in the rest of the document]

Evaluation Tasks

- Task 1 - Create a new meeting

- Task 2 - Name the meeting

- Task 3 - Add members

- Task 4 - Pick a time

- Task 5 - Confirm meeting

Testing Records

Josh

- Via Zoom, at 10pm CST 11/04/20

- User is a working professional who is taking his MBA in Paris from the US West Coast. User primarily uses email as his communication method with his cohort.

- User found the flow intuitive, but had confusion about where he was in the process of event creation, and the order.

  - The user successfully completed, but it required trial and error.

  - Yes on the Available Times page, they had a lot of difficulty with the active states, bolding, and the language used, even though he liked the features. Also felt that the Skips do not make sense, as attendees and times are required elements of every meeting.

  - User felt that the order of the steps were confusing, did not understand why some elements were placed where they were, and why the calendaring did not look the same consistently in the same exact flow. Did not want the calendar on top of the times, he wants to see them all at the same time. He said he would also like to see icons of the members on the available and alternative times, just so he could visually recognize who could come and who couldn't.

Testing Records

Peter

- November 5th, on Zoom, at 10am EST.

- The Tester is a Toronto native, a working professional who usually uses whatever platforms the school requires him to, including email. But in the past has used Blackboard and Boodle

- User got through the flow without much difficulty. They had a design background so did offer suggestions but did not feel the flow was difficult.

  - They were successful getting through.

- The user completely missed the different tabs at the top of Add Member, didn't even notice them. User also had extreme difficulty with the Scheduling Page. He said that the feature is great but that the times just looked like text. He couldn't tell they were clickable. He was confused by the random bolding, and the active selection states. He didn't understand the meeting phone/video options, he thought it was a nav until he tapped an option.

- Felt overall it was a seamless flow, nothing too complicated.

Testing Records

Julia

- Wednesday, November 4th, 9pm, Toronto, via Zoom.

- Julia is 22, applying for law school. Is typically used to using email, facebook and iMessage for coordinating with peers.

- Overall felt the flow was clear, not confusing

  - Yes, successfully completed, with slight clumsiness.

  - Yes they were unclear what the University tab meant on Add Members. Also felt that urgency of meeting was something that should be added.

  - Assumed Contacts were from phone, but the rest of the Add Members tabs were unclear.

Testing Records

Carolina

- Wednesday, November 4th, 9:20pm, Toronto, via Zoom.

- 24, Student, and uses so many different platforms. Blackboard, Zoom, Google Meets, Slack. Uses Android devices

- Compared the calendar to Google Calendar which is "easy." Saw the list of tasks, events, meetings so that was clear.

- - Successfully completed, but some friction. On first page, would have gone to "Meet" in menu first before + but found it still. Felt it was less straightforward than previous page. Suggested a prompt.

  - Found the language on the Time Selectors to be confusing. Due to confusion, didn't understand the purpose or value.

  - Overall great flow, great to have everything in one place. Features are familiar so it was very intuitive.

Testing Records

Joey

- November 4th, 2020 5:26pm PST.

- Male, UX Student. Uses Slack Video Call primarily, which is how the

- The user had a negative sentiment about the app. Felt like there was too much going on.

  - User did not complete the tasks

  - User was confused by prototype search functionality. Was generally confused by the bolding of the text, made it seem like it was selected already. Was confused by alternative times, felt that the last screen already had too much information.

  - Commented on celebrity names.

Overall Testing Results

	Create a new Meeting	Name the Meeting	Add Members	Pick a Time	Confirm Meeting
Josh (Persona 2)	✅	[✅]	[✅]	[✅]	[✅]
Peter (Persona 2)	[✅]	[✅]	[✅]	[✅]	[✅]
Julia (Persona 1)	[✅]	[✅]	[✅]	[✅]	[✅]
Carolina (Persona 1)	[✅]	[✅]	[✅]	[✅]	[✅]

Joey (Persona 1)	[✅]	[✅]	[✅]	[❌]	[❌]
Task Average	✅/ 5	✅/ 5	✅/ 5	✅/ 4	✅/ 4

Overall Task Analysis

Create a New Meeting

- Everyone completed this task. There was not much confusion at all on this page, only some slight clumsiness. Two users tapped somewhere else before they tapped the + sign.

Name the Meeting

- Everyone completed this task. Users felt that it was less straightforward than the previous screen. One user felt like there was too much white space, and one user felt that the Skip button was not appropriate.

Add Members

- Everyone completed this task. But there was confusion about this page. Two users did not understand the tabbed navigation at the top (either it wasn't even noticed, or they weren't clear - i.e. University - what is it?) One user did not understand the Email notification checkbox. "Email of what? Won't everyone get an invite at the end of this flow?"

Pick a Time

- One User did not complete this task, but everyone had difficulty at this step. The times did not appear selectable due to appearance. The random bolding was also confusing, and when they selected one, the inconsistent active states caused lots of confusion. One user noted there was no place to select duration of meeting.

Confirm a Meeting

- One User did not complete this task. Most users didn't have difficulty here, but one user thought that the conferencing options (phone, video, etc.) were a navigation and their size was disproportionate and visually confusing. The same user who was confused by email notification felt that it should be at this step.

Conclusion

Our users gave us a critical eye towards some things that we could not see. While overall the flow was very intuitive and easy for our users, some visual elements prevented them from having a 100% success rate.