

## Usability Test Plan

### Purpose:

Opentrolley.com.sg wants a usability test to understand how usable the website really is, so they can identify areas for improvement.

### Test Goals:

Users can register for an account on the account registration page and sign in.

*Users can search for a book using the search bar and add it to the cart.*

*Users can find a book of a particular genre using the website categories and add it to cart.*

*Users can easily and smoothly purchase the books through the checkout process.*

*Users can find order details on the website.*

### Test Participants User Profile:

Age: 18-25

- User Type: Student
- Knowledgeable on books and knows what version of book they want
- Online Shopping Experience: Has purchased products using websites at least 2 times before
- Exclusion: Has NOT used Opentrolley.com.sg

### Number of Test Participants:

We plan to test a total of 5 participants:

- 5 first-time Opentrolley.com.sg shoppers

An additional 2 users will be recruited as backups.

### Length of Test Session:

The total length of each session will be 60 minutes, including:

- Welcome & pre-test briefing: 5 minutes
- Test session: 40 minutes

- Post-test questionnaire: 10 minutes
- Post-test briefing: 5 minutes

### Test Location and Environment Set Up

The usability testing will be conducted at RP Classroom.

Participants will use a laptop set up with screen recording software to capture the session.

*A moderate usability testing method will be used for this session.*

### Metric Data Collection:

The following data will be collected during the usability test session:

- Completion Rate
- Task Time
- Number of Errors/Mistakes
- Usability Problems Observed
- User Satisfaction

### Usability Scenarios

#### Scenario 1 (2mins)

You are interested in registering for an account on the OpenTrolley.com website for future use. Using Opentrolley.com, enter your details, and register for an account on the website.

Answer Path:

1. On browser search bar, enter 'Opentrolley.com.sg' and click "Enter".
2. On the homepage, click on "Log in or register" on the top right.
3. Click on "Register".
4. Enter information under "Be a member"
5. Click on "Register"

#### Scenario 2 (2mins)

You are interested in buying a book under the Sports Psychology genre to gift to your friend. Use Opentrolley.com to browse books under the Sports Psychology genre and add it to cart.

Answer Path:

1. From homepage, scroll down to under "Our Recommendations"

2. Under “Sports Psychology”, click on “Find out more”
3. Select a book from the search results.
4. Click “Add to Cart.”
5. Click on “My cart”

#### Scenario 3 (2mins)

You’re interested in reading “To Kill a Mockingbird” but want to wait before purchasing it, so you decide to search for the book on the website and add it to your Wishlist for future reference.

Answer Path:

1. Search for “To Kill a Mockingbird” on OpenTrolley.com using the search bar.
2. Select the paperback book “To Kill a Mockingbird” by Lee, Harper that costs \$32.47
3. Click “Add to My List”
4. Click the “List” dropdown box and select “Create New List”
5. Type in “Wishlist” as the list title and click “Add”

#### Scenario 4 (3mins)

You have found the books you are looking for and added them to cart. You are ready to complete the purchasing process. Go through the checkout process to purchase the books.

Answer path:

1. Click on “My cart”
2. Click on “Continue to checkout”
3. Enter Delivery information
4. Click “Delivery here”
5. Enter payment information
6. Click on “Make payment”

#### Scenario 5 (2mins)

You want to track your order that you have already placed and paid for previously.

Answer Path:

1. Click “Contact Us”.
2. Click “Track my Orders”

#### Post Task Questionnaire (Qualitative)

1. How easy or difficult was it to complete this task? Please explain why you gave that rating.

*1 - Very difficult | 2 - Moderately difficult | 3 - Neither easy nor difficult | 4 - Moderately easy | 5 - Very easy*

2. Was it stressful to perform that action?

3. Did you find the task challenging?

4. What problem(s) did you encounter while performing that action? (If necessary)

### Post Test Questionnaire (Quantitative)

*After all scenarios:*

*1. Rate your overall satisfaction with Opentrolley.com.sg.*

*1 - Very unsatisfied | 2 - Unsatisfied | 3 - Neutral | 4 - Satisfied | 5 - Very satisfied*

*Please explain why you gave that rating.*

*2. What did you like most about your experience?*

*3. What did you find most difficult or frustrating?*

### Moderator Script

Hi, my name is Shawn, and I'll be guiding you through this session.

Thank you so much for coming in today. Before we get started, I want to tell you a little about what you'll be doing and give you a chance to ask any questions.

Today, we're asking you to try out the OpenTrolley.com **website** and complete a set of tasks. Our goal is to see how easy or difficult you find the site to use.

I'll be recording your reactions and comments as you use OpenTrolley.com. A colleague will also be helping by taking notes and observing your interaction with the site.

I want to make it clear that we're testing the **website**, not you. You can't do anything wrong here. We really want to hear exactly what you think, so please don't worry about hurting anyone's feelings. Your honest feedback will help us improve OpenTrolley.com.

As we go along, I'll ask you to "think aloud"—just say what you're thinking as you work through the tasks and screens, even if it's something like, "I'm drawing a blank." This helps us understand your experience.

If you have any questions, feel free to ask. I might not be able to answer them right away, since we're interested in seeing what people do without extra help—but I'll answer any remaining questions at the end.

**Do you have any questions before we start?**

*(Wait for questions, then continue.)*

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**Moderator:**

I'm going to give you a series of tasks, one at a time. Just go through each task as you normally would, and please let me know when you're done.

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**Task 1 (Read to participant):**

"Here's your first scenario: You are interested in registering for an account on the OpenTrolley.com website for future use. Using Opentrolley.com, enter your details, and register for an account on the website.

"Remember to say your thoughts out loud as you work."

*(Wait and observe. Only help if the participant is completely stuck. Take notes.)*

**Answer Path (for moderator validation):**

1. On browser search bar, enter 'Opentrolley.com.sg' and click "Enter".
2. On the homepage, click on "Log in or register" on the top right.
3. Click on "Register".
4. Enter information under "Be a member"
5. Click on "Register"

**Post-task question:**

How easy or difficult was it to complete this task?

- 1 - Very difficult
- 2 - Moderately difficult
- 3 - Neither easy nor difficult
- 4 - Moderately easy
- 5 - Very easy

Please explain why you gave that rating.

**Moderator:**

Thank you. Now let's move on to the next one.

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**Task 2 (Read to participant):**

"Here's your second scenario: You are interested in buying a book under the Sports Psychology genre to gift to your friend. Use [Opentrolley.com](https://Opentrolley.com) to browse books under the Sports Psychology genre and add it to cart.

"Remember to say your thoughts out loud as you work."

*(Wait and observe. Only help if the participant is completely stuck. Take notes.)*

**Answer Path (for moderator validation):**

- Click "Login or Register"
- Enter the account details
- Click "Login"
- Scroll down and click on the "Sports Psychology" genre.
- Select a book from the search results.
- Click "Add to Cart."
- Proceed to checkout.
- (Optional: Review cart contents.)
- Confirm delivery address and shipping method.
- Ready to proceed to payment page.

**Post-task question:**

How easy or difficult was it to complete this task?

- 1 - Very difficult
- 2 - Moderately difficult

- 3 - Neither easy nor difficult
- 4 - Moderately easy
- 5 - Very easy

Please explain why you gave that rating.

**Moderator:**

Thank you. Now let's move on to the next one.

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**Task 3 (Read to participant):**

"Here's your second scenario: You're interested in reading "To Kill a Mockingbird" but want to wait before purchasing it, so you decide to search for the book on the website and add it to your Wishlist for future reference.

"Remember to say your thoughts out loud as you work."

*(Wait and observe. Only help if the participant is completely stuck. Take notes.)*

**Answer Path (for moderator validation):**

- Click "Login or Register"
- Enter the account details
- Click "Login"
- Click "Contact Us".
- Click "Track my Orders".

**Post-task question:**

How easy or difficult was it to complete this task?

- 1 - Very difficult
- 2 - Moderately difficult
- 3 - Neither easy nor difficult
- 4 - Moderately easy
- 5 - Very easy

Please explain why you gave that rating.

**Task 4:**

You have found the books you are looking for and added them to cart. You are ready to complete the purchasing process. Go through the checkout process to purchase the books.

How easy or difficult was it to complete this task?

- 1 - Very difficult
- 2 - Moderately difficult
- 3 - Neither easy nor difficult
- 4 - Moderately easy
- 5 - Very easy

**Task 5:**

You want to track your order that you have already placed and paid for previously.

How easy or difficult was it to complete this task?

- 1 - Very difficult
- 2 - Moderately difficult
- 3 - Neither easy nor difficult
- 4 - Moderately easy
- 5 - Very easy

**Moderator:**

Thank you. Now let's move on to the next one.

*(Repeat for each subsequent task, using the same structure)*

***After all tasks are completed:***

**Post-test questions:**

1. Rate your overall satisfaction with Lobang.com
  - 1 - Very unsatisfied
  - 2 - Unsatisfied
  - 3 - Neither unsatisfied nor satisfied
  - 4 - Satisfied



5 - Very satisfied

2. Please explain why you gave that rating.
  3. What did you like most about your experience with Lobang.com?
  4. What did you find most difficult or frustrating?
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**Moderator:**

Thank you. Your feedback has been very helpful. Do you have any questions for me about what you just worked with?

OK, we're finished.

Thank you for participating in this evaluation session. Your feedback has been very useful to us.

## Participant Script

(This is what the participant receives—either as printed handout, onscreen text, or verbal instructions from moderator.)

**Scenario 1:**

You are interested in registering for an account on the OpenTrolley.com website for future use.

**Task:**

Using Opentrolley.com, enter your details, and register for an account on the website.

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**Scenario 2:** You are interested in buying a book under the Sports Psychology genre to gift to your friend.

**Task:** Use Opentrolley.com to browse books under the Sports Psychology genre and add it to cart.

**Scenario 3:** You're interested in reading "To Kill a Mockingbird" but want to wait before purchasing it.

**Task:** You decide to search for the book on the website and add it to your Wishlist for future reference.

**Scenario 4:** You have found the books you are looking for and added them to cart. You are ready to complete the purchasing process.

**Task:** Go through the checkout process to purchase the books.

**Scenario 5:** You want to track your order that you have already placed and paid for previously.

**Task:** Use the Opentrolley to check your order history.

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