



Usability Test Plan

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IT2162 - 05

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GOALS OF THE TEST

The goal of the testing is to discover what works well on the site and what areas need to be improved. It will also allow us to develop ideas for improving problem areas.

Specifically, we want to determine whether:

- Users are able to navigate our interface smoothly
- Utilize our features to support themselves effectively
- (Nuzul goal)
- (JingKai goal)
- People can successfully navigate through the registration form and the redeeming of Owl Points in the shop
- People can navigate through the community pages and create a post.
- Administrators are able to make use of the functions to manage Users

LOGISTICS

SCHEDULE

- The Moderated Remote Usability Test will be conducted on Discord
- **Test Date:** Saturday, January 22, 2022
- **Number of users:** 5 total
- **Duration of sessions:** 60 minutes with half an hour break in between
- **Facilitator:** Nuzul & Danish
- **Observer:** Lim Jing Kai, Azfar, Gabriel

PARTICIPANT REQUIREMENTS

All participants must:

- have at least 1 year experience using the Web
- have purchased products/services on-line in the past month
- be fluent in English
- NOT be in the computer hardware, software or marketing industries
- be between the ages of 18 and 55

COMPUTER SET-UP

All facilitators, observers, and participants must have the following set-up before the scheduled test:

- Computer or Laptop
- High speed internet connection
- Headphone with microphone
- Browser – Google Chrome
- Google account
- Discord account
- Video and Sound enabled
- External Webcam if computer is not equipped with camera

METHODOLOGY

- Thinking aloud protocol will be used
- Users are to join the [Discord channel](#) using an invite link sent to them through email/sms.
- Users will be invited to access the interactive prototype in Figma via the Discord channel chat
- User click on link provided
- Users will begin on the intended home page (<https://www.figma.com/file/P1CUXBtPmZRWY15f91TXAS/OwIO-Project-Prototype?node-id=0%3A1>) for each task
- Users will be given 5 tasks, 1 task from every member of the group.
- Upon successful completion of a single task,
- User will complete a short questionnaire (Per Task Survey) regarding the task
- User will repeat this process until all tasks are successfully completed
- Upon successful completion of all allocated tasks, users will be given a link to do a post testing [survey](#).
- The post testing survey will be on Google Forms.

USABILITY TEST TASKS

Create Project (Nuzul)

- You are a very ambitious volunteer. Use Owlo Plan to create a project, create random resources for your team members and publish it so that other potential members can view your project and consider joining it.

Join Project (Nuzul)

- You enjoy playing chess and love volunteering for the elderly. Join a project that aligns with your interests and cause

Book Workshop (Jing Kai)

- You want to attend a workshop with others, navigate and book a workshop session.

Create Bookshop (Jing Kai)

- You want to share your story, navigate and create a workshop.

Register Account (Danish)

- You are a young adult that is trying to juggle your CCAs and to pad your portfolio. You want to register for an account but you do not have time. Use the document scanning feature in the registration page to simplify the process. Otherwise, go through the steps and fill in the form one section at a time.

Redeem Points (Danish)

- You are a registered user who wants to redeem their earned points through vouchers, see elaborate details and check out using your points.

Create post (Azfar)

- You have recently volunteered to help out at a workshop, you want to share your experience, i.e. Photos, with the people in your volunteer community. Using communities, navigate to your joined communities, create a post in community posts and publish it.

Manage Admin System (Gabriel)

- You are an admin navigating around a new management system. With the applications shown, manage the feedback, chat rooms and reports picked up by the system.

QUESTIONNAIRE

PER-TASK SURVEY

There will be a customised Per-Task Survey for each of our task. Links will be attached in our evaluation report.

POST-TESTING SURVEY

We will be using a scale from 1(strongly agree)-7(strongly disagree)

- Overall, I am satisfied with how easy it is to use this system
- I am able to complete my tasks quickly using the system
- I feel comfortable using this system
- It is easy to learn to use this system
- I believe I become productive quickly using this system
- The system gives error messages that clearly tell me how to fix problems
- It is easy to find the information I needed
- The interface of the system is pleasant
- The system has all the functions and capabilities I expect it to have

Questionnaire questions are referenced from the [Quantifying The User Experience Book by Jeff Sauro and James r. Lewis](#)

QUANTITATIVE MEASUREMENTS

Facilitator	Task	Runtime	Expected Completion time	Expected success rate	Average Completion time	Success rate
Nuzul	Create Project	02:18 -06:37	5 min	60%	4:19 min	80%
	Join Project	11:00 -12:03	2 min	100%	1:03 min	100%
Jing Kai	Book workshop	0:16 - 0:48	32 seconds	100%	-	100%
	Create Bookshop	01:00 - 03:01	2 min	70%	-	60%
Danish	Register Account	0 : 00 - 4 : 01	3 min	100%	4:01 min	80%
	Redeem Points	0 : 00 - 3 : 25	5 min	100%	3:25 min	70%
Azfar	Create post	0:00 - 3:48	2 min	90%	3:48 min	100%
Gabriel	Manage Admin System	11:00 -12:03	3 min	90%	1:32 min	100%

SESSIONS

AT THE END OF EACH SESSION:

The facilitator will review the website with the user and ask for any needed clarification, or have participants try something that they missed.

AFTER EACH SESSION

- Clear cookies, cache, and history
- Capture any interesting screen
- Debrief observers

APPENDIX

Each team member must prepare test task (one task per member) for his/her features. You can refer and rephrase the problem statements that you have created in Assignment 1 as the task. But you will need to include all the necessary data that the participants will be required to enter to complete the task. E.g. of a scenario as follows: (These are the scenarios used during the usability testing of a library website.)