

Usability Test Plan | Nable

Introduction

Nable Moderated Usability Test Plan (Mobile Navigation & Features) by Alexis Sample

Date: 10/10/2022-10/14/2022

Time: TBD

Location: Remote & In-Person

Product Designer: Alexis Sample

Background

Nable is a responsive web application that allows users to consult with experts in disability services and find helpful resources to aid in navigating disability service systems. Our user persona, Mike, hopes to use the app to connect with an expert who can help him understand how to secure accommodations for his child in school. The study will test the app's navigation and key features (i.e., confirm booking, edit profile, add a goal).

Goal

The goal of this study is to assess the learnability of the app for new users and measure the amount and severity of user errors. We hope to better understand how easily users can complete onboarding and selected tasks during their initial interactions and learn how easily it is for users to recover from errors.

Test Objectives

- Observe how quickly and easily users complete the onboarding flow from the site's launch page.
- Determine how easily users are able to find and navigate through the app's main pages to initiate and accomplish the tasks.
- Measure how many errors users make when accomplishing the key tasks and document the type of errors made. If applicable, how users corrected the errors.

Methodology

Moderated in-person testing will occur at the participant's home. Moderated remote testing will occur online using an online platform such as Gotomeeting or Zoom to allow for recording. The study will consist of a briefing, a set of tasks, and a debrief.

Participants

The study will test 6 participants within our target audience from the moderator's personal and professional network.

Schedule

Usability test sessions will be scheduled and take place between October 10th to October 20th between the hours of 9:00 AM and 5:00 PM EST.

Sessions

Participants will individually engage in 10-15 minute sessions. Participants will be provided a link to the prototype and test using their own mobile device.

Equipment

Testing will be completed on the participant's mobile device. They will access the prototype using a provided link. Recording will be done using an iPhone 13 mobile device. A computer will be required for moderated remote testing. Participants will be required to use their own personal computer to access the session..

Metrics

Errors will be measured using Jakob Nielsen's scale:

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

After-Scenario Questionnaire to measure overall satisfaction and ease of completing the task.

The Net Promoter Score: How likely is it that you'll recommend this product to a friend or colleague? The response options range from 0 (Not at all likely) to 10 (Extremely likely).

Promoters: Responses from 9-10

Passives: Responses from 7-8

Detractors: Responses from 0 to 6

Script & Tasks

[Link to Usability Test Script & Tasks](#)