

User Testing DECIDE Framework

Determine the goals	Explore the Questions	Choose the evaluation techniques	Identify the practical Issues	Decide how to deal with the ethical issues	Evaluate the data (evaluation paradigm)
<p>Checklist: See if the user is able to complete the primary functions of the checklist (upload files, enter amounts, submit items)</p> <p>Questionnaire: Identifying any pain points when going through the questionnaire process, for example, complex jargon, confusing categorization, irrelevant questions, etc. Evaluating time of completion as well as effectiveness of the transition to checklist portion of the FDQ.</p> <p>Identifying the overall value of the product and using this information to leverage development and ultimately improve user satisfaction.</p>	<p>Is the wording suitable for the client?</p> <p>What are their initial thoughts on the visuals of the interface?</p> <p>How did users feel after each task?</p> <p>Are there any features you feel would be not used?</p> <p>Do the order of the questions in the questionnaire, followed by the information in the checklist make chronological sense?</p> <p>Do they understand the significance of the task?</p> <p>What keywords come to your mind after using this product?</p> <p>Is there any financial information you feel</p>	<p>Give the users different cheat sheets based on a variety of financial situations (simple to complex) to get a broader range of time.</p> <p>The first scenario is designed so that the participant will have the least amount of information to fill out, the second scenario would consist of the control group, and the third scenario will be designed so that the participant will have the most information to fill out. Each scenario will include a corresponding cheat sheet so the participant understands what information they would need to input.</p> <p>Questionnaire: Using the cheat sheets, give the participant one of three scenarios and ask them to complete the questionnaire based on the scenario they were assigned.</p>	<p>Finding suitable participants who are willing to undergo this usability test (within 9am and 5pm time frame and within budget)</p> <p>Taking into account margin of accuracy error since the study will likely not involve the participant's actual financial situation.</p> <p>Prototyping an fully interactive form is impossible given the number of permutations possible. Should we prototype the form so the participant can click through all options but the UI doesn't look like the final (ie. JotForm prototype)? Or should we prototype the form so that it closely matches the final UI but the participant can only walk through one collection of answers (ie. Sketch/Invision)?</p> <p>Budgeting Amount? (Current Options) - Paying a set amount per user test as opposed to hourly</p>	<p>Providing a consent form to sign before user testing. This consent form will outline all information being monitored, collected, and used. We reserve the right to use this information how we see fit.</p> <p>Ensuring that the user's privacy is protected by keeping them anonymous. This can be done by asking them to follow a predetermined script when inputting financial data on the questionnaire.</p> <p>Should they feel uncomfortable or unsafe during the usability study at any given time, they are entitled to leave the study and all information collected up to that</p>	<p>Verify the time range by asking family/friends to fill out the questionnaire with legitimate information.</p> <p>Observing and noting any patterns or areas of difficulty for each task.</p> <p>Taking into account any suggestions from any open-ended questions asked during the interview portion of the usability study and revising the prototype to reflect these suggestions.</p> <p>Differentiate between subjective and objective feedback.</p> <p>Communicate concerns with the SIÉSDE team</p>

	<p>was not covered within this process?</p> <p>Was any part of the process distracting or confusing?</p> <p>Do you feel your input played a significant role in this process? (Voice)</p> <p>Is there any part of the process that you feel was invasive or offensive? (Respect)</p> <p>Is there any scenario you can think of where this process would be biased? (Neutrality)</p> <p>What do they think is the main selling point of the product? (Understanding)</p> <p>Which task was the most difficult? Which task was the easiest? Why? (Helpfulness)</p> <p>If you can change anything about the product, what would it be?</p>	<p>Following the completion of the questionnaire, the participants will do the usability study for the checklist.</p> <p>Checklist - Structured Test where users will be asked to complete a set of tasks. Tasks will be organized into 6 main user scenarios.</p> <p>Some users can do testing on their own while we record their interactions (see heatmap software etc). This can reduce observer effect (Hawthorne effect).</p> <p>After completing the questionnaire and the checklist, we will interview the participants according to the questions presented in the column to the left. We will record their responses.</p> <p>This entire process is expected to take a maximum of 2 hours.</p>	<p>Do we use our device or their device? Using our own device allows us to install monitoring software (heat maps etc) but at the expense that the UI may appear differently for different devices. Raises the question of if we should simply distribute a link to the prototype and monitor results through hotjar. Or if we should employ crowdsourced usability testing techniques (need to allocate a budget).</p>	<p>point will be discarded.</p> <p>Do the users need to sign an NDA?</p>	<p>regarding product design, development, ideation, or legality.</p> <p>Infer any implications resourced from the data collected.</p>
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