**COMPSCI 345 / SOFTENG 350**

**Tutorial 8: Usage Testing**

**Worth 1% of your final grade**

**Tutorial exercises should be undertaken in pairs: one as observer and another as participant**

**Each partner must write their worksheet report in their own words**

**You should plan to spend 50 minutes on this tutorial**

**Upload your completed worksheet file to Canvas**

**Due by 8am Tuesday 2 June**

**Aim**

The aim of this tutorial is to have a first encounter with usage testing. Please review readings and slides from Lectures 16, 17 and 18 in order to complete this tutorial.

**Background**

Your task is to observe one task use for the website [www.neighbourhoodsupport.co.nz](http://www.neighbourhoodsupport.co.nz).



Figure 1. Previous version of the website neighbourhoodsupport

**Activity**

One member will be the participant and use the website. The participant should NOT look at the website before they begin the usage test. It is important for the participant to have “fresh eyes” (i.e., no familiarity with the website) for the test. The participant should “think aloud” during usage. If a student is completing this tutorial independently without another student, they should take on the participant role.

Take a screencapture recording of the screen (and audio) while the participant completes the task. This will not be submitted. It will only be used for analysis of the usage test.

One member of the pair will be the observer and will observe and take notes. The observer should prepare for the session by familiarising themselves with the website (but only do this if there are two peers collaborating on this tutorial. If there is only one student, the student should act as participant with “fresh eyes.”) The observer should take written notes of actions and critical incidents. Use the screencapture to time how long the participant takes to complete the task. Prior to the test, the observer should independently decide what click action should count as the task being completed.

Hypothesis: The goal of the organisation is “Creating safe, resilient, and connected communities” but it may be difficult to know whether a particular area is currently covered by this organisation.

Task: Finding whether a specific address is covered by the organisational network.

Prompt: [The user should being at the main site page.] “Let’s say you are a student who recently moved into a shared apartment at 110 Grafton Road. You are new to the neighbourhood and would like to know more about local safety concerns and crime. See whether this organisation covers your new place.”

The task is completed when the participant feels they have found the best answer that the website can provide.

In 150 words (and optional screenshots), describe what the participant perceived, felt and did in response to the interface elements, and where they navigated.

In 150 words, describe what user experience problems exist in the website related to the relevant functionality of the specific task.

Submit your worksheet to Canvas.

**Tutorial 8 Worksheet Rubric**

*Criteria*

* Usage testing: The participant’s perceptions and actions were noted and described in sufficient detail.
* Interpretation: The perceptions and actions were interpreted to describe real and relevant user experience issues.
* Writeup: clear, professional.

*Assessment of criteria*

Criteria are assessed as excellent, good, satisfactory, unsatisfactory or fail.