

The PLAN

So all of us agree on testing Google Docs and Office Web Apps. More specifically, the word processing subsystem, not the spreadsheet, nor the slides.

To use the services, you may want to follow these two links:

<http://docs.google.com/>

<http://office.microsoft.com/en-us/web-apps/>

Or if you are already a google/windows live user, there would be shortcuts on top of the web page after signing in.

We are going to go through these:

1. [Sun, Oct 9] Think about what are the most demanding functions of a word processing system we use.
 1. Format the text? Font size, alignment, line space, etc.
 2. Insert objects, either images or videos, or smart charts?
 3. Organize the document? Things like adding a table of contents, a bibliography part, etc.
 4. Anything else you could think of. Please add.
 5. grammar checking & word count
 6. set a background
 7. open an existing file > editing > save
 8. add header and footer; footnote
 9. search something (e.g. column setting)from HELP

task 1:

time limit: 4 mins

pre-requisites:

- browser opened
- user already logged in the system
- the browser is showing the main page of the online office system
- the materials (source.doc and polyu.gif) for the tasks are placed on the same computer.
- source.doc is opened.

steps: 1.1 create a new file. name it to tester<tester#>.doc (e.g tester1.doc)

1.2 copy text from source.doc to the new created document.

1.3 edit tester<tester#>.doc, select all text, change text color to black, change the font of the first paragraph to arial, adjust the line spacing of the first paragraph to 1.15, change the first line of the first paragraph to heading2, change the first line of other paragraph to heading3.

1.4 insert polyu.gif to the top of the document

1.5 save

1.6 the result document should look like prepared.doc

task 2:

time limit: 5 mins

pre-requisites:

- task 1 complete, if task 1 cannot complete then ask user to open a prepared.doc for task 2 instead.

steps: 2.1 open tester<tester#>.doc

2.2 insert header "COMP5517 - Human Computer Interactions" with font Arial, size 8pt and color black.

2.3 insert footer "Assignment 1: Qualitative Evaluation (Usability Study)" with font Arial, size 8pt and color black.

2.3 insert a table of content between polyu.gif and the first paragraph

2.4 insert text "Table of content" at the beginning of the table of content and press enter

2.4 select all text in the table of content except the first line, change font color to black, apply bullet point, select the second to the fourth bullet point and add an indent.

2.4 perform word count

2.5 save

2.6 the result document should look like final.doc

task 3: (this maybe unnecessary)

time limit: 1 min

steps: 3.1 ask tester to look for how to share the document to someone from help.

I will prepare the materials (the image to insert and the document to copy text from, and the prepared file if task 1 failed.) for the test. The task list will be refined again soon once I complete the materials.

After the doc is shared with another account, the user could also log out and log in the other account to view the doc and add a comment. This could reflect the two major functions of the system: share with others and "be shared". But would it be annoying?

And Shall we ask the user to delete a file? as a part of the task. (this require user to go back to the home page.)

After we come up with plenty of functions here, we discuss about the importance of each function and rank them.

We only need the top functions for the test.

It is to be decided whether or not there should be tasks in the test as "open a web browser", "Go to Google Docs site", "Register a new user and log-in", etc. If we are about to go through this, it may take about roughly 5 more minutes to get these done. One possible speedup is that we provide a pre-registered user account for the user and let he or she log in with that particular user-name and password.

1. [Sun, Oct 9] With the tasks decided, we describe the tasks in more detail. The directions for each task which is for the user. The prerequisites of each task, the time limits and the expected results which are considered as conditions of tasks being accomplished.
2. [Tue, Oct 11] I will go through the test on both systems with screen-cast and video recording from the Face Time camera looking at my face. I will pretend to be thinking aloud... Though this could be too artificial... I will also repeat the process with Elaine and then keep you updated about the results.
1. [Wed, Oct 12] With these results, we should be able to find out whether the tasks are feasible or if we should remove some of them to shorten the duration of the test.
2. [Wed, Oct 12] We should also prepare a questionnaire to gather the demographic info of the users. Think about possible ones that may influence the performance on the test. Obviously it is not necessary to ask whether the user is single or married...
I got two questions in mind that should be relevant to the test, see if they are useful:
 1. Does the user have prior experience in word processing software?
 2. Does the user have prior experience in online collaborative office system?

Shall we ask about their education background? Art, business or science. And how often they need to edit text file.

Some of the basic information like male or female may not need to be asked in the questionnaire but we could still keep them in our user log file. As all the users we invited will be someone we know, we will have these basic information, like the age group.

Shall we ask if users use Mac in daily life? This may also affect the performance.

Do we need to find users from different background and different age group? Or we just focus on young people who use computer everyday? Maybe we could share some information about the potential testers we found? Then we could make a balance.

I got 2 from business background who never used both systems and 1 never used office web.

1. I think we would carry out the test as a between subject test. The reason is that after using one of the systems, the users are supposed to be much more productive with the other one.
If we are to compare the learning curve of each system, a within subject test may work as well.
1. For each system, how many users do we need? 3? 4? or 5?