# Evaluation Plan – Skeuomorphic UI for online banking

## Scope

* Specify how much of the product you will cover

Test checking an account balance, transferring money to another account and then checking the new balance after the transfer. Test all of these for both interfaces.

## Purpose

* Identify the concerns, questions, and goals for this evaluation. In each round, you will probably have several general and several specific concerns to focus on. Your concerns should drive the scenarios you choose for the evaluation

1. Test if users can perform all of these tasks on both interfaces
2. See if users prefer one interface to the other
3. Measure how usable each system is
4. Find out which parts of each interface the users like or dislike

## Schedule & Location

In users’ homes or public spaces (e.g. church hall) at times requested by users

## Sessions

* You will want to describe the sessions, the length of the sessions (typically one hour to 90 minutes\*).

1. Sessions will take 30 minutes to 1 hour
2. Sessions will begin with explanation of the project
3. Users read information sheet and sign consent form
4. Users are randomly assigned 1 interface to test first
5. Users perform all tasks for this interface
6. Users complete SUS form
7. Users perform all task for second interface
8. Users complete SUS form
9. Users are interviewed about their experience with the 2 interfaces

## Equipment

* Indicate the type of equipment you will be using. Also indicate if you are planning on recording or audio taping.

1. Laptop computer with keyboard and mouse
2. Screen recording
3. Audio recorder

## Participants

* Indicate the number and types of participants you will be recruiting. Describe how these participants were or will be recruited, including documentation provided, such as consent forms.

Recruit at least 15 participants. All participants should be over 65. Participants to be recruited from our social networks. All participants received an information sheet and a consent form.

## Scenarios

* Indicate the number and types of tasks included in testing. Typically, for a 60 min. test, you should end up with approximately 10 (+/-2) scenarios for desktop or laptop testing and 8 (+/- 2) scenarios for a mobile/smartphone test.

1. Traditional banking interface
2. Skeumorphic banking interface

## Subjective metrics

* questions prior and after each task scenario, overall ease, satisfaction and likelihood to use/recommend when the sessions is completed. Usually participants rate the measure on a ***Likert scale***.

1. SUS questionnaire

## Objective metrics

* Indicate the observational data you will be measuring in your test (e.g., successful completion rates, error rates, time on task).

1. Time taken
2. Number of errors

## Roles

* who does what. The usability specialist should be the facilitator of the sessions. Note-takers.

1. Single person acted as facilitator and took some notes
2. Recordings also made