

# USABILITY TEST PLAN DASHBOARD

## AUTHOR

## CONTACT DETAILS

## FINAL DATE FOR COMMENTS

### PRODUCT UNDER TEST

What's being tested? What are the business and experience goals of the product?

### TEST OBJECTIVES

What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested?

### PARTICIPANTS

How many participants will be recruited? What are their key characteristics?

### TEST TASKS

What are the test tasks?

### RESPONSIBILITIES

Who is involved in the test and what are their responsibilities?

### BUSINESS CASE

Why are we doing this test? What are the benefits? What are the risks of not testing?

### EQUIPMENT

What equipment is required? How will you record the data?

### LOCATION & DATES

Where and when will the test take place? When and how will the results be shared?

## PROCEDURE

What are the main steps in the test procedure?



## **Usability Test and Analysis**

### **Introduction**

This test of the improved prototype will be conducted with the same five participants that were tested with the competitor website before. In this test, four tasks will be conducted in order to test whether the information architecture and navigation works with the users. The four tasks are listed as follow:

1. Start from Homepage, and find the introduction of SC about his award, career, and business.
2. Find details of one of his basketball games.
3. Find one of the videos you like to watch.
4. Think of anything you want to know about SC and try to find in any sections in this website.

### **Tasks Test:**

#### **Test-1:**

Starting from homepage, participants went through the whole page at first. Two of the participants clicked the “BIOGRAPHY” section in navigation bar and were led into the “Award” page. The other three clicked the “MORE” button below the brief introduction of Stephen Curry in homepage, and were navigated to the “Award” page.

All the five went to the “Award” page successfully, but afterwards they were trapped in this page. They rolled over and could not find the other information of career and business in this page. One of them clicked on the “BIOGRAPHY” section again after nearly one minute, and found the sub navigation bar with “Career Introduction” and “Off-court Life”. He successfully got access to the introduction of SC’s career and business information. But the other four failed to conduct the task-1.

#### **Task-2:**

Back to the homepage and start. Five of them clicked the “CAREER TIMELINE” section and were led to the timeline page. They found the texts, pictures and videos in this page regarding to one game or SC’s highlight moment in the year of 2016.

When they want to switch to the next page for more information, two of them clicked on the chevron button and went to the page of highlight in 2017. One of the two questioned that he thought there should be another game with information in 2016 when he clicked the chevron button, but it led him to the 2017 unexpectedly.

The other three found the timeline at the bottom. Two of them clicked on the space around the number of 2017 without reaction, and they tried again to click precisely on the small button and the center of the number of 2017 which made success. And when one clicked on the star button on the number of 2016, he realized that he could drag the button to the place of 2017. But it takes two times to click on the star button precisely and makes reaction.

#### Task-3:

Back to the homepage and start again. All five found the “VIDEOS” section and went to the page successfully. They found there were preview pictures on top row of the “Most Viewed”. They could also find the videos listed in the menu of “Introduction Videos”.

One of the five questioned that if there were any other types of videos besides “Introduction Videos” after he browsed over the page. As he tried to click on the menu of the videos, he found another navigation bar overlay and could choose other types of videos for watching. But the other four participants did not find this navigation bar overlay until they were told that they should click on the menu.

#### Task-4:

Task-4 is designed to find if there is any information or section not included in this website that participants may anticipate.

During task-4, two of the five went to the “NEWS” section from the navigation bar, and find sections of “Basketball-related”, “Personal Life” and “Hot news”. One went back to the “BIOGRAPHY” and asked if there would be a section of the introduction of the team Golden State Warriors and other teammates. The other one went to the “CAREER TIMELINE” and mentioned if there would be specific stats of a play game

like the NBA.com, which helps follow SC's performance in different seasons.

## **Analysis**

According to five participants' feedbacks and record, there are several problems regarding to navigation and information architecture.

First, as indicated in the first and third task, the sub navigation bar is not obvious enough. They need an extra click for opening the overlap which may be missed by users. The hidden overlap takes user more time to find the navigation and information they want. An obvious sub navigation bar/overlap that shows once users open the page is preferable.

In the second task, the multiple buttons for switching to the page with information of the next year may puzzle the users. It causes functional duplication. Different buttons in a page should react to different pages and less buttons decrease the possibility of misleading.

The interaction in the timeline is also not good enough. Only a small button and number that is clickable or dragged makes the interaction hard to realize. An expansion of the clickable space and the optimization of the interaction is needed.

Regarding to the task-4, participants show different appetites for different information and sections. For new NBA audience or SC's fan, they may prefer to know more about this basketball star himself by videos or news. For NBA audience that are familiar with the stats-focus system, they may want to view detailed stats of this basketball star. And there is also divergence in the highlights or important moments showed in the timeline between audience and the website developer. Thus, a balance of the introductory and professional content should be realized in order to fulfill the needs of different audience.