**Usability Testing Process**

**[Planning a study](https://github.com/DOI-ONRR/nrrd/wiki/Usability-Testing-Process" \l "planning-a-study)**

* Decide on the goals of the study
* Decide on the right method and participants needed to meet the goals
* Write [study plan](https://github.com/ONRR/doi-extractives-data/blob/research/research/22_QuietQuail_sept2018_homepage/ResearchPlan.md)
* Have product owner review the plan
* Figure out where to find participants

[**Recruiting participants**](https://github.com/DOI-ONRR/nrrd/wiki/Usability-Testing-Process#recruiting-participants)

* Find people using method decided in the plan
* Track people in the market map (People tab) and individual study participant index spreadsheet (only direct team can access because of PII)
* Send [emails](https://docs.google.com/document/d/1HRLBy-IigoNGlcAD9eY7pQKq9T95HL1NTLfiGLwsDg4/edit) (limited access) asking people to participate
* Choose an interview time for people who accept
* Send [meeting maker] (<https://docs.google.com/document/d/1HRLBy-IigoNGlcAD9eY7pQKq9T95HL1NTLfiGLwsDg4/edit>) (limited access) for interview and debrief

[**Writing the study guide**](https://github.com/DOI-ONRR/nrrd/wiki/Usability-Testing-Process#writing-the-study-guide)

* Write [study guide](https://github.com/ONRR/doi-extractives-data/blob/research/research/23_timelyturkey_oct2018_interim_interviews/Guide.md)
* Ensure any prototypes meet the needs of the guide (i.e. you can get to everything users might encounter when completing the tasks)
* Have product owner review the guide
* Post guide to GitHub

[**Plan for note taking**](https://github.com/DOI-ONRR/nrrd/wiki/Usability-Testing-Process#plan-for-note-taking)

* Check to see who has accepted the meeting invite and designate a primary note taker
* Create a notes doc by taking the study guide and putting in headings instead of detailed questions or copying one from a previous participant and removing all of that participant’s notes

[**Conducting the study**](https://github.com/DOI-ONRR/nrrd/wiki/Usability-Testing-Process#conducting-the-study)

* Go through the interview guide during the study.
* Conduct debrief with the team after the study and put together summary and put the participant on the [user type triangles](https://github.com/ONRR/doi-extractives-data/blob/research/research/00_UserTypes/00_UserTypes.md).
* Update participant index and market map indicating the interview has occurred.

[**Analysis**](https://github.com/DOI-ONRR/nrrd/wiki/Usability-Testing-Process#analysis)

* Copy all notes from each participant into a [spreadsheet](https://docs.google.com/spreadsheets/d/117KaD-m4s3A-0A7vXHspI35pcAdyZEsaAA_NLaG-Lhs/edit#gid=0) (limited access) and organize into common findings, tracking number of participants who encountered each finding
* Make sure no identifying information is in the notes docs. The only place to identify participants should be the participant index.
* Put together a version of the triangles with all participants in the study
* Pull out the highest frequency findings or things that answer specific questions asked in the study plan and create a [findings presentation](https://docs.google.com/presentation/d/1MBxfAKT3CsUYq1Zb5Mf1puD1AA_cEislaNubHYeitZw/edit#slide=id.g3a96d6048a_0_22) (limited access)
* Review findings with Data Display and Data Retrieval teams
* Add issues to GitHub to address findings
* Put bulleted [summary of findings](https://github.com/ONRR/doi-extractives-data/blob/research/research/22_QuietQuail_sept2018_homepage/Results.md) on GitHub

[**Updating ongoing findings documentation**](https://github.com/DOI-ONRR/nrrd/wiki/Usability-Testing-Process#updating-ongoing-findings-documentation)

* Update [user types on GitHub](https://github.com/ONRR/doi-extractives-data/blob/research/research/00_UserTypes/00_UserTypes.md) with the new participants and make any adjustments to the scenarios, if needed.
* Add findings to the findings by topic [spreadsheet](https://docs.google.com/spreadsheets/d/1CnQVlDRCnstzw0SqQfpRAj8u4-af2qp4ycE6jNgKXIw/edit#gid=0) (limited access) and [github page](https://github.com/ONRR/doi-extractives-data/blob/research/research/researchfindingsbytopic.md).