Digital Portfolio

TEST PLAN

Edita Pronckute | Semester 8 – Graduation Internship | 2023 June

Objective

The objective of this user test is to perform a cognitive walkthrough of a Digital Portfolio - My Evidence wireframe (page) to assess its usability and identify any potential usability issues or user experience challenges.

Test Materials and Tools

- A printed wireframe and/or the application to be tested.
- Supporting context for the participants.
- Note-taking tools, such as paper and pen.
- Recording equipment (with participant consent) to capture the session for review and analysis.

Participants

The test is performed with at least 8 users, each on an individual basis. Some users have experience using Portflow, other receive more context that explains what a digital portfolio is. All the participants are new to My Evidence page revamped version.

Procedure

The step-by-step process for conducting the test:

- Introduce the purpose of the test to participants and obtain their consent for recording the session.
- Remind the participants that the point is to test the application and not them.
- Provide some context for the test scenario and go over the tasks they need to complete.
- Let participants navigate through the wireframe(page) independently and encourage them to think aloud.
- Observe and take notes on their actions, comments, and any usability issues they encounter.
- Encourage participants to ask questions or seek clarification if needed.
- Conclude the session with a brief interview to gather additional feedback and insights.

Test Scenario

Test scenario is used to provide more context for the users. It also allows to work with existing data. Since, most of them are familiar with Portflow, the context is as follows:

"Imagine this is your portfolio from the last semester, if you go to my evidence page, I will give you some tasks to perform. The tasks are intended to see if the usability of the page is clear from the first use. We will go over each task one by one, I will be taking notes and will ask a few questions before we begin and some more questions once we are done. This should not take about 15 min."

Preliminary questions

1. How familiar are you with Portflow? (1 not familiar – 5 very familiar)
2. What do you first notice about the page?

Tasks

Define a set of tasks that participants will perform on the screen. Each task should focus on a specific goal or action the user needs to accomplish. For example:

1. You have just finished a *Report*, please add it to your portfolio.
2. You are not sure if you added evidence "_____". Try to look for it.
3. You cannot remember the title of the evidence, but you are certain it was a Video. How would you find it?
4. You want to see the overview of all evidence again.
5. You would like to add the *Report* to a "_____" collection.
6. You are getting ready for submission and would like to see which evidence belongs to the "_____" collection.
7. You would like to see which evidence belongs to the "_____" goal.
8. You would like to check what is the oldest piece of evidence.
9. You see the "_____" evidence that may not be necessary, you would like to remove it (linked).
10. You would like to check how many links do you have in the "_____" collection.
11. You decided the *Report* is not very informative and would like to rename it to something clearer. Please try.

Interview questions

1. What do you first notice about the page?
2. Did it match your expectations? What stood out? Confused you?
3. What was missing?
4. How would you describe this wireframe (to a friend)?

Data Analysis and Reporting

After completing all the test sessions, the collected data will be reviewed and analyzed. Notes taken during each session will be organized and used to identify recurring issues, pain points, or usability challenges that the participants faced. The issues will be categorized based on severity and impact on the user experience and the potential solutions or improvements for each identified issue will be considered.

The summarized findings and insights from the test will be described in the recommendations section of the Graduation Internship Report.
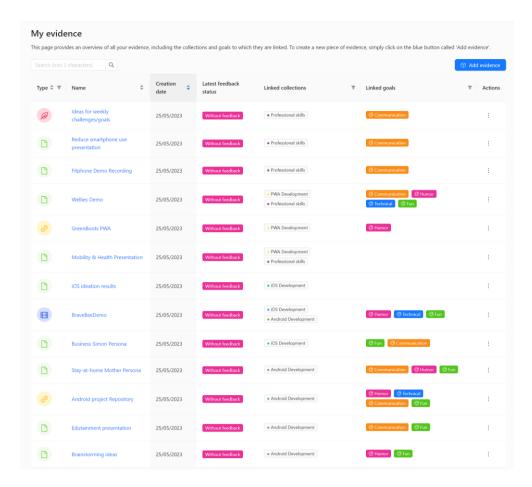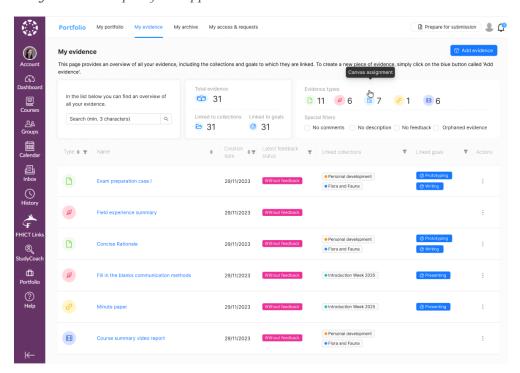
Image 1. An example of the application.

Image 2. A wireframe with the dashboard.

Table 1. Observer's notes printout.

Participant's name:		
How familiar are you with Portflow? (1 not familiar – 5 very familiar)		1 2 3 4 5
What do you first notice about the page?		

Task		Success	Observations
1	You have just finished a *Report*, please add it to your portfolio.		
2	You are not sure if you added evidence "_____". Try to look for it.		
3	You cannot remember the title of the evidence, but you are certain it was a Video. How would you find it?		
4	You want to see the overview of all evidence again.		
5	You would like to add the *Report* to a "_____" collection.		
6	You are getting ready for submission and would like to see which evidence belongs to the "_____" collection.		
7	You would like to see which evidence belongs to the "_____" goal.		
8	You would like to check what is the oldest piece of evidence.		
9	You see the "_____" evidence that may not be necessary, you would like to remove it (linked).		
10	You would like to check how many links do you have in the "_____" collection.		
11	You decided the *Report* is not very informative and would like to rename it to something clearer. Please try.		
Post Test Questions			
1	What do you first notice about the page?		
2	Did it match your expectations? What stood out? Confused you?		
3	What was missing?		
4	How would you describe this wireframe (to a friend)?		

Table 2. Participant task printout.

No	Task
1	You have just finished a *Report*, please add it to your portfolio.
2	You are not sure if you added the personas as evidence. Try to look for it.
3	You cannot remember the title of the evidence, but you are certain it was a Video. How would you find it?
4	You want to see the overview of all evidence again.
5	You would like to add the *Report* to the iOS development collection.
6	You are getting ready for submission and would like to see which evidence belongs to the Android Development collection.
7	You would like to see which evidence belongs to the technical goal.
8	You would like to check what is the oldest piece of evidence.
9	You see the Graduation Internship Company evidence that may not be necessary, you would like to remove it.
10	You would like to check how many links do you have in the professional skills collection.
11	You decided the *Report* is not very informative and would like to rename it to something clearer. Please try.