Instructions and Usability Testing Report

**TO:** Mrs. Saunders-Jones

**FROM:** Evan Baker

**DATE:** 9/16/2018

**SUBJECT:** Stage 5: Usability report on development, testing, and results of “How to Clean White Canvas Shoes”

**Statement of Purpose**

In this document, I will show the findings of my testing of the “Cleaning White Canvas Shoes” instructions. From the data that I have gathered from my testing, I will determine if the instructions were successful, and I will list what revisions will be needed to make the instructions more effective in the future.

**Summary of Test Findings**

The main goal of this project was to create intuitive, concise instructions that communicate to the user how to clean White Canvas Shoes. The instructions were designed to be concise enough to limit the shoe cleaning process to approximately 20 minutes or fewer. For my testing, I called upon the help of five of my friends here at Baylor to try to clean their white canvas shoes using my instructions. Overall, the testing was very successful. No one tester got stuck during testing, and only one tester required my help in the form of a clarification during the cleaning of their shoes. Methods of the testers, as well as outcomes of the shoes, however, did vary. The shoes all turned out slightly differently, with some being much whiter than others. This can be attributed to how each individual tester interpreted the instructions, and to personal liberties taken by each tester.

**Methods**

All 5 participants were Baylor University juniors, most of which who are in a STEM field (engineering or computer science). Each student came prepared with a pair of white canvas shoes, although there were multiple brands of shoes within the group of testers. Three of

the testers used white Converse shoes, while the other two used Vans. Based on the

outcome however, this difference did not seem to matter, and results were consistent across the two brands of shoes. During the testing of each participant, I remained quiet to let the tester try the instructions without any guidance. Each participant was asked to vocalize their thought process to help me collect information on the process. In the case of a participant needing help, I would be standing by to assist. At the end of the testing, each participant was asked to answer a few survey questions. At the end of the survey, each participant was asked how he or she would change the instructions, if at all. This is a concise way to measure the effectiveness of the instructions, but is limited by the amount of questions each participant is being asked. My findings may have been more accurate if I had been more specific with my questions.

**Discussion of Findings**

Testing of the instructions proved to be successful overall, with minor missteps here and there. 5 out of 5 testers stated that the instructions were not hard to follow, and 4 out of 5 users said that the desired level of shoe cleanliness was reached. The participants gave the instructions an average of a 4.2 out of 5 on overall clarity. Only one tester needed assistance at any point, and this was because of a necessary clarification. One area in which testers differed drastically was the application of solution to the shoe. Each participant interpreted the instructions slightly differently in terms of how much solution should be applied to the shoe. Some participants loaded their chosen cleaning device with solution, and heavily applied to the shoe, while others applied very small amounts of solution to the shoe. One pair of shoes was applied heavily with bleach, and ended up showing small yellow spots. This may have been avoided by clarifying more accurately how much solution to use on the shoe.

While overall tester satisfaction levels were indeed high, small revisions to the instructions could have improved overall shoe cleanliness and satisfaction levels.

**Recommendations**

I need to specify more clearly how much solution should be applied to the shoe. Every tester used a different amount, and thus had different results. I also need to clarify how much water should be used to rinse the shoes, and how this water should be applied to the shoe. I should also include an estimated time for the instructions to take in total to give the reader an idea of how long they should be taking to clean their shoes.