



# UXD Assignment 2

## Test Plan

### Authored by:

IT2162 - 01

Sammi Wong (210845R)

Vianna Chua (213899D)

Ve.H. Sujith (210664T)

Vernon Tan (214555M)

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## GOALS OF THE TEST

- The goal of our testing is to ensure that the website has a smooth flow as well as to know what areas need to be improved on. It will allow our team to get a clear idea of what needs to be improved on.
- Specifically, we want to determine whether:
  - People can successfully navigate through the site from the login page to the checkout page smoothly
  - People are able to complete a full online payment cycle from adding to cart to paying for their items
  - Our information page would help educate people on how to properly manage their food waste
  - For users to be able to order their food and collect them at their allocated timing
  - For store owners to be able to donate canned food that meets the food donation guideline to those that can use it immediately

## **SCHEDULE**

The Moderated Remote Usability Test will be conducted face to face.

**Test Date:** Monday, 9 January, 2023

**Number of users:** 5 total

**Duration of sessions:** 30 minutes per session

**Incentive:** Free candy

**Facilitator:** Vianna Chua, Vernon Tan

**Observer:** Sammi, Sujith

## **PARTICIPANT REQUIREMENTS**

All participants must:

- be fluent in English
- be between the ages 18 to 25
- be willing to help play a part in lowering the rate of food waste
- be someone who is willing to donate to the needy
- be someone who orders or takes away food on a regular basis
- be able to use technology/online applications
- have used online food booking apps before
- be someone who goes to the local food stalls frequently
- supportive towards food stall owners

## **COMPUTER SET-UP**

All facilitators, observers and participants must have the following set-up before the scheduled test:

- Computer or Laptop
- High speed internet connection
- Headphone with microphone
- Browser – Google Chrome
- Zoom/Discord account
- Video and Sound enabled
- External Webcam if computer is not equipped with camera

## METHODOLOGY

- Tests will be conducted face to face
- If needed to be done online, users will be invited to access the interactive prototype via Zoom's chat and be required to share their screen
- Users will begin on the homepage ([Figma Prototype Link](#)) for each task
- Users will be given 2-3 tasks, depending on the time spent on each task
- Users will be timed on for each task
- Users will read each task aloud
- Users will be asked about their thoughts and feelings towards the tasks

## USABILITY TEST TASKS

1. See if you can place food orders based on the food stall selected - by Vianna
2. See if you can find information on the food being sold - by Vianna
3. Your friend dislikes spring onions and Ikan bilis. Get her a meal with her specifications. - by Vianna
4. Your friend found an online website which helps reduce food waste by repurposing food with limited shelf life. Create an account and browse your options. - by Vernon
5. Your colleague found a way to track users' activities on an app he/she is working on. Test out the method and check its reliability. - by Sujith
6. Your friend has found an app that educated people about food wastage and allows you to read some articles related to them. Check out the app and gather more knowledge on food wastage. - by Sujith
7. Your friend has found a Food App which provides rewards if you use the app. Use the App and redeem rewards on the app. - by Sujith
8. See if you can click onto the checkout page after adding something into the cart. - by Sammi
9. See that the price of the cart is discounted when the reward points box is selected. - by Sammi
10. See that the price of the cart is added in when you click on the round up function. - by Sammi
11. See that when you click on Checkout it brings you to the payment page. - by Sammi
12. See that when you do not fill in your details and click pay, it will prompt you with error messages. - by Sammi
13. See that once you have filled in your details and click pay, it will lead you to the confirmation page with your purchase. - by Sammi
14. See that when you click on past transactions, it will lead you to the past transactions page. - by Sammi

## **QUESTIONNAIRE**

The following question will be rated on a scale of 1 to 5:

- How easy was it to find the Login page?
- How easy was it to find the Food Waste page?
- How easy was it to find the Food Donation page?
- How easy was it to find the Food Stall page?
- Were the details provided when placing an order insightful?
- How easy was it to find the Rewards page?
- Was it frustrating to add an item to the Cart on the Food Stall page?
- Was it frustrating to add an item to the Cart on the Food Donation page?
- Was it frustrating to redeem a reward from the rewards page?
- How sufficient was the information about the reward(Expiry, Usage, Applicable Locations)?

## **AT THE END OF EACH SESSION:**

The facilitator will review the website with the user and ask for any needed clarification, or have participants try something that they missed. Feedback from participants will be noted down and be brought up in group discussions to be improved on. Timings for each participant will be noted down.

## **AFTER EACH SESSION**

- Clear Shopping Cart
- Logout from account
- Clear cookies, cache, and history
- Ask for feedback
- Debrief observers

## **QUANTITATIVE MEASUREMENTS**

- User is able to register/login within 5 mins with 90% completion rate
- User is able to add to cart within 2 minutes with 90% completion rate
- User is able to reach checkout page within 2 minutes with 90% completion rate
- User is able to reach payment page within 2 minutes with 90% rate
- User able to finish payment within 15 minutes with 90% rate

- User is able to access the information page within 2 minutes with 90% rate
- Owner is able to add to menu within 15 minutes with 90% rate
- User is able to place an order within 10 minutes with a 90% completion rate
- User is able to navigate in and out of the food stall pages
- User is able to navigate to rewards page within 2 minutes with 90% rate
- User is able to redeem points within 15 minutes with 90% rate