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Subj: Instruction & Usability Testing

Purpose

The purpose of this report is to summarize the effectiveness of my instructional document "How to Install a Dark Reader" by outlining the testing performed on it.

Testing

My target audience was any Google Chrome user, so it was not difficult to find individuals to test my instructions. I tested with a wide range of Google Chrome users to ensure my instructions were universally effective. Figure 1 describes the participants of my testing.

User	Age	Background	Effectiveness
D.S.	60	Writer	4
G.S.	89	Interior Designer	3
A.J.	19	Computer Scientist	5
N.B.	21	Statistician	5

Figure 1: Table of users.

Effectiveness is measured on a scale of 0 - 5. 0 meaning the task could not be completed and 5 meaning the task was completed with no questions. As anticipated, those who were more familiar with web browsers and software as a whole completed the task with no questions or complaints. However, testing my instructions with those who were not familiar with Google Chrome showed me I needed to be considerably more explicit. I needed to add more steps to the "Installation" portion of my instructions because the users were unable to navigate to the Chrome Web Store. This led to the addition of step "3. Select Chrome Web Store" to match the accompanying image. One user decided they did not want the software after completing the installation. I realized there were no instructions detailing how to remove the software. This led to the addition of a footnote at the bottom of the first page describing the removal process. Another tester attempted the removal process and found my removal instructions were incorrect. Users needed to refresh any web pages in order to revert back to a light theme. This step was added to the footnote. Testing with an older audience member showed that some

figured were too small to read and needed to be adjusted accordingly. One tester attempted to use the instructions on an iMac computer instead of the Windows computers each other tester had used. While the instructions were able to guide them through most of the installation process, there were many differences I had not anticipated between the two operating systems. As a result, I changed the subheading from “Using Google Chrome” to “Using Google Chrome on Windows.” Each tester found my figures helpful and self explanatory, leading to many questions being answered before they were asked.

Conclusion

Each of my usability testers were able to complete the tasks with minimal questions, but there was still editing that needed to be done. The younger and more familiar testers were able to make assumptions about the installation process while those from an older generation asked many more questions as they were not as familiar with installing software. In response, I made my instructions much more clear by adding steps and making figures larger. Different generations expect different functionality from software. Installing an add-on for an application came as second nature to my younger testers, but older testers were very confused and expected a separate installation window, similar to Microsoft Office, despite what my instructions told them. One cannot assume that concepts will come easily to all users and must be explicit when describing a task.