**Usability Test Plan**

**Project Name: USN Start – Coworking space**

**Test Plan Title: USN Start - Coworking space Usability Test Plan**

**Document Version: Version 1**

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| **Aspect** | **Description** |
| Test objectives | To evaluate the overall usability of the coworking space management app.  To identify usability issues and gather user feedback for improvements. |
| Scope | This usability test will focus on assessing the user interface, navigation, and overall user experience of the coworking space management app. |
| Participants | We will recruit 3 participants who match the app's target user demographics, including freelancers, remote workers, and small business owners familiar with coworking spaces. |
| Test procedure | Each participant will be introduced to the app and its basic functionalities.  Participants will be asked to complete specific tasks using the app, such as:  a. Booking a coworking space for a specific date and time.  b. Finding information about available amenities.  c. Viewing and editing their profile.  d. Providing feedback on a recent coworking space visit.  e. Contacting customer support for assistance.  Participants will use the "think-aloud" method, sharing their thoughts and impressions as they navigate the app.  Observers will take notes and record participant actions |
| Tasks | Task 1: Check if webpage is usable on PC/MAC and mobile devices.  Task 2: Find and book a coworking space for a full-day reservation on a specific date.  Task 3: Locate information about available meeting room sizes and amenities.  Task 4: Provide feedback on your most recent coworking space visit.  List of findings:  Task 5: Contact customer support and inquire about membership options. |
| Post-test questions | How would you rate your overall experience with the website on a scale of 1 to 5, with 5 being the best?  Were you able to complete the assigned tasks easily? If not, what challenges did you encounter?  What aspects of the website’s user interface did you find most intuitive and user-friendly?  Were there any specific features or functionalities that you found confusing or difficult to use?  Do you have any suggestions for improving the app's usability or user experience?  Did you encounter any technical issues or bugs during your interaction with the website? |
| Test Environment | Operating Systems: Latest two versions for both iOS and Android  Test Location: Private room at University  Moderator: Khalif  Observers: Richard, Anwar and Cabdifataax  App Version: version 1 |

**Usability Test Report Template**

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| Test objectives | To evaluate the overall usability of the coworking space management app.  To identify usability issues and gather user feedback for improvements. |
| Participants | User 1 - User remains unidentified  User 2  - User remains unidentified  User 3 – User remains unidentified |
| Test result | **Task 1:** Check if webpage is usable on PC/MAC and mobile devices.  **List of findings:**  It is possible on both desktop/laptop and mobile devices.  The webpage scales well.  **Task 2:** Find and book a coworking space for a full-day reservation on a specific date, and the option to  **List of findings:**  It is possible to book a space for full day or just a few hours.  Task 3: Locate information about available meeting room sizes and amenities.  **List of findings:** Easy access to information about available meeting  **Task 4:** Is the webpage user friendly and easy to use  **List of findings:**  The website is easy to use and relatively user-friendly. It fit the demographics of people that would use this website to book coworking spaces.  **Task 5:** Contact customer support and inquire about membership options.  **List of findings:**  Customer support is avaliable at all times, and membership deals are fast and organized. |
| Key findings | Positive Observations:  Very beautiful website that does what it is supposed to do. Easy navigation and eye-catching pictures and design.  Areas for Improvement:  Website functionality needs improvement.   * Booking * Sign up and log in |
| Additional insight | How would you rate your overall experience with the website on a scale of 1 to 5, with 5 being the best?   * 4   Were you able to complete the assigned tasks easily? If not, what challenges did you encounter?   * Yes, most of the objectives where possible.   What aspects of the website’s user interface did you find most intuitive and user-friendly?   * The landing page and flow of the website.   Were there any specific features or functionalities that you found confusing or difficult to use?   * Not difficult   Do you have any suggestions for improving the app's usability or user experience?  Did you encounter any technical issues or bugs during your interaction with the website? |
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