USABLTY TESTING PLAN OF SMITHSONIAN WEBSITE

Course - End User Experience Testing

Team Name – Miracles Finder

Group members:

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NOVEMBER 10, 2018

MIRACLES FINDER

TABLE OF CONTENT

Team Charter

Team Number: 4   **Team Name:** Miracles Finder

NAME	ROLE	STUDENT ID	MOBILE NUMBER	E-MAIL
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Executive Summary

Usability testing is the testing with the real persons and finding their difficulties to focus more on the changes of the website to make users easier to use website. In this the uses are asked to complete some tasks that is observed by the researchers, to observe where the problems arise. If the same problem is observed in the group of people than the suggestions will be undertaken to overcome the usability issues.

 The Usability Test Plan is a critical document to help you manage and organise a usability test. It is the blue print for the evaluation of the product. The purpose is to develop the screening questioner, scenario, length of sessions to evaluate the https://www.si.edu/ by some user. To initiate with the collection of the information from asking some personal experience about using the website to the multiple users than generate some scenarios from the evaluation of the questionnaires. The length of the sessions and the date is decided for the testing of the website.

This test plan includes:

- ➢ Goal
- ➢ Scope
- ➢ User Profile
- ➢ Length of sessions
- ➢ Screening questionnaire
- ➢ Scenario
- ➢ Pre-task questions
- ➢ Post-task questions
- ➢ Forms

 Usability test plan gives the basic idea that how we going to evaluate the product, based on what scenario, in what timeframe we must evaluate the product. The main deliverables of this plan are:

- ➢ Presentation
- ➢ Written reports
- ➢ Video recording

Goals

The goals of the usability test plan are to provide the easy use of the website.

The goals of this are:

- Minimum response of website
- Quality of accurate information
- Easy to use for the users without prior knowledge
- The correct graphical representation of the context
- Easily interact with the website.
- Separate context for kids, seniors and youth.

Scope

The Scope of the Usability testing is that how many contents and webpages covered in testing. There is some concept are included in scope of usability testing like complexity, software reuse, time scope and easily track the website or navigation.

- feedback direct from the target audience to focus the project team
- internal debates can be resolved by testing the issue to see how users react to the different options being discussed
- issues and potential problems are highlighted before the product is launched

Length of session

- There is 2 hours session. Test session includes Screen Questionnaire and Scenario
- 1. Pre-test Questionnaire – 30 minutes
- 2. Post-test Questionnaire -30 minutes
- 3. Scenario- 1 hour

Incentives

This is an incentives or reimbursement that is supplied to customers that carry out take a look at. One of the primary reasons of supplying incentive to users is to encourage their participation in studies. A quantity of $20 is scheduled to be provided to customers for performing the checks.

Users

- The Educators
- Explorer
- Casual Browsers
- Researchers:

1. Student researchers: The students which uses the website for the purpose of project. There are students which are fond of art and culture they use this website for the further knowledge in their field or which can help them to know the history of arts.
2. Professional researchers: The researchers which use this website for literature and those who write their own knowledge about the art and culture.

- Top Motivations
- The Kids

User Profile

Following are the User Profile of Two-Person which was described in Persona.

1. Rocky Watson

Age: 43

Gender: Male

Status: Married

Qualification: Bachelor of Arts (BA) - History

Income: $ 115,513.00/year

Occupation: Professor

Location: Windsor, Ontario

Hobby: Reading historical books, Watching historical Movies,

Visiting museums, Browsing museums websites, Research historical facts.

2. Jeremy R. Hansen

Age: 42

Gender: male

Status: Married

Qualification: Bachelor of science in space science, and Master of Science in physics

Income: CAD $150,000/year

Occupation: Astronaut

Location: London, Ontario

Justification of choosing above-mentioned users: They are the perfect users for Smithsonian user as they both really like to know about historical facts, like to visit a museum, research historical facts. So, all in all, they are the most probable type of users who will visit Smithsonian website as we determine this thing from their profession, hobbies, qualification, and interest.

Scenarios

Proffered scenarios	Task	Estimate time in minute
User need a information about museum that he/she can find online	Searching information Find by category Find by images Find by videos Find by stories	5 minutes
Booking for an event	Click on events and all the events ae listed just click on one of the events to register	10 minutes
User wants to get daily news update	Just sign up for the Smithsonian e-news	5 minutes
User needs to search things according to there age profession /age group	By clicking on learn & explore and see the category and by clicking on the age group	10 minutes
User needs free dining during events.	Need to sign up for membership	5 minutes

Pre-Questionnaires

- What is your age and profession?
- What resources do you use to learn about Web accessibility?
- How much time do you spend on internet?
- Have you ever used a Web browser?
- Do you use email?
- Do you read online news?

- What do you like about each of the Web sites?
- What do you dislike about each of the Web sites?
- Do you recommend someone for online accessing of website for museum?
- Do you surf of internet about the history?
- Do you prefer online reading or books?
- Do you like to participate in exhibition?
- What is your role and responsibility in your job?
- How much time approximately do you surf the internet daily?
- What do you usually do on the internet?
- Which is your favorite browser to do your online activities?
- Do you like to visit a museum?
- What kind of things do you most like to see in the museum?
- Do you like to check out a website of the museum before you visit a museum?
- What do you usually like to see on a website of the museum?
- Which is your favorite website of the museum, and why?
- What are things do you like that website?
- When do you usually use that website?
- What kind of changes would you like to make if you get an opportunity for that website?
- Would you like to suggest your favorite website to somebody who is really intriguing about a museum?
- Would you like to use the Smith Sonia website to get tremendous information about museum activity, and historical and interesting facts?

Post-test questionnaire

Participants will rank each question from 1 to 5 based on how much they agree with the statement they are reading. 5 means they agree completely, 1 means they disagree vehemently.

- I think that I would like to use this system frequently.
- I found the system unnecessarily complex.
- I thought the system was easy to use.
- I think that I would need the support of a technical person to be able to use this system.
- I found the various functions in this system were well integrated.
- I thought there was too much inconsistency in this system.
- I would imagine that most people would learn to use this system very quickly.
- I found the system very cumbersome to use.
- I felt very confident using the system.
- I needed to learn a lot of things before I could get going with this system.

Post Task

- How did people perform? Were they successful?
- How long did it take them to complete a task?

- What mistakes were made?
- What problems did they encounter? Where?
- How often and how many problems did they have?
- How did they feel? What did they say? What significant things did they do?
- Was there a problem with workflow of navigation?
- Was there a problem with the terminology?

Forms & Scripts and checklist.

Screening Questionnaires

Would you like to participate?
- ☐ Yes
- ☐ No- Thank You & terminated

Personal Information

Name:
Official Address:
Daily Address, if different than above:
Street Address for Overnight Mail, if different than above:
Phone Number:
Fax Number:
E-mail Address:

Please select your age?
- ☐ Under 18
- ☐ Age 18-44
- ☐ Age 45-65
- ☐ Age 65 or over
- ☐ Not to respond

Please select your gender?
- ☐ Male
- ☐ Female
- ☐ Other

Please select your qualification?
- ☐ Primary Education
- ☐ Higher Secondary Education
- ☐ College/University Degree
- ☐ College Certificate
- ☐ Diploma
- ☐ Other

Please select your marital status?
- ☐ Married
- ☐ Unmarried
- ☐ Widowed
- ☐ Divorced
- ☐ Separated

Website Experience

How would you describe the level of use of internet?
- ☐ Learner
- ☐ Advanced
- ☐ Not a Computer user
- ☐ Intermediate
- ☐ Expert

How long you have been surfing this website?
- ☐ 1-2 Year
- ☐ 3-4 Year
- ☐ 5-8 Year
- ☐ 8-15 Year
- ☐ Less than one year

How many hours you spent per week on this website?
- ☐ 1-2 Hour
- ☐ 3-4 Hour
- ☐ 5-8 Hour
- ☐ more than 10 Hours
- ☐ Less than one hour

Check all the activity which you do when surfing the website?
- ☐　　　Checking for Events
- ☐　　　Learn & Explore
- ☐　　　About Website
- ☐　　　For research
- ☐　　　Kids section

Which one is your favourite browser?
- ☐　　　Chrome
- ☐　　　Firefox
- ☐　　　Internet Explorer
- ☐　　　Opera
- ☐　　　Other

How well do you find the Smithsonian website?
Rate each term on a scale of 1 (not at all) to 5 (very well)

	1	2	3	4	5
Easy to search	☐	☐	☐	☐	☐
Features	☐	☐	☐	☐	☐
Materials	☐	☐	☐	☐	☐
E-new	☐	☐	☐	☐	☐
User friendly	☐	☐	☐	☐	☐

Past one year, did you participate in any of the events?
- ☐　　　Yes
- ☐　　　No

Past one year, how many times you participate in event?
- ☐　　　1-2 Events
- ☐　　　4-5 Events
- ☐　　　more than 10

Checklist:

Moderator Checklist

□The website is developed completely as expected

□Make sure that computer is properly positioned

□Make sure the phones are changed and properly positioned

□The sitting arrangement for everyone is done.

Introduction

□Introduction about yourself

□Introduction to the Smithsonian institute

□Ask participant to take seat

□Make an observer sit beside each participant

□Introduce them to the website

□Ask them to access the PC and start testing

□Welcome the observers

Contest form, pre-test questionnaires

□Explain the purpose of testing

□Make them fill the personal information forms

□Explain them that observer will maintain the record of how they surf.

□Ask for the concerns

□Hand them the question list of the pre- test questionnaires and ask them to fill out.

After each scenario, post task questionnaires

□Hand the post questionnaires form.

□Give the feedback in rating of 5.

□Set up the product for the next scenario.

Post task questionnaires

□Hand the list of post test questionnaires.

□Thank each and ever participants.

□Thank the observers

□Offer the incentive to the participants.

RELEASE FORMS:

Consent FORM:

Title of Project: Smithsonian

Name of Researcher: Fanshawe school user

It would be ideal if you are beginning all crates

1.I affirm that I have perused and comprehend the data sheet dated [11 NOV 2018] (version)for the above examination. I have had the chance to think about the data, make inquiries and have had these addressed attractively.

2.I comprehend that my interest is willful and that I can pull back whenever without giving any reason, without my restorative consideration or lawful rights being influenced.

3.I comprehend that important areas of my therapeutic notes and information gathered amid the investigation, might be taken a gander at by people from [COMPANY NAME], from administrative experts or from the NHS Trust, where it is significant to my partaking in this exploration. I give authorization for these people to approach my records.

4.   I consent to my GP being educated of my support in the examination.

5.   I consent to participate in the above examination.

Name of Participant   Date   Signature

Name of Person   Date   Signature

Video consent form:

Video Permission Form

I hereby give my permission to be videotaped as part of my participation in the _____ usability test conducted _____date

at 470 L'Enfant Plaza SW #7103Head office, Washington, D.C, USA.

My first name only may be reported in association with the session results.

I understand and consent to the use and release of the video recording to the Usability Center and to the client. I further understand that the video recording and any highlights extracted from the recording may be used for review by the client and by the Usability Center. Representative video excerpts may also be used within presentations to the client, at professional meetings, and as part of research.

I give up any rights to the video recording and understand that the recording may be used for the purposes described in this release form without further permission.

I understand that if for any reason I do not want to continue I can leave at any time during this recording session.

_____   _____

           Printed Name   Date

_____

           Signature

NON-DISCLOSER AGREEMENT:

THIS AGREEMENT is made and entered into as of by and between, (the "Smithsonian"), located at 470 L'Enfant Plaza SW #7103, Washington, DC 20024, USA , and, (the "Fanshawe college user"), located at 130 Dundas St London, ON N6A 1G2.

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This understanding is entered as per. A Fanshawe college client will go about as.

All through the term of this Agreement, the Smithsonian may consider it important to Smithsonian or offer certain restrictive data with the Fanshawe school client. Hence, considering the common guarantees and pledges contained inside this Agreement, and other great and important thoughts, the receipt and adequacy of which is thus recognized, the two gatherings hereto concur as pursues:

Confidential Information

In every practical sense of this Agreement, "Private Information" will mean and incorporate any information or data that is esteemed restrictive to the Smithsonian and that which isn't for the most part known to the general population, regardless of whether in unmistakable or elusive frame, at whatever point and anyway Smithsonian, including, yet not constrained to, (I) any type of promoting plan, systems, budgetary data or projections, tasks, deals statements or assessments, marketable strategies, execution results which might be identified with the past, present and additionally future business exercises of said , its auxiliaries and partnered organizations; (ii) plans for items or administrations, and client or provider records; (iii) any logical, specialized or information data, creation, structure, process, technique, recipe, enhancement, innovation or strategy; (iv) any ideas, reports, information, learning, works-in-advance, structures, improvement instruments, details, PC programming, source code, question code, stream diagrams, databases, developments, data and prized formulas, trademarks and copyrights; and (v) whatever other data that ought to sensibly be perceived as classified data of the Smithsonian . Private Information requires not to be novel, remarkable, patentable, copyrightable or establish a competitive innovation with the end goal to be assigned Confidential Information. The Fanshawe school client recognizes that the Confidential Information is exclusive to the Smithsonian, has been created and acquired through mind-boggling attempts by the Smithsonian and, appropriately, the Smithsonian sees all its Confidential Information as focused advancements.

Despite anything in the previous proclamation in actuality, Confidential Information will exclude any such data which: (I) was known by the Fanshawe school client preceding Fanshawe school client the Confidential Information from the Smithsonian ; (ii) turns out to be legitimately known

to the Fanshawe school client from a third source not known, after determined request, by the Fanshawe school client to be under a commitment to the Smithsonian to look after classification, (iii) is or will turn out to be freely accessible through no blame or inability to act by the Fanshawe school client in rupture of this Agreement; (iv) is required to be Smithsonian in a legal or regulatory continuing, or is generally asked for or required to be Smithsonian by law or control, in spite of the fact that the necessities of Compelled Smithsonian will apply before any Smithsonian being made; and (v) is or has been autonomously created by workers, experts or operators of the Fanshawe school client without infringement of the in this contained terms and states of this Agreement or reference or access to any Confidential Information.

Independent Development

Fanshawe college user may currently or in the future be developing information internally, or Fanshawe college user information internally, or Fanshawe college user information from other parties that may be similar to the Smithsonian Party's Confidential Information. Accordingly, nothing in this Agreement will be construed as a representation or inference that Fanshawe college user will not develop or have developed products or services, that, without violation of this Agreement, might compete with the products or systems contemplated by the Smithsonian Party's Confidential Information.

Term

The herein contained Agreement shall remain in effect. Notwithstanding the foregoing, the parties' duties to maintain in confidence any and all Confidential Information that may have been Smithsonian during the term shall thus remain in effect indefinitely.

No Warranty

All Confidential Information is provided by Smithsonian "AS IS" and without any warranty, express, implied or otherwise, regarding the Confidential Information's completeness, accuracy or performance.

Entire Agreement

This Agreement constitutes the entire understanding between the parties and supersedes any and all prior or contemporaneous understandings and agreements, whether oral or written, between the

parties, with respect to the subject matter hereof. This Agreement can only be modified by a written amendment signed by the against whom such enforcement is sought.

Governing Laws

The validity, construction, and performance of this Agreement shall be governed and construed in accordance with the laws of or any applicable federal laws or statutes applicable to contracts made and to be wholly performed within such state, without giving effect to any form of conflict of law provisions thereof. The Federal and State courts located in shall have sole and exclusive jurisdiction over any disputes arising under the terms of this Agreement.

Notices

Any notices or communications required or permitted to be given hereunder may be delivered by hand, deposited with a nationally recognized overnight courier, emailed, or mailed by certified mail, return receipt requested, postage prepaid, in each case, to the aforementioned address of the other , or any such other address or addresses as may be furnished by a in accordance with this paragraph. All such notices or communication shall be deemed to have been given and received (i) in the case of personal delivery or email, on the date of said delivery, (ii) in the case of delivery by a nationally recognized overnight courier, on the third business day following dispatch, and (iii) in the case of mailing, on the seventh business day following such mailing.

Paragraph headings used in this Agreement are for reference only and shall not be used or relied upon in the interpretation of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the effective date.

By: Smithsonian   By: Fanshawe college user

Testing Timeline and Schedules

Smithsonian Testing date: November 10th ,2018		
7:30PM-8:30PM		Test for User

Testing date: November 10th, 2018		
9:00AM – 10:00AM		Setup testing environment/procedure
10:00AM – 11:00AM		Participant#1
11:00AM – 11:50AM		Participant#2
12:00AM – 12:50PM		Lunch Time
1:00PM – 2:00PM		Particpant#3
2:15PM – 3:30PM		Participant#4
4:00PM – 5:00PM		Review/identify testing defects

Presentation Date: December 5th ,2018	
2:00PM-4:00PM	Presentation of Smithsonian site

REFERENCES:

https://www.si.edu/visit

https://usabilitygeek.com/how-to-use-the-system-usability-scale-sus-to-evaluate-the-usability-of-your-website/

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&ved=2ahUKEwij98eGkc3eAhVIuFMKHTMdBC0QFjAFegQIAxAC&url=http%3A%2F%2Fbooksite.mkp.com%2Fbarnum%2Ftestingessentials%2Fdocs%2F02_Checklist_for_the_Moderator.doc&usg=AOvVaw1wIIzbO0urX5CTnT311QsX

https://www.experienceux.co.uk/faqs/what-is-usability-testing/

Minutes of meetings

Team Participation Minutes			
Team #	Miracles Finder		
Meeting Facilitator	Jenab Vohra		
Meeting1:			
Date	2018-11-05		Not Present
Time	11am to 12pm		
Location	Fanshawe College		
Attendees	Dilipkumar Pamecha		
	Jenab Vohra		
	Jay Mangnani		
	Brijesh Patel		
	Kaval Patel		
Meeting2:			
Date	2018-11-10		Not Present
Time	4pm to 6pm		
Location	Fanshawe college		
Attendees	Dilipkumar Pamecha		
	Jenab Vohra		
	Jay Mangnani		
	BrijeshKumar Patel		
	Kavalkumar Patel		
Tasks:			
	Task	Name	
1	Discussion about plan report & distributing of work	Knowing the formation and details	
2	Merging the content and formation of report	Formation	