

User Test Plan

The test is designed to validate the main purpose of the project which is:

“Designing an affordable and easy to use method to archive insurance related files electronically while keeping in mind that the environment has an unstable internet connection and customers can’t wait until all documents are uploaded”

In this test we test two tools to upload and access files, the first tool is uploading files from web browser and downloading it from web browser as well. The second tool is to drop files in a Dropbox (or similar file synchronization tool) and indexing them under relevant records.

The test includes five people belong to the following three categories:

1. Two senior users working in archiving insurance documents and their focus is on the ease of searching and accessing documents.
2. Two junior users working in archiving insurance documents that are facing customers intensively and their focus is on archiving documents quickly.
3. A regular computer user that does not work in archiving documents and his/her experience in working with files is limited to accessing and organizing personal photos.

The test uses lo-fi prototype that was made by white paper, ruler, and a pencil. The prototype includes two papers one for simulating a web browser and a file explorer on a personal computer, other papers are used to simulate different screens in the flow.

Users will be instructed to upload two files, a scan of a driving license and a scan of an identification card, then users will be instructed to access them in different ways. Then users will be asked about their experience in the two methodologies, however, as the file indexing using Dropbox is new, the focus will be on it.

Consent Form

I agree to participate in the study of designing an affordable and reliable insurance agency archiving system being conducted as part of the edX course UX 509x: User Experience Capstone Project.

I consent to the recording of this test. This recording will be used for research and product improvements only.

I understand that participation in this usability study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read, and you understand the information on this form and that any questions you might have about the session have been answered.

Date: _____

Please print your name: _____

Please sign your name: _____

Thank you!

We appreciate your participation.

Logging Sheet

User Test Logging Sheet _____

Test Name: _____

Participant ID: _____

Task Number: _____

Logger: _____

Date: _____

Task Success:

Clock	Event Code	Notes

User Test Script

Thank you so much for accepting performing this test. The purpose today's test we are going to test two tools that are used to upload files and archiving them under different types of documents, and two tools that are used to access archived files quickly.

We are going to try four scenarios:

Scenario 1: Uploading files using the web browser file upload.

Scenario 2: Accessing files using web browser.

Scenario 3: Uploading files by dropping them to Dropbox and indexing them later on using web browser.

Scenario 4: Accessing files using file explorer.

Before we start with the scenarios I'm going to start with worming questions:

1. What is your age class:
 - 1.1. 15 - 24
 - 1.2. 25 - 34
 - 1.3. 35 - 45
 - 1.4. Above 45
2. How many years of experience you have in archiving documents using photocopying?
3. How many years of experience you have in archiving documents electronically?
4. Have you ever used Dropbox or any other file synchronization tool?
5. If yes, have you found them effective?
6. Do you usually have interrupts in internet connection that affect performing your daily tasks?
 - 6.1. If yes, how much monthly budget would you allocate to overcome this problem?

We are going to execute scenario 1 and 2 together and scenario 3 and 4 together as well.

After executing the scenario...

Asking each participant the following follow-up questions:

1. Would you accept using a system that uses the techniques mentioned in scenario 1 and 2 in your daily work?

1.1. Please elaborate.

2. At a scale of 1 to 10, one is hard and 10 is easy, how do you rate the simplicity of a) uploading documents in scenario 1, and b) uploading documents in scenario 2?
3. If you think of three changes that would make uploading and exploring documents in 1 scenario 1 easier, what are they?
4. If you think of three changes that would make uploading and exploring documents in 1 scenario 2 easier, what are they?

Asking each participant to fill SUS for scenario 1 and 2 combined, and another SUS for scenario 3 and 4 combined.