**Usability Test Results**

**To**: Dr. Keller

**From**: Morgan Gebhart

**Subject**: Usability Test Findings

**Date:** November 25, 2020

**Test Objectives:**

The primary objective of my test was to identify areas of my original technical manual draft that could potentially be construed as confusing by the reader. The best approach I could identify in order to determine the usability of my technical manual was asking members of the intended target audience to try and use the manual to create their own PowerPoint presentations. Initially, I had planned to conduct the test on members of multiple different age groups, but sadly, my plans fell through with my older test subject. Ultimately, I ended up having 3 participants that were a bit closer in age try and use my manual to develop their own PowerPoint presentations. This allowed me first-hand to understand the areas in which my manual may need some revisions regarding both clarity and grammar.

**Manual Audience:**

I decided to aim the test towards individuals who have little to no experience using the Microsoft PowerPoint 365 software. Ideally, this will have helped me determine some of the common issues that my target audience as a whole would face when trying to use my technical manual.

**The Test Subjects:**

Sophie Gebhart, Age 19, Novice PowerPoint user

George Gebhart, Age 42, First-time user

Erica Gebhart, Age 42, First-time user

**Tasks Assigned to Subjects:**

I provided each one of the test subjects with their own copy of my original technical manual draft. After handing out the manual, I asked each of them to try and create their own PowerPoint presentation by following my manual as closely as possible. I specifically asked that they start the PowerPoint software, create a new presentation from the home menu screen, and use the steps provided in my manual to create their very own new PowerPoint presentation from scratch.

**What happened during the test:**

The test was performed with relatively little error. Each individual test subject was able to create their own PowerPoint presentations from scratch. There were a couple times when the two individuals who had a little less experience were confused by the terminology used in the later parts of the manual that contained the actual step by step instructions used to create a manual. Furthermore, the novice user found most of the instructions to be quite easy, which showed me that the manual is better suited toward first time users.

**Comments from subjects:**

During the second module, the two first-time users, George and Erica were somewhat confused on how to navigate to the tabs located at the top on the ribbon of the Microsoft PowerPoint 365. After running into this issue, Erica revisited the earlier the sections of the manual to familiarize herself with the Microsoft PowerPoint layout. Instead of revisiting the earlier sections of the manual, George simply asked me questions on how he should perform a few steps in the second part of the manual. The novice subject, Sophia, commented that the manual was at times, too easy to follow.

**Plans for revision:**

The results of the test showed me that my manual has some room for improvement. George and Erica’s comments made me think that sometime in the future, I should consider adding references in module 2 of the manual that reference the earlier parts of the manual where the terminology used to describe features in the PowerPoint software are more thoroughly explained. Ultimately, the results of the test have been very insightful and I am fairly pleased with the technical manual I have produced