

# CheckMate Usability Testing Plan

## Goal:

- Identify usability issues with CheckMate

## Interview Guide

### Warm-up

#### I.

“Thank you for coming to this study. For HCI 521 at SUNY Oswego, we are creating a to-do list application website named CheckMate for everyday users. For this purpose, I have a couple of questions to ask you. Please feel free to ask for further clarification at any time. For analysis purposes, I will record the interview. Please turn off your camera and rename your screen name to Participant \_\_\_. The recording will be kept confidential and will not be associated with you whatsoever. I will start recording now if that is fine with you.”

### Intro Questions

#### II.

“I would like to start by asking some general questions about how you manage tasks.”

1. How do you usually manage your tasks or responsibilities on a daily basis?
2. What types of tools or methods (if any) have you used to help manage your tasks?
3. How often do you organize your tasks or make to-do lists?
4. What's most important to you when it comes to staying organized?
5. On a scale from 1-5 (1 being very uncomfortable and 5 being very comfortable), how comfortable are you with using digital tools or apps to manage tasks?

### Focus Questions

#### III.

“I would like to shift to your experience using to-do lists.”

1. Can you give an example of how you typically use any tool or method to manage your tasks?
2. What specific features of task management tools or methods do you find most useful?
3. What challenges or frustrations have you encountered when managing your tasks?
4. Have you developed any workarounds to make task management tools or methods work better for you?

5. If you could improve one thing about your current approach to managing tasks, what would it be?

### **Shift to Usability Testing**

#### **IV.**

1. Is there anything else you would like to share?

“That brings us to the end of the first part of the interview today. I will now observe you while you perform five tasks on the To-do List Application, CheckMate. I’m testing how the application’s design works, not your abilities. Your feedback will help us improve the design, so there's no need to worry about making mistakes. While you're completing the tasks, I’d like you to 'Think Aloud', which means talking through your thoughts as you go. For example, let me know what you’re thinking, why you’re doing something, or if anything is confusing. Also, please let me know if you would like to take a break at any point during these tasks.”

## **Usability Test**

After user interviews, they will complete the following tasks using the [CheckMate prototype](#). Observations will be recorded by the investigators in the Observation Log.

Observation Log

| TASKS                                                                                               | SCREEN<br>S<br>VISITED | USER<br>REACTIONS | TASK<br>COMPLETED? | DURATION<br>(SECONDS) | NOTES |
|-----------------------------------------------------------------------------------------------------|------------------------|-------------------|--------------------|-----------------------|-------|
| Log in with user@gmail.com and password-password123                                                 |                        |                   |                    |                       |       |
| Create a project called “Chores”                                                                    |                        |                   |                    |                       |       |
| Add a task to the project called “Walk the dog” with a due date of 12/31/2024, with a high-priority |                        |                   |                    |                       |       |
| Edit the task to include the description “Use the blue leash”                                       |                        |                   |                    |                       |       |
| Delete the task                                                                                     |                        |                   |                    |                       |       |

**Follow-up Interview Questions**

I.

“Thank you for completing usability testing. I have some brief follow-up questions based on your experiences.”

1. On a scale from 1 to 5, how easy was it to use this to-do list app compared to other tools you’ve used? Can you describe any specific elements that made it easier or harder to use?
2. Which features of this app did you find most helpful or relevant to your task management needs? Were there any features that you didn’t find useful or that you didn’t use?
3. Did you encounter any challenges or difficulties while using the app? If so, what were they, and how did you work around them, if at all?
4. If you could change or add one feature to this app to make it work better for you, what would it be? How do you think it would improve your experience?
5. Is there anything else you would like to share about your experience with this app? This could be any other feedback, suggestions, or general thoughts you have.

## **Closing**

### **II.**

“That brings us to the end of our interview and testing today. This has been a very productive interview and usability test. Thank you very much for volunteering your time.”

## **Post-Test Summary**

Once the test is complete, analyze:

- Common pain points (e.g., difficulty in finding certain features).
- Features that worked well and received positive feedback.
- Overall user satisfaction.