Sommario

Usability Testing Plan

Participants

Target population: national off-site university students that search for a place to live in Turin. In particular:
- first-time off-site students
- experienced off-site students

Age: 19-25 years.
Usage of computer: university students with good technology skills, daily usage of computers.
Experience with the task: different experience in searching for accommodation. It varies from none to high experience.

We plan to recruit them from Politecnico students. (3 people)

Equipment

- Online meeting room or physical room
- Computer with Chrome and our app running on localhost:3000 on our PC using ngrok tunnel
- Smartphone connected to our pc running our app on localhost:3000
- Microphone and camera (screen recording and screenshots if done online)
- PC to take notes
- Stopwatch

Requirements

No special requirement needed.

Artifacts

- Consent form
- Pre-test questionnaire
- Post-test questionnaire SUS https://www.measuringux.com/SUS.pdf

Consent form

- I have freely volunteered to participate in this experiment.
- I have been informed in advance what my task(s) will be and what procedures will be followed.
- I have been given the opportunity to ask questions and have had my questions answered to my satisfaction.
- I am aware that I have the right to withdraw consent and to discontinue participation at any time, without prejudice to my future treatment.
- I give permission to **record my voice** while participating in this experiment.
- I give permission to **take pictures or videos of me using the app** while participating in this experiment.

My signature below may be taken as affirmation of all the above statements; it was given prior to my participation in this study.

Date   Signature

Pre test questionnaire

- Are you an off-site student?
- Have you ever been in Turin?
- Have you ever searched for an apartment in Turin?

Post test questionnaire

Participant ID: _____   Site: _____   Date: ___/___/___

System Usability Scale

Instructions: For each of the following statements, mark one box that best describes your reactions to the website *today*.

		Strongly Disagree				Strongly Agree
1.	I think that I would like to use this website frequently.	☐	☐	☐	☐	☐
2.	I found this website unnecessarily complex.	☐	☐	☐	☐	☐
3.	I thought this website was easy to use.	☐	☐	☐	☐	☐
4.	I think that I would need assistance to be able to use this website.	☐	☐	☐	☐	☐
5.	I found the various functions in this website were well integrated.	☐	☐	☐	☐	☐
6.	I thought there was too much inconsistency in this website.	☐	☐	☐	☐	☐
7.	I would imagine that most people would learn to use this website very quickly.	☐	☐	☐	☐	☐
8.	I found this website very cumbersome/awkward to use.	☐	☐	☐	☐	☐
9.	I felt very confident using this website.	☐	☐	☐	☐	☐
10.	I needed to learn a lot of things before I could get going with this website.	☐	☐	☐	☐	☐

Please provide any comments about this website:

Tasks

Scenario: You need to find an apartment in Turin to spend your next year studying at Politecnico di Torino.

#	Text of the task	Success criteria	Methodology
T1	Fill in the survey in order to find the areas that suit you best.	The participant clicks on the button "view results".	Think-aloud
T2	Look at the proposed areas and choose the one that suits you the best. Look at the apartments in that area.	The participant clicks on the button "Search apartments there".	Cooperative evaluation
T3	Use the list of apartments to find an apartment you'd be interested in getting more information.	The participant scrolls the list and click on the apartment.	
T4	Save the first and the last apartment of the list in order to see them later easily.	The participant clicks on the outlined bookmark icon (in any featured screen) of two apartments and the apartments are saved.	
T5	Have a look at your saved apartments. Add a note to the first one to remind you of a meeting with the owner on Saturday.	The participant clicks on save in the note add field.	Cooperative evaluation
T6	Look up the saved apartments and remove the second one.	The participant clicks on the bookmark filled icon of the first apartment of the list.	
T7	Get the contact of the owner of an apartment you'd be interested in.	The participant is able to open the dialog and read owner information.	
T8	Read a review of the third suggested area.	The participant clicks on the review he wants to read (between the ones of the third area) and the accordion is opened.	Think-aloud
T9	Redo the questionnaire.	The participant clicks on "Back to survey" button.	

Metrics

Qualitative metrics

- User's comments and questions
- User's body language and facial expressions

Quantitative metrics

- Time to complete task
- Completion rates (Number of users able to complete task)
- Error free rates
- Post test questionnaire (SUS): ease of use, satisfaction, likelihood to use/recommend

Script

Welcome the participant
Hi, <name of the participant>.
I am <name of the facilitator> and I am a student of Politecnico. How is your day going? (work on making the user feel comfortable... give the user a moment to talk)

State the purpose of the study and app intro
First of all, I want to thank you for participating in this study. We are performing usability testing on an application for a university project. We developed an app to help off-site university students to find an apartment in Turin. The aim of our app is to suggest the areas of the city that suit the user best based on his preferences.
We are going to ask you to complete a series of tasks in order to test our app, not you! So any mistakes are the app's fault, not yours.

Informed consent
Before we proceed with any testing, you should read this document, and sign it if you agree, for giving us permission to record the session. We are asking permission to record your voice and take some pictures of the test.

Pre-test questionnaire
Now let's fill in this post-test questionnaire.
<handling the post-test questionnaire>

Explain the testing process.
The way this testing is going to work is that we are going to give you several tasks to complete. Each task will have a specific goal, and we want you to explore the website and complete each task. Go through all of the tasks and complete each one as you feel is the most effective way to do it. When we are done, we will provide you with a closing questionnaire

Look around the app
Now, have a look and explore the application for 3 minutes.

Start the study
Okay! Now if you're ready, we can start!
[START the recording!]

T1
You have just opened our app for the first time. We ask you to fill in the survey proposed by the app in order to obtain your preferences and give you personalized results about the areas that suit you best.

T2
Now our app has your preferences and is showing you different possible solutions. We ask you to explore those solutions and to choose one that suits you best and look at it.

T3
Look up the list of the apartments and find an apartment you'd be interested in getting more information.

T4
After a look at the list of apartments, assume that you are interested in the first and the last of them and that you would like to consult them later. Try to save those two apartments.

T5
It's been a while since you opened the app, and you would like to review the houses you liked. So take a look at the houses you have previously saved and add a note to remind you of a meeting with the owner on Saturday.

T6
Reviewing a house of your choice among the saved, you realized that you don't like the second one. So remove it from the list of saved.

T7
You are very interested in an apartment, and you would like to speak to the owner to visit the home. Look for the contact of the owner of that apartment.
T8
You are interested in the third area, but you are not sure if it is for you. You would like to read the opinions of other people who live / have lived here. Read a review related to the third area.

T9
You have realized that the preferences you have given are no longer the real ones, your needs have changed. Try to reset your preferences.

Okay well done! We are done with the test!
[STOP the recording!]

(POST-TEST QUESTIONNAIRE)
Now let's fill in this post-test questionnaire.
<handling the post-test questionnaire>

(QUICK DEBRIEF WITH PARTICIPANT)
Do you have any questions?

Thank you very much for your time! This test will help us a lot to improve our app.