

RPI EventHub Usability Testing Plan

Objective

This document presents the approach and process for conducting a summative usability test for the website (<https://rpieventhub.com>) among Rensselaer Polytechnic Institute students with the goal of identifying design inefficiencies, navigation difficulties, or unmet user expectations that impact overall experience and engagement.

Target Users

- Undergraduate RPI students
- Club leaders and event organizers at RPI
- New and returning users who browse or post events

Key Questions

- Can users easily find and explore upcoming events?
- Is the event creating process intuitive for organizers?
- How well does the filtering and tag system support finding relevant events?
- Are RSVP and sharing functionalities clear and usable?
- Do users understand how to navigate between the homepage, individual event pages, etc.

Methodology

- **Type of Test:** Moderated in-person usability test
- **Sessions:** 2-3 participants per round
- **Duration:** 30–40 minutes per participant
- **Environment:** To ensure consistency, all users will be provided the same device, and the same web browser, Google Chrome, while conducting the usability test. This decision is based on the consideration that using the same device and browser will simplify and streamline the testing process.

Tasks

Task 1: Find an event happening this weekend that you are interested in attending.

- Success Criteria: User navigates to homepage, applies tag filters, and opens an appropriate event page.

Task 2: RSVP to the event you found in Task 1.

- Success Criteria: User successfully clicks RSVP button and confirms action.

Task 3: Pretend you are a club leader and want to post a new event. Start the process.

- Success Criteria: User finds the "Create Event" or equivalent button and begins filling out the form.

Task 4: Try to find an event related to professional development using filters or tags.

- Success Criteria: User applies appropriate filters or searches with a keyword, then finds a relevant result.

Task 5: Try to find and share an event link with a friend.

- Success Criteria: User finds the share buttons and understands how to copy or share the link.

Metrics

- Task success rate (per task)
- Time on task
- Number and type of user errors
- Participant confidence rating (1–5) after each task
- Post-test System Usability Scale (SUS) score

Materials

- Consent form
- Pre-test questionnaire (demographics, familiarity with RPI EventHub)
- Task instructions sheet
- Post-test questionnaire (SUS, open-ended questions)
- Screen and audio recording setup