

Usability Test Plan for Stevens Institute of Technology Website

To Be Tested: Stevens Institute of Technology Website (<https://www.stevens.edu/>)

Website Tester: Girlfriend

1. How are you going to test?

- a. I am going to create a set of scenarios for the test subject to go through

2. How will you measure the results?

- a. I will note the time it takes to complete the task as well as how many roadblocks were met along the way.

3. Task

- a. **Direct:** Find contact information for Undergraduate student life
- b. **Scenario:** You are applying for the chemical engineering program at Stevens and need to know the steps to apply as well as how much tuition will cost

4. Time to complete the tasks, number of errors, etc

a. Direct Task

- i. Time - 00:04:27
- ii. Error Count - 3
 - 1. Issue with nav bar pop-up
 - 2. Went to wrong page
 - 3. Could not leave page

b. Scenario Task

- i. Time - 00:06:24
- ii. Error Count - 2
 - 1. Persistent issues with nav bar pop-up
 - 2. Missed critical info for completing scenario and had to go back to page

5. Additional Notes

- a. In general, the tester had issues with knowing where to find the information they were looking for. They did not make use of the search function until looking for specific major programs. While the search functionality was useful the most relevant results to the searched topic were not at the top. The navigation bar also appeared to be a bit buggy, disappearing too soon when switching from hovering over a word to trying to select its hyperlinks to other relevant pages.

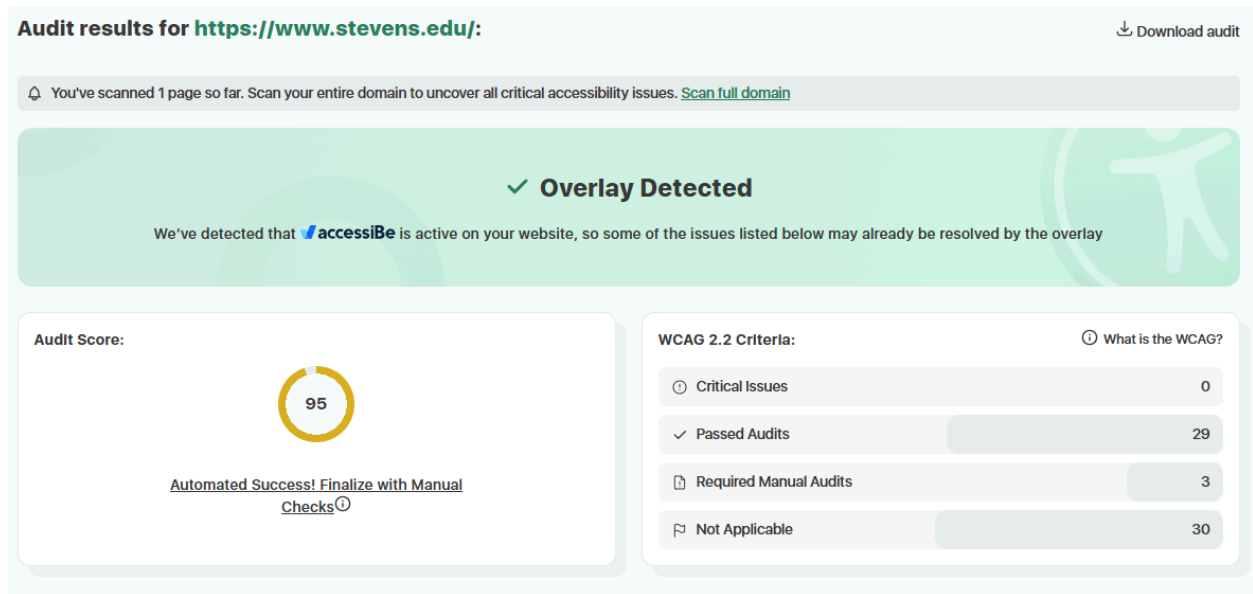
System Usability Scale

© Digital Equipment Corporation, 1986.

	Strongly disagree				Strongly agree
1. I think that I would like to use this system frequently	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2. I found the system unnecessarily complex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3. I thought the system was easy to use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this system	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
5. I found the various functions in this system were well integrated	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
6. I thought there was too much inconsistency in this system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
7. I would imagine that most people would learn to use this system very quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
8. I found the system very cumbersome to use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
9. I felt very confident using the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this system	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5

source: https://www.researchgate.net/publication/228593520_SUS_A_quick_and_dirty_usability_scale

Part 2:



Overall I think the site itself does not have a steep learning curve. The tester in this scenario just is unfamiliar with effectively navigating the website for the information required. Use of the search bar or a closer look at the navigation bar would have helped decrease the task times immensely.