

Working Assistance Platform Test Plan

Software Goals

1. To let employees' clock in/out based on time and location.
2. To generate an attendance report of employee working in a company.
3. To provide employees in a company to ask for leave and business trip.
4. To be enabled to see events through calendar and add events in it.
5. To let employees chat with workmates or with groups.
6. To be able to create or join a work group in a company.

Research Questions

1. Can employees using the app be able to see their attendance?
2. Can employees be able to communicate their problems while asking for leave?
3. Will employees be able to see their task or important events?
4. Will employees be efficient in using the leave facility?
5. How long will it take for an employee to learn this app?

Participants

Profiles

Participants having job experience in companies and people who have ample experience in using social media apps will be recruited. Users must have minimum following experience:

For employees:

- User must have at least used a work management app in a company before.
- User must also be aware of apps such as Zoom, MS Teams, etc.

For Naïve users:

- User must have an experience in using social media apps such as Zoom, WhatsApp, or Facebook, etc.

Recruitment method

Participants will be recruited through word of mouth. Members of the design team will contact friends and acquaintances who might meet the above criteria. Each potential participant will be questioned in order to ensure that he or she meets the above criteria. When a potential participant has been identified, we will schedule the participant for a mutually-agreeable time slot.

Number of participants

We will recruit five total participants. Two of these will be backup participants in the event that a participant backs out.

Test sessions

Location

Usability test sessions will be held via Zoom.

Length and structure

Each test session will last approximately 30 minutes. It will include the following activities:

1. Greet participant (1 minute)
2. Read and sign informed consent form (2 minutes)
3. Complete background questionnaire (3 minutes)
4. Read study instructions (5 minutes)
5. Complete study tasks (15 minutes)
6. Complete exit questionnaire (3 minutes)

Data Collection and Analysis

- We will videotape all study sessions for post hoc analysis.
- We will log critical incidents as they occur in each session, and also by reviewing the video recordings. This will allow us to identify usability problems and propose possible solutions.
- We will time how long it takes participants to perform each task, and how many errors occur. This will allow us to assess the extent to which our prototype meets the usability requirements we have established.
- We will collect background questionnaire data. These data will help us to interpret our results.
- We will collect exit questionnaire data. The exit questionnaire will include questions that will allow us to assess the extent to which our prototype meets our user experience requirements. It will also provide us with qualitative data on our participants' impressions of, and experiences with, our prototype.

Qualtrics Survey

Link to your team's Qualtrics survey that includes informed consent form, background questionnaire, study instructions, study tasks, and exit questionnaire:

https://wsu.col.qualtrics.com/jfe/form/SV_9QZHvCdtIF1z6LQ

NOTE: Use [this sample survey](#) as a starting point. If you would like to utilize the sample survey as a starting point (without having to enter its content into Qualtrics from scratch), create an account in Qualtrics and then PM a your instructor to request that they share the Qualtrics project with you. A copy of the project will be copied to your Qualtrics account. You can use it as a starting point.

The documents on the following pages are for reference purposes only. You are urged to use the Qualtrics survey as a starting point.

Informed Consent Agreement to Participate In Usability Study of [name of your software]

[Your group members' names, separated by commas]
School of Electrical Engineering and Computer Science
Washington State University

Description of Study: You, _____ have been asked to participate in a usability test of new software created as part of the above persons' (henceforth, "the researchers") course project for CptS 443/543 at Washington State University. Your participation in this usability test will help the researchers to better understand the software's strengths and weaknesses. You have been asked to spend about [fill in time] minutes participating in this test. This will involve your doing some or all of the following things:

- Reading aloud and studying brief task descriptions;
- Interacting with a computer;
- interacting with the researchers and/or other students;
- thinking aloud (explaining what you're doing and thinking), and
- filling out questionnaires.

The researchers will record the session on videotape. Although your voice, and possibly your face, will appear on the recording, your name will not be on the recording. The recordings will be viewed only by the instructor and students affiliated with CptS 443/543 at Washington State University in order to fulfill a course requirement. When the researchers describe their work to the class, they will not use your name.

Risks and Benefits Expected: The study will not incur any risks beyond the minimal risks associated with interacting with a computer. The study is not expected to help you directly. The results may help the researchers to improve the design of their software.

Confidentiality: Any information about you that is obtained from this study, including what you say, will be confidential. Your real name will be kept in a locked file and only the researchers will have access to it. Only your code name will be on the videotape and in reports of the study.

Right to Refuse or End Participation: You may refuse to participate in this study or stop participating at any time.

Certification: By signing below, you certify that you have read and that you understand the foregoing, that you have been given satisfactory answers to your inquiries concerning projects procedures and other matters, and that you have been advised that you are free to withdraw your consent and to discontinue participation in the usability test at any time.

You herewith give your consent to participate in this test with the understanding that such consent does not waive any of your legal rights, nor does it release the researchers or any agent thereof from liability for negligence. You understand that you shall remain anonymous in all written and verbal reports of this test. You will be given a copy of this form to keep.

Signature of participant
Date

Signature of researcher
Date

(If you cannot obtain satisfactory answers to your questions or have comments or complaints about your treatment in this test, contact Professor Daniel Olivares, Washington State University, daniel.olivares@wsu.edu.)

Background Questionnaire

1. How many years of experience do you have with [applications related to one you're testing]?
2. Briefly describe your educational background.
3. What are the three software/hardware tools you use most?
4. [Another relevant question]
5. [Another relevant question]

Participant Instructions

Welcome to the WSU Usability Laboratory [or replace with the name of your lab], and thank you for agreeing to help us with this usability test. We sincerely appreciate your time and effort!

We are designing a new software tool for [fill in purpose of your software]. In today's test, you will use the tool to work through some [optionally place one or more adjectives here] tasks using this software. We expect that you will need somewhere around 30 minutes [fill in expected time] to work through these tasks.

As you participate in today's test, please keep the following points in mind:

- The software tool, and *not* you, is the entity under test! Your interaction with our software will help us to better understand our software's strengths and weaknesses, so that we can ultimately improve the software's design.
- You are free to take a break at any time.
- Before beginning each exercise, please read all written instructions aloud.
- When you are finished with a page of instructions, please do not advance to the next page until you are instructed to do so.
- **If you are working alone:** Please read the problem aloud before you begin. As you work through each exercise, please "**think aloud.**" Let me know what you are up to by verbalizing your thoughts and actions. In addition, please share any opinions, questions, or concerns that come to mind. If, at any point, you become silent, I will remind you to continue thinking aloud.
- **If you are working with a partner:** Please read the problem aloud before you begin. As you work through the problem, you and your partner should work together as a team. Actively engage in a conversation with your partner. Inform each other of what you're up to. As you work, we may ask you questions about why you have done something or how you feel about some part of the system. This will help us to better understand what you are doing.
- Have fun!

Please await further instruction before going on to the next page.

Background

Jimmy's company need to have a useful system to track their employee whether they are attending to the company on time. Also, for them to communicate with each other even in a group. When an emergency situation happens they could ask for a leave. Or a business trip when the client wanted.

Access the Software

Our team has created a working platform system that allows the user to do all the tasks as I mention above. You will have to work through the application from Figma.

Open up the link that I have provided:

<https://www.figma.com/file/SHxh6ATQ77d4n6Q8Q1biTH/Working-Assistantence-Platform?node-id=0%3A1>. And then click on the run icon. You could start to do the following study tasks.

Please await further instruction before going on to the next page.

Task 1

In Working Assistantence Platform, you are able to clock in based on the time and location.

Click the "Clock in" button to clock in.

Click the "Clock out" button to clock out.

Please await further instruction before going on to the next screen.

Task 2

In Attendance Report task, users should be able to check their monthly attendance report.

From the "Clock out" screen, users should be taken to "Attendance Report" screen when they click on the "Report" button.

From the "Attendance Report" screen, users should be taken to "Clock out" screen when they click "back" button on the top of the screen.

Please await further instruction before going on to the next screen.

Task 3

In Attendance Report task, users should be able to check their monthly attendance report.

From the "Clock out" screen, users should be taken to "Attendance Report" screen when they click on the "Report" button.

From the "Attendance Report" screen, users should be taken to "Clock out" screen when they click "back" button on the top of the screen.

Please await further instruction before going on to the next screen.

Task 4

In Working Assistantence Platform, you are able to ask for a leave and business trip.

Go to the "Request" screen, click the "Leave" button to go to the "ask for leave" page.

Click the "Submit" button to go to the "Request" page.

Click the "Business trip" button to go to the "Business trip" page.

Click the "Submit" button to go to the "Request" page.

Task 5

In Working assistance, you are able to figure out when and what assignment will due. These transitions make it easy to demonstrate how the website will work in a wizard-of-oz user test.

In this task, you need to define the legal transitions between the screens that your colleague has created. Create the following screen transitions, which are described in terms of the labels your colleague has defined for each screen:

- From the “Home” screen, users should be taken to the “Working Assistance” screen when they click on the “Assistance” menu item. Screens for the other menu items are not yet designed, so clicking on the other menu items should lead to the “Not Implemented” screen.
- From the “Working Assistance” screen, users should be taken to the “Assignment detail” screen when they click on the “Today” option, or the “All” screen when they click on the option. All other options are not yet implemented and should lead to the “Not Implemented” screen.
- From the “All Assignment list” screen, users can see the whole assignment list on the screen and priority of assignment. The priority of assignment will be classified by color. All other options are not yet implemented and should lead to the “Not Implemented” screen.

Please await further instruction before going on to the next screen.

[Describe Task 5 here. Remember just to state the task in simple terms. Do not to tell the user *how* complete the task. The purpose of the test is to see if a user can complete the task efficiently without help from you!]

Exit Questionnaire

Congratulations! You have completed all tasks in this usability test. Before you go, we'd like you to complete an exit questionnaire that elicits your opinions on the software you just used.

Thank you for your participation!

Exit Questionnaire

1. [Include several Likert-style questions related to your user experience requirements here. For example: "On a scale of 1 – 10, how would you rate the system with respect to ease of use?"
2. Did you find any of the tasks to be confusing? Which ones? How would you change the tasks to make them easier to understand?
3. What did you like about the software you used? Were there any features that you found particularly useful? Why?
4. What did you not like about the software you used? Were there any features that gave you particular grief? Why?
5. If you were designing this software, how would you change it so that it worked better for you?
6. Is the software you used in this test something that you could see yourself using in your day-to-day life? Why or why not?