You will conduct a usability test of a software product or web site using the methodology presented in class

**Tasks:**

1. Select a software product or web site to be tested, and establish 4 tasks that the test participant must complete.
2. Customize the **Project 1 - Sample Test Facilitator's Scripts**.
3. Customize the **Project 1 - Sample Test Facilitator Guide**.
4. Customize the **Project 1 - Sample consent form**.
5. Customize the **Project 1 - Sample exit questionnaire** (these will be used in the debriefing sessions).
6. Customize the Task List that will be given to the participant. A sample can be found in **Project 1 - Sample task-based questions**.
7. Schedule the days, times, and location for your usability test sessions.
8. Recruit participants (minimum of 3 completed test sessions required)
9. Perform the usability test sessions. You should take good notes of each participant's actions and verbalization.
10. Ask the participant to fill out the **Demographic Information Questionnaire**.
11. Aggregate and analyze results, including numerical analysis, discussion of problems found, and recommendations, using the documents and notes from the facilitator.
12. Prepare a final report of your findings.

**Deliverable:** Your usability test report must be a single PDF document, and must have the following structure, with sections arranged in the order shown:

1. Final Report: a PDF file that documents your usability test (see requirements below). Report should be submitted via Canvas.
2. Cover page: includes name of product/website tested, your name and PID.
3. Table of Contents
4. Executive Summary: this is a brief summary of what is in the rest of the document. It should include basic information about the product/website being tested, and a brief description of findings and recommendations. It should not exceed one page in length. It is directed to the CEO of the company whose product you are testing. This should be written last, after the rest of the report is complete.
5. Test Preparation: include a narrative describing the preparation and set up of your usability test, including role assignments and activities performed by each team member.
6. Data Analysis: Include a discussion of the analysis of your data and your findings (what problems were uncovered, frequency encountered, where participants were most frustrated, etc.). Include an Excel spreadsheet (take a screenshot, or embed, but don't link to it) showing the actual raw data from Likert scales used in your questionnaires, and any analysis you performed on the data. You should be able to analyze the data in several ways, if your demographic entrance questionnaire was done correctly.

7. Recommendations: for each problem described in the data analysis section, make a recommendation on how to correct the problem and/or improve the interface.

8. Appendix A: A single copy of the set of all original test facilitator scripts and test participant documents, as prepared prior to test. Document prep team member provides these to facilitator, and provides one clean set to report coordinator for inclusion into final report.

9. Appendix B: copies of all original test documents for all test participants, including facilitator notes. You may scan these and insert the scanned images into your Word document. Include entrance/exit questionnaires, consent forms, task-based questions provided to the participant. (Do not use cameras as the images will be too large. You can use a lower resolution scan to keep the size down. Images must be readable, but do not have to be high quality.) Organize into a single set for each participant, in the order used.

**Additional Guidelines:**

1. No test participant may be a CS or IT major. Select a good cross-section of users (range of age, gender, education level) as test participants. Test participants MUST be at least 18 years old – no minors!

2. Select a product or web site with which your participants are unlikely to have any experience. Do not accept anyone as a participant if they are familiar with the product/web site. Since you cannot notify the participant ahead of time, be prepared with extra participants in case you must disqualify one on the day of the test. You must have at least 3 participants actually perform a test session. If you disqualify a participant, offer the reward anyways.

3. Creating the tasks: Follow the guidelines here for qualitative tasks: https://www.nngroup.com/articles/test-tasks-quant-qualitative/

4. The same equipment and web browser (if testing a web site) must be used for all test sessions.

5. You must stick to the scripts – no ad-libbing or other conversation is allowed. This is done to ensure that the testing conditions are the same for each participant.

6. You must make good written notes of what the participant is saying during the test, and should remind the participant as often as necessary to "think out loud". These notes will be required for adequate data analysis and recommendations.

7. Keep it professional in all aspects!

The End.