

WiFi Network Setup Application Usability Test

Introduction:

(Following informed consent...) Thank you for agreeing to participate in our usability test. This usability test will be used to help us gain insight as to how our users will be using our WiFi network setup application. Please keep in mind that this test is only being used to help us better understand the finer details and issues with our application. This test is in no way a test of your abilities and is only meant to focus on the general usability of our application.

Background:

To start off, I'm going to ask you a few questions regarding your previous experience with initial setup and upkeep of a wifi network.

1. Have you ever used an application to set up a WiFi network before? If so, what application did you use?
2. Did you have to talk to your internet service provider to receive support or technical assistance? If so, was it helpful?
3. Do you think you would be able to make any changes to your network if you had to? (Changing password, adding extender, adding SSID)

Task 1:

You're in the process of moving into an apartment, and this is the first place you have lived outside of your house with your parents. You've just picked up your router from your internet service provider, and are preparing to install it at your new residence. Previously, your brother has taken care of all internet problems at your parents house, so you have no experience with this field. Walk me through how you would set up your router using this application.

- *Note the path they took to complete the task, as well as any errors made along the way.*

- *Were they able to set up the router?*

Task 2:

Imagine you are sitting on your couch, and all of sudden, someone starts talking through your amazon alexa sitting on the counter across the room from you. You find out they were able to get into the device by first figuring out the password to your router. Walk me through how you would change the password and SSID to your router.

- *Note the path they took to complete the task, as well as any errors made along the way.*

- *Were they able to change the password to their router?*
- *Were they able to change the SSID?*

Task 3:

You've noticed that while your internet is strong and reasonably fast, the connection is very poor at some vital points in your establishment. You've purchased some wifi extenders to help increase the range of your connection, although you are unsure how to set them up. First, see if you can figure out which spots in your home have the weakest connection. After you have identified those locations, go through the steps you would take to install and configure the extenders.

- *Note the path they took to complete the task, as well as any errors made along the way.*
- *Were they able to perform the speed test?*
- *Were they able to set up and configure the extenders?*

Wrap Up:

After being able to use our application, please tell us, what was your overall impression of our application?

- *What did you like most about the app?*
- *What parts of the application do you think could be improved?*
- *Do you have any recommendations of any features you'd like to see added to the application?*
- *Overall, do you think the application helped you effectively setup a WiFi network in an efficient manner?*
- *Did you have any other thoughts or comments?*