Usability Test Plan

ABSTRACT

This document involves the procedures and processes to run a usability test for the website about learning management system based on lecture recording called FOLLEC. The aim of this study is to establish whether the interface for manage lecture recording is feasible in the current   setting, and whether it is effective for students and professors to complete course tasks.

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1. Purpose

The primary purpose of performing this usability test session is to evaluate the usability of website about the learning management system based on lecture recording called FOLLEC. The usability test aims to identify any barriers or difficulties users may be experiencing when interacting with the website, which may subsequently hinder users from recording or watching videos from the system.

The learning website can be located at the following URL:

www.follec.unsw.edu.au

2. Product Description

As part of these user evaluation sessions, we will be evaluating the learning website: www.follec.unsw.edu.au

The website is an online learning management system based on lecture recording, which offers services generate lecture recordings by professors and finish a variety of tasks through watching videos for students. The platform is an auxiliary tool to help students and teachers complete the course tasks, especially in the impact of the epidemic.

The product is still in the early stages of development and the version that will be tested is a prototype, which displays enough functionality to test the various aspects of the system outlined in section 3.

3. Problem Statement/ Test Objectives

Product	Problem Statements	Priority
General	1. Are all the terms on the website easily understandable by the user?	
	2. Are users able to search for lecture recording by keyword/author/label?	
	3. Does the site contain major usability flaws that prevent completion of the most common tasks?	
	4.	
	5.	
Experience Level	1.	
	2.	
	3.	
	4.	
	5. Does the experience level of the participant, affect their overall interaction with the website	
'Documentation'	1. Consent form 2. Pre-test questionnaire 3. Paper prototype	
Hardware	1. Computer 2. Recording equipment	

Table 1: Problem Statements

4. Participant Profile

We are expecting to test a total of 10 users, split into two groups. These users will be split into student/professor characteristics, 80% of them are students. Participants will be selected randomly, and their student/professor status will be determined from a pre-test questionnaire, sent to them by email prior to the evaluation (Table 2).

Group	Number
Student	8
Professor	2

Table 2: Participant break-down

The characteristics of the groups are shown in Table 3.

Characteristic	Range	Frequency Distribution
Online learning	Daily - Monthly	- Daily - Weekly - Monthly
Record and edit video	Once a day - once a month	- Once a day - Once a week - Once a month

Table 3: Participant Profile

5. Method (test design)

1. Pre-test questionnaire

Three days before the usability evaluation session, each participant will be sent a brief pre-test questionnaire. This questionnaire will be used to establish the participant's level of expertise, and therefore their subsequent positioning in the right category during the test.

2. Participant Greeting and Introduction

Each participant will be personally greeted by the test facilitator and made to feel comfortable and relaxed.

3. Orientation and Consent

Participants will each receive a scripted, verbal introduction and orientation, which will explain the purpose and goals of the test. They will also be assured that the website is what is being tested, not themselves. Participants will then be introduced to the equipment and told that they will be recorded with video/audio recording (although, not their faces),and by eye-tracking software (again, need to explicitly state that only gazes will be recorded, not their face or actual eyes). Two copies of a consent form will be given to each participant to sign, where the participant is free to keep one copy of this form, and the second copy will be filed away by the evaluation team. The participant is free to leave the test at any time, or choose not to participate after reading the

consent form.

4. Usability Evaluation

The usability evaluation session consists of a series of tasks that the participants will carry out while being observed. These tasks will be conducted in the following manner: A script will be read out loud to the participant by the test monitor (facilitator), detailing the task to be accomplished. The participant will then be asked to attempt the task.

During the usability evaluation, the observer will make notes on the participants interaction with the test artefact. Any errors or issues that the participant encounters will be noted. Where applicable the facilitator will encourage the participant to verbalise his/her thoughts, and ask relevant questions. The observer will also make note of any unusual circumstances that may not be picked up by the recording devices.

5. Participant Debriefing

Each participant will be debriefed by the test monitor, with the session being video-typed. The topics of the questions will be:

1. Overall satisfaction with the website
2. Any particular comments

6. Task List

The following four tasks will be used during the usability evaluation session:

Task 1	Description
Task	Log in FOLLEC and find course COMP9511
Starting State	Home page of www.follec.unsw.edu.au
Successful Completion Criteria	Log in successfully and required course found
Benchmark	2 minutes
Script (Task Scenario)	You are learning a new course called Human-Computer-Interaction, with a course code COMP9511. You need sign in the FOLLEC to find out this course to check new events.

Task 2	Description
Task	
Starting State	Home page of www.follec.unsw.edu.au
Successful Completion Criteria	
Benchmark	
Script (Task Scenario)	

Task 3	Description
Task	

Starting State	Home page of www.follec.unsw.edu.au
Successful Completion Criteria	
Benchmark	
Script (Task Scenario)	

Task 4	Description
Task	
Starting State	Home page of www.follec.unsw.edu.au
Successful Completion Criteria	
Benchmark	
Script (Task Scenario)	

Task 5	Description
Task	
Starting State	Home page of www.follec.unsw.edu.au
Successful Completion Criteria	
Benchmark	
Script (Task Scenario)	

Task 6	Description
Task	
Starting State	Home page of www.follec.unsw.edu.au
Successful Completion	

Criteria	
Benchmark	
Script (Task Scenario)	

7. Test Environment / Equipment

For usability evaluation sessions, one will be test in tutorials online, others will be conducted by each group member who is to facilitate at least two usability test outside of lab times.

The following equipment will be used across the range of participants:

1. Cameras: Participants' faces will not be filmed; the only things being filmed are the computer screen, which the participant is using to interact with the learning website, and the keyboard/ hands of the participant.

2. Microphones: these will be used to record participants and the think-aloud protocol data, which can later be reviewed and transcripts created to ensure that all information is available for the analysis stage.

3. Computer with an internet connection: the participant will be interacting with the learning website as part of the usability evaluation testing.

8. Test Monitor Role

The test monitor will conduct the test and act as a facilitator of the evaluation. The observer will make observations based on the participant's commentary and other behavioural aspects such as facial expressions and gestures.

The test monitor will not lead the participant to the answer or the correct series of steps and will not volunteer help unless the participant is in serious help is approximately 3 minutes. The test monitor will only respond to questions that enquire what to do and how to do if their answer will not threaten to skew the test results.

The test monitor will be on hand in case of equipment failure or other problems.

The test monitor will participate in active listening, and encourage an easy-going atmosphere throughout the evaluation session.

9. Evaluation Measures (data to be collected)

The following evaluation data will be collected and later analysed:

Performance Measures	Behavioural Measures
Number and percentage of tasks completed correctly with and without assistance	Participant comments
Number of errors encountered during each of the tasks	Participant mannerism
Number of errors encountered during the whole of the evaluation	Participant perception of site
Number of times participant asked for help	
Negative comments count	Relevant quotes
Positive comments count	Relevant quotes
Count of incorrect icon selection	
Time to complete individual tasks	

Time to complete tasks overall	

Table 4: Evaluation Data to be collected

10. Report Contents

A format report will be produced summarising all the results and making design recommendations to the learning website. All the information making up this report will be kept internally for research and educational purposes.

11. References

Rubin.J. 'Handbook of Usability Testing', John Wiley, 1994,pp 81 - 106