

DataSense User Test Plan

Introduction

Thank you for participating in the user testing session for DataSense! DataSense is a cutting-edge application designed to empower researchers and other users of the OSU IDP Calculator. This app provides a user-friendly interface with intuitive data categorization, making it easier to understand data protection policies. The design emphasizes clean, user-centric visuals, and includes features such as saving custom layouts, learning more about data elements, adding friends, and more.

This application is a prototype. It lacks complete functionality across features – i.e. certain widgets or other features do nothing or behave differently than they will in the final product. Testers should be aware of this prototypical nature and navigate the application accordingly.

This session will be recorded. Please vocalize your consent or non-consent with respect to being recorded.

Participants

The participant pool will consist of at least 3 people that conduct research in some capacity. Participants will access the prototype application on their Android Device. Research is defined here as any use case involving the acquisition of data that is subjected to privacy concerns in some capacity, so participants will be individuals that research in jobs, school, ect. These individuals are chosen from my personal acquaintances, coworkers, or colleagues.

Metrics Collected:

- Time on task
- Task success
- Errors
- Obstacles
- User Experience

Task 1**Create an Account and Log-in****Steps:**

- 1.) Press "Create Account"
- 2.) Complete "Account Creation" as advised.
- 3.) Enter Credentials
- 4.) Press "Log in"

Metrics	Time on Task	Success (Y/N)	Errors	Sticking Points
Participant 1	35.29 s	y	0	0
Participant 2	20s	y	0	1 – He couldn't figure out where to click
Participant 3	1m	y	1-didn't create account	1- Didn't know where to press, got confused by my name being filled in
Participant 4	21	y	0	0
Participant 5	19.64	n	1	1

Completed (Y/N)	Step 1	Step 2	Step 3	Step 4	Step 5
Participant 1	y	y	y	y	na
Participant 2	y	y	y	y	na
Participant 3	y	y	y	y	na
Participant 4	n	n	y	y	na
Participant 5	n	n	y	y	na

Questions:

- Rate the Difficulty of this task: Extremely Easy, Easy, Medium, Hard, Extremely Hard)
 - Extremely Easy
 - Easy
 - Easy
 - Easy
 - medium

- Were there any notable obstacles in completing this task?
 - No Obstacles – familiar to others I use.
 - I couldn't create personalized account.
 - Not really
 - No
 - Wouldn't let me delete things. I accidentally entered a username.
- Do you have any constructive criticism regarding this page that would improve your experience?
 - No
 - No
 - No
 - No
 - Yes- the ability to delete the username and pass. The autocomplete threw me off.

Task 2

View Home Page with Data Element Summaries and Get IDP Calculator Results

Steps:

- 1.) Click on a Data Element to See Summary in Text Box
- 2.) Click Data Elements to Select them
- 3.) Press "Submit" to View IDP Results
- 4.) Press "Home" Icon to return to Home Page View
- 5.) Press Search Box to Utilize Search Function then select resulting data element to see summary.

Metrics	Time on Task	Success (Y/N)	Errors	Sticking Points
Participant 1	1.29min	y	0	1 – Task Phrasing Ambiguous
Participant 2	53.8 s	y	0	3 – Brute Forcing
Participant 3	1.2 min	y	0	1 – fumbled around and clicked random stuff
Participant 4	43.9s	y	0	0
Participant 5	51.33s	y	0	1- Instructions unclear

Completed (Y/N)	Step 1	Step 2	Step 3	Step 4	Step 5
Participant 1	y	y	y	y	y

Participant 2	y	y	y	y	y
Participant 3	y	y	y	y	y
Participant 4	y	y	y	y	y
Participant 5	y	y	y	y	y

Questions:

- Rate the Difficulty of this task: Extremely Easy, Easy, Medium, Hard, Extremely Hard)
 - Medium
 - Easy
 - Easy
 - Easy
 - medium
- Were there any notable obstacles in completing this task?
 - Since its first-time seeing interface, I had to work through it to figure out functions. I needed time to learn how each feature function.
 - No
 - No
 - No
 - no
- Do you have any constructive criticism regarding this page that would improve your experience?
 - Instead of having the summary box you should replace it with a “hover” functionality over the term to see summaries.
 - No
 - No
 - No, I don’t think so.
 - I should be able to uncheck things.
- Do you prefer this over the current IDP calculator in use at OSU?
 - Yes, it’s much faster.
 - Not sure – haven’t used it in a while can’t remember.
 - I prefer app.
 - This one is easier.
 - yes

Task 3

Add, Delete, and View Snapshot for Data Sources

Steps:

- 1.) Press the downward arrow “Data Details” icon at the bottom left of the screen.
- 2.) Press “Add Source” to navigate to Data Upload Page
- 3.) Return to “Data Details” using arrow in top left corner.
- 4.) Press a file under “Your Files” to select it and View Snapshot
- 5.) With that file selected, press the trashcan icon to delete it.

Metrics	Time on Task	Success (Y/N)	Errors	Sticking Points
Participant 1	1.04m	y	0	1 – Haven’t used IDP for a while and forgot what she’s doing
Participant 2	14s	y	0	0
Participant 3	40s	y	0	0
Participant 4	36s	y	0	1 – brute forced it
Participant 5	32s	y	1 – clicked random stuff and proceeded ahead	0

Completed (Y/N)	Step 1	Step 2	Step 3	Step 4	Step 5
Participant 1	y	y	y	y	y
Participant 2	y	y	y	y	y
Participant 3	y	y	y	y	y
Participant 4	y	y	y	y	y
Participant 5	n	y	y	y	y

Questions:

- Rate the Difficulty of this task: Extremely Easy, Easy, Medium, Hard, Extremely Hard)
 - Easy
 - Medium
 - Easy
 - Easy
 - hard
- Were there any notable obstacles in completing this task?
 - Yes, the task itself was easy and was obvious but the navigation was confusing because the icons were ambiguous.

- No
- No
- No
- Yes – click boxes instead of words.
- Do you have any constructive criticism regarding this page that would improve your experience?
 - Change Icons or put a title near them to indicate what they do.
 - No
 - No
 - No
 - Yes – click boxes instead of words.
- If you think this feature is useful, can you please describe an example use case?
 - Yes, I would use it to search for the data I need at that time, but I wouldn't need to save or delete anything.
 - No feedback – not directly applicable to my cases.
 - Data security for research
 - Not sure I have to think about it
 - Not sure

Task 4

Learn About Specific Data Elements

Steps:

- 1.) Press the Page Icon at the bottom middle of the page to navigate to “Data Details”.
- 2.) Press the “Search Box” to search for a data element.

Metrics	Time on Task	Success (Y/N)	Errors	Sticking Points
Participant 1	12s	Y	0	0
Participant 2	3 s	y	0	0
Participant 3	17s	y	0	0
Participant 4	8.95s	y	0	0
Participant 5	5	y	0	0

Completed (Y/N)	Step 1	Step 2	Step 3	Step 4	Step 5
Participant 1	y	y	na	na	na
Participant 2	y	y	na	na	na
Participant 3	y	y	na	na	na
Participant 4	y	y	na	na	na
Participant 5	y	y	nan	a	na

Questions:

- Rate the Difficulty of this task: Extremely Easy, Easy, Medium, Hard, Extremely Hard)
 - Easy
 - Medium
 - Easy
 - Extremely easy
 - easy
- Were there any notable obstacles in completing this task?
 - Icons are ambiguous.
 - No
 - No
 - No
 - no
- Do you have any constructive criticism regarding this page that would improve your experience?
 - Not really. I like the feature on how the data can be used.
 - No
 - No
 - No
 - no
- Are there any other details you would like to see on “Data Details”?
 - Not sure because I’m not seeing actual data details- I’m seeing the lorem ipsum example text. I think it’s enough though.
 - No
 - Fine the way it is.
 - Its ok the way it is.
 - Its fine the way it is.

Task 5**Customize Layout by adding and removing elements from the layout.****Steps:**

- 1.) Press the pen icon at the bottom right of the page to navigate to Customize Layout page.
- 2.) Press the “Add” button to bring up a search interface at the bottom of the screen.
- 3.) Press the “Search” box to search for a specific element.
- 4.) Press on the specific element.
- 5.) Press “Move Up” to add the element.
- 6.) Press “Remove”
- 7.) Press on a trash can icon to delete an element.
- 8.) Press on the home icon in the upper left corner.

Metrics	Time on Task	Success (Y/N)	Errors	Sticking Points
Participant 1	1:15 m	Y	0	0
Participant 2	27s	y	0	0
Participant 3	51s	y	0	0
Participant 4	1.56m	n	1 – He got lost in other functionality	5- he got lost in other functionalities
Participant 5	37s	n	1 – He got lost in other functionality	5- he got lost in other functionalities

Completed (Y/N)	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Participant 1	y	y	y	y	y	y	y	y
Participant 2	y	y	y	y	y	y	y	y
Participant 3	y	y	y	y	y	y	y	y
Participant 4	y	y	y	y	y	y	y	n
Participant 5	y	y	y	y	y	y	y	n

Questions:

- Rate the Difficulty of this task: Extremely Easy, Easy, Medium, Hard, Extremely Hard)
 - Extremely Easy
 - Easy
 - Easy
 - Hard
 - medium
- Were there any notable obstacles in completing this task?
 - No obstacles, it was clear.
 - No
 - No

- Yes- I got turned around and lost in functionality. Repeated steps.
 - Yes- repeated steps.
- Do you have any constructive criticism regarding this page that would improve your experience?
 - When click on icon for customization, instructions pop up that explains what the page is and how to interact with page.
 - No
 - No
 - Buttons ambiguous so I got lost.
 - no
- Do you prefer the customizability aspect of the IDP calculator to the current iteration, which does not permit customizability?
 - I think so, but I'm not a very active user of the calculator. It probably doesn't need the function, but I can see why someone would want it.
 - Prefer customizability.
 - Prefer customizability.
 - No – I prefer no customizability. Unnecessary for my purposes.
 - Customizability – makes it more tailored to user.

Overall Recommendations:

- 1.) Improve Autocomplete Feature: Enhance the autocomplete feature in the account creation process to prevent confusion.
- 2.) Clarify Icons: Provide clearer icons or include titles to avoid ambiguity in navigation.
- 3.) Enhance Instructions: Integrate instructional pop-ups for tasks involving customization and other complex functionalities.
- 4.) Implement Hover Functionality: Consider incorporating a "hover" functionality for data element summaries for a more user-friendly experience.
- 5.) Clarify Instructions: Review and revise task instructions to ensure clarity, minimizing potential confusion.
- 6.) Evaluate Customizability: Consider conducting further user research to evaluate the necessity and preferences regarding the customizability aspect, especially in comparison to the current IDP calculator at OSU.

Conclusion:

This concept may be worth pursuing, though I think more user testing should be done before committing serious resources to it's development. At this time, I think once the 6 above recommendations are implemented then the app is worth producing into a minimum viable product.