

My company's application is a currency converter. This is how a usability test would be documented:

1. Preparation

a. Measures

i. Performance measures

- Time to perform each task, in seconds
- Number of errors found per task
- Number of clicks to achieve each task
- Inactive time per task, in seconds  
(i.e., how long does the user stay looking at the page without performing any action)

ii. Preference measures

(rated by the user in a scale from 1 to 7, 1 being very bad and 7 very good, except where indicated)

- Perceived attractiveness of the colours
- Perceived attractiveness of the typography
- To what extent does the application fulfill the user's needs
- Ease of use
- Perceived efficiency (i.e., whether the application is fast)
- Whether each task was finalised successfully (rated as yes/no)

b. Script

i. Scenario 1. You just arrived in Berlin and the price of a taxi from the airport is 50€.

- Tasks:
  - a. Set up the application to convert from euros to Danish kroner.
  - b. Convert 50€ to Danish kroner.

ii. Scenario 2. You have an investment of 2 million Danish kroner in a Danish bank and another investment of \$400,000 in an American bank.

- Tasks:
  - a. Set up the application to convert from American dollars to Danish kroner.
  - b. Convert \$400,000 to Danish kroner.
  - c. Flip the conversion direction so that the application converts from DKK to USD.
  - d. Convert 2 million Danish kroner to American dollars.

iii. Scenario 3. You will travel to France, so you need to exchange Danish kroner into euros.

- Tasks:
  - a. Check out the Danish kroner to euro rate for the day.
  - b. Compare it with the Danish kroner to euro rate for the previous 7 days.

c. Consent form. **Just use a standard form.**

## 2. Moderation

- a. Notes. For each participant, write down the notes taken during their test performance.

## 3. Analysis

- a. Four users performed the test

- b. Measures:

- i. Performance measures

	Measure	User 1	User 2	User 3	User 4	Average	Total
<b>Scenario 1</b>							
Task a – Set conversion currencies							
	Time per task (s)	2	1	2	4	2.25	
	No. errors	0	0	0	0	0.00	0
	No. clicks	4	6	4	5	4.75	
	Inactive time (s)	1	1	1	2	1.25	
Task b – Convert							
	Time per task (s)	1	1	1	2	1.25	
	No. errors	0	0	0	0	0.00	0
	No. clicks	1	2	1	1	1.25	
	Inactive time (s)	0	1	0	0	0.25	
<b>Scenario 2</b>							
Task a – Set conversion currencies							
	Time per task (s)	2	1	2	2	1.75	
	No. errors	0	0	0	0	0.00	0
	No. clicks	4	5	4	4	4.25	
	Inactive time (s)	1	1	1	1	1.00	
Task b – Convert							
	Time per task (s)	1	1	1	1	1.00	
	No. errors	0	0	0	0	0.00	0
	No. clicks	1	1	1	1	1.00	
	Inactive time (s)	0	0	0	0	0.00	
Task c – Flip conversion currencies							
	Time per task (s)	1	2	1	3	1.75	
	No. errors	0	0	0	0	0.00	0
	No. clicks	1	2	1	1	1.25	
	Inactive time (s)	0	1	0	2	0.75	
Task d – Convert							
	Time per task (s)	1	1	1	2	1.25	
	No. errors	0	0	0	0	0.00	0
	No. clicks	1	1	1	1	1.00	
	Inactive time (s)	0	0	0	1	0.25	
<b>Scenario 3</b>							
Task a – Check out conversion rate							
	Time per task (s)	3	5	2	7	4.25	
	No. errors	0	1	0	1	0.50	2
	No. clicks	2	4	2	9	4.25	
	Inactive time (s)	1	2	1	4	2.00	
Task b – Check out previous conversion rates							
	Time per task (s)	7	10	6	14	9.25	
	No. errors	0	2	0	1	0.75	3
	No. clicks	3	7	2	10	5.50	
	Inactive time (s)	2	3	2	5	3.00	

ii. Preference measures

Measure	User 1	User 2	User 3	User 4	Average	Rate
Colours	5	5	4	6	5.00	
Typography	7	6	6	5	6.00	
User needs	7	5	7	4	5.75	
Ease of use	6	4	6	3	4.75	
Efficiency	5	4	6	3	4.50	
Success						30/32
S1 Ta	Y	Y	Y	Y	Y	4/4
S1 Tb	Y	Y	Y	Y	Y	4/4
S2 Ta	Y	Y	Y	Y	Y	4/4
S2 Tb	Y	Y	Y	Y	Y	4/4
S2 Tc	Y	Y	Y	Y	Y	4/4
S2 Td	Y	Y	Y	Y	Y	4/4
S3 Ta	Y	N	Y	N	Y	2/4
S3 Tb	Y	N	Y	N	Y	2/4

c. Issues found:

- i. The application is not as easy to use the first time as the second and consecutive times.
- ii. It is easy to log out of the application when looking for the conversion rates.
- iii. Clicking on the left side of the header provokes an error.

d. Relevant feedback:

- i. It is not clear where to find options other than converting.
- ii. The menu should establish different groups of elements (e.g., those related to currencies and those referring to rates).
- iii. It is difficult for the users to find conversion rates.