Usability Test Plan
and Script

James Bailey
Riley Baker
Abigail Scarborough
Alejandro Zuniga

TCOM 305
Dr. Crane
24 February 2017

Table of Contents

Executive Summary

The purpose of this Sustainability B.S. Capstone Manual is to collect feedback about how successfully users are able to utilize the capstone manual. By the completion of this testing, our group will know problematic areas within the document and where improvements can be made to enhance the overall user experience.

The testing should indicate what problems need to be addressed in the document. Ideally, the users will be able to complete each individual test quickly and effectively. Our tasks will consist of simple steps to ensure that the information within the document is coherent and ordered logically with obvious forms of hierarchy. Objectives such as finding certain headers based off of the table of contents and/or finding particular information within the document will ensure that the manual is serving its main purpose to connect and inform students during the capstone process.

To implement our test plan, our group will test five user participants. Our chosen users will be current students, junior and senior level, who will complete similar capstone manuals in the near future. The testing will involve giving each participant user our current prototype of the manual, and allowing them 30 minutes to complete five separate tasks. We will be providing our users with an incentive to ensure that our users feel welcomed and know that our group is appreciative. At the completion of the testing, each user will be given a simple questionnaire (Appendix C). This will allow users to provide final thoughts on how effective the manual is and what changes they would like to see made.

The test will occur on the Eastern Washington University campus inside Patterson Hall during 3:00-5:30 p.m. on Thursday, March 2nd. We will evaluate the user's progress by implementing the think-aloud protocol. This will enable our participant users to express what they are thinking during every step while completing the manual so that we can accurately record problems as they occur. We will use a formal, electronic recording sheet (Appendix B) in order to keep track of all data collected. This will be filled out during the test by one group member, and if need be a few additional conclusion notes after the completion of the usability test.

At the finalization of the usability testing, our group will have completed our recorded data sheet and have completed questionnaires from all five user participants. We will use these forms to add additional data while developing the next set of changes that need to be made to the manual. We will include the blank sheets of both these documents in our appendices.

Our group hopes to collect enough data from the usability testing to move forward in making additional changes to the Sustainability B.S. Capstone Manual to enhance the overall user experience.

Problem Statement and Test Objectives

The issues that we are addressing within this document redesign project is the readability and usability of of the Sustainability B.S. Capstone Manual by our target users. Specifically we will be redesigning the manual in order to accommodate the needs of the client, which in this case is the faculty who will be running this program, and the needs of the students who will be earning credit through their field work. It is important to note that there has been some documented confusion on behalf of the community partners as to what their roles are, however the clients have asked us not to contact the community partners at this time. As this is largely an issue with content, rather than design, we will focus primarily upon the user, supplying a document that will ultimately be to their benefit through ease of use and reduction in stress.

The test objectives will specifically target the initial changes that we have made in the document. Our objectives are to answer the following design questions:

1.   Is the document easy to navigate?
2.   Does it alleviate stress?
3.   Is the hierarchy of information logical?
4.   Is this clearly a document associated with EWU?

The results of the next round of testing will help inform our design choices and gauge our success.

User Profiles

Gender	Age	Major	Class Standing	Transfer	Experience
Male	22-30	Health	Senior	Yes	No
Male	22-30	Health	Junior	No	No
Female	22-30	Health	Senior	Yes	No
Female	22-30	Health	Junior	No	No

The user profiles table contains information on the criteria for our ideal participants for both genders. Our participants, both male and female, would ideally be between the ages of 22-30. This is due to junior and senior level students typically being in this age bracket. The major of these students must relate to the Sustainability program, so ideally a major related to health and wellness would fit our demographic. Considering Eastern Washington University's high transfer rate, we made the decision of having at least one participant of each gender group be a transfer student. We expect that a prior experience a user has with a capstone manual will change the outcome of our usability test; therefore, our participants need to be inexperienced with capstone related documents.

Participant Incentive

Considering our chosen user participants will be volunteering their time in order to assist our group in successfully completing our usability testing for the Sustainability B.S. Capstone Manual, we decided a small incentive would be acceptable and appreciated. We will be providing cookies to all user participants involved in the usability test. Our group hopes with this small token of gratitude, our users will know the worth of their participation is truly recognized.

Test Script

Language for Moderator

Moderator: Welcome, and thank you for taking the time to help us test the Sustainability Capstone Manual. We are redesigning this manual for the EWU Sustainability program and have prepared this prototype for review in order to better inform our design choices. Before we begin, we ask that you fill out a simple consent form. The information on this form will be used only for enhancing the usability of the manual. Your information will not be shared with anyone outside of our team. By signing this form, you are giving us permission to use your information and responses gathered from the usability test for the purposes of our document redesign.

[*Give consent form (Appendix A) to user*]

Moderator: Now I will give you the manual.

[*Give manual to user*]

Moderator: We are going to give you a scenario as well as a list of tasks for you to complete. Remember, we are not testing you and there are no wrong answers, we are simply trying to gain a deeper understanding of how this manual will be used.

Scenarios

Moderator: In your scenario, you are an EWU student preparing to enter the sustainability capstone course. As a sustainability student, you want to learn about what the course will entail as well as what you need to do to succeed.

Moderator: I am going to give you a list of 5 tasks that I want you to accomplish using this capstone manual. As you go through these tasks, we ask that you talk aloud while completing them so that we can better record your process. Please feel free to say whatever comes to mind when completing these tasks. When you have finished a task, please state so out loud and we can move on to the next. Do you have any questions before we begin?

Nonverbal Cues

[*If the subject forgets to use the think/talk-aloud protocol, gently remind them to, "think out loud," or, "say whatever is on their mind," reminding them that the information gathered from their stream of consciousness is important.*]

Task List

1. Find the details of the capstone grading system
2. Find a list of documents you as the student would need to submit to your faculty advisor
3. How many total hours and credits of Capstone must the student finish in order to graduate?
4. Without the use of the TOC, find the answer for: "When is a student eligible for the capstone?"
5. Without the use of the TOC, what are the 3 phases of the course requirements?

[*Once user completes final task, then become friendly again and show appreciation for them being our guinea pig.*]

Moderator: Our last task for you today will be to complete a short questionnaire.

[*Abigail will then administer the questionnaire (Appendix C)*]

Closing

Moderator: We appreciate your feedback and your assistance in our project. This will be very helpful to us moving forward in creating the best final product we can. Thank you again for taking the time to help us out.

[*Reward test subject with cookies, then walk user to the door and leave them with a firm handshake*.]

Evaluation Methods

James will moderate our test sequence for all users. Once the user begins testing, Riley and Alejandro will record the manner in which they go about finding the prompted information and will record any comment made by the user that has significance in terms of usability. Meanwhile, Abigail will record the time it takes the user to complete each task. We will be implementing the think-aloud protocol, as prompted by James, so that we can record data with ease. After a task has been completed, James will confirm with all team members that they are ready to continue before proceeding to give the user the next task. Once all tasks have been completed, Abigail will give the user an assessment questionnaire (Appendix C) to fill out that will recap the positives and negatives encountered while using the manual.

Test Environment and Equipment

For the usability test, we will be providing a welcoming environment for the participant in order to receive the most accurate results. The 30-minute test session will take place at Patterson Hall in room 240. The participant test session will take place in-between two computers with a printed version of the Sustainability B.S Capstone document, and notes will be taken on a windows computer in google drive on a word document and a on a notebook.

Before testing the participant will sign a printed consent form, and will be provide simple information such as gender, age, major, class standing, if the participant a transfer, and if the participant has used a capstone manual before. Afterwards, once the participant has completed the test session, more information will be obtained from a simple questionnaire (Appendix C).

Deliverables

The official usability testing day is Thursday, March 2nd starting at 3:00 p.m. and ending at 5:30 p.m. There will be five users in total, and each individual will be given a total of 30 minutes, separately, to complete their tasks and fill out an assessment questionnaire (Appendix C).

The assessment questionnaire will be distributed directly after the user participant finishes their usability testing of the manual. The questionnaire will be given to user participants in print form, and will ask simple questions regarding the success or lack of success for both the testing and the manual itself. All questionnaires will be completed the same day of testing (March 2nd). The questionnaires will be quickly reviewed after individual testing, and thoroughly reviewed the following day (March 3rd).

We will be completing an electronic information record (Appendix B) to keep track of the research and data gathering during the usability testing. This will be filled out by our group during and shortly following each usability test on the test day (March 2nd).

Appendices

Appendix A

Consent Form

Information use and Consent

The information on this form will be used for the sole purpose of enhancing the usability of the Sustainability Capstone Manual. Your information will not be shared with anyone outside of our team. By signing this consent form, you are giving us permission to use your information and responses gathered from the usability test for the purposes of our document redesign.

Please fill in and/or circle within the response field as needed.

Name (please print):	
Gender:	
Age:	
Major:	
Class Standing:	Freshman / Sophomore / Junior / Senior
Are you a Transfer Student?	Yes / No
Have you used a Capstone Manual before?	Yes / No

<u>Signature</u>   <u>Date</u>

Appendix B

Information Record

Name	Task 1 Time	Task 2 Time	Task 3 Time	Task 4 Time	Task 5 Time	Notes
Problem Encountered?						
Problem Encountered?						
Problem Encountered?						
Problem Encountered?						
Problem Encountered?						

Appendix C

Questionnaire

Please circle which number fits best.

Strongly Agree	5
Agree	4
Neutral	3
Disagree	2
Strongly Disagree	1

I felt comfortable during the usability test.

1   2   3   4   5

The tasks were easy to follow.

1   2   3   4   5

The amount of information provided was appropriate.

1   2   3   4   5

The manual is user-friendly.

1   2   3   4   5

I did not experience any confusion during the test.

1   2   3   4   5

What made the manual most effective for usability?

What changes would make the manual more effective for usability?