

HJP2 – HJP2 TASK 2: USABILITY TESTING

USER EXPERIENCE DESIGN – C856

PRFA – HJP2

TASK OVERVIEW

SUBMISSIONS

EVALUATION REPORT

COMPETENCIES

4020.2.1 : UX Design Processes

The graduate establishes user experience design processes as part of solution development.

4020.2.3 : Usability Testing

The graduate conducts usability testing for gathering actionable feedback applicable to user-centered design.

4020.2.4 : Data Evaluation

The graduate evaluates qualitative and quantitative data from UX design experiments for improving the user experience.

INTRODUCTION

Usability testing is a critically important step in the user experience design process. In order to create a quality experience that meets the needs of your users, you will need to collect data and feedback from those users at multiple points in the design process. You will then need to consider this feedback and make any necessary modifications to improve your design.

For this task, you will submit your prototype from Task 1 for usability testing via the “Usability Prototype Submission Form” in the Web Links section. You will then be prompted to submit recorded feedback on your fellow students’ designs through the Panopto platform. You will need to confirm the permissions for each of your videos are set to “Your Organization (unlisted), anyone at your organization who has the link can view” and submit your video files on the platform.

After you have provided user feedback for three separate prototypes, you will be able to view the video feedback from other students on your own design. You will use this feedback from your users to inform the remainder of your submission. You will also need to complete and submit the “C856 Task 2 Template” for evaluation as outlined in the Requirements section below.

By conducting usability tests and evaluating the results, you will develop a deeper understanding of the users you are designing for and may even uncover user needs and wants that you were previously unaware of. Incorporating your findings into each subsequent iteration of your design allows you to create a product that satisfies your users.

Note: Prior to starting this task, please review the “Instructions: Prototype and Peer Review Dashboard” supporting document.

Note: The file size limit for your submission cannot exceed 200 MB. Individual files larger than 16 MB will not be accepted.

SCENARIO

Great news! Tanitian government officials have reviewed the latest version of your prototype, and they are very excited about your progress. They want you to submit your prototype for usability testing, and they have asked you to provide user feedback for three other designs they are considering.

REQUIREMENTS

Your submission must be your original work. No more than a combined total of 30% of the submission and no more than a 10% match to any one individual source can be directly quoted or closely paraphrased from sources, even if cited correctly. The originality report that is provided when you submit your task can be used as a guide.

You must use the rubric to direct the creation of your submission because it provides detailed criteria that will be used to evaluate your work. Each requirement below may be evaluated by more than one rubric aspect. The rubric aspect titles may contain hyperlinks to relevant portions of the course.

- A. Using the “Usability Prototype Submission Form” web link, fill out the form, including your prototype link and the list of **five** objective usability tasks you provided in Task 1. Complete the “Your Prototype” section in the attached “C856 Task 2 Template” using this information.
- B. Choose **three** of your peers’ prototypes from the “Prototype and Peer Review Dashboard” web link. List *each* peer’s name and prototype title in the “Your Completed Peer Reviews” section of the attached “C856 Task 2 Template.”
- C. Record yourself and your screen as you give verbal feedback as a user for the **three** other submissions from part B. Your feedback must address *each* of the **five** usability tasks listed by each peer. Submit a link to *each* of your videos using the “Peer Review Submission Form,” and include these links in the “Your Completed Peer Reviews” section of the “C856 Task 2 Template.”

Note: Use Panopto to record your user testing videos. Your videos should feature you visibly testing the prototypes (i.e., not in voiceover or embedded video) while wearing professional attire. The video should simultaneously capture both you and your user-testing screen. You should provide a verbal narration and qualitative feedback, as well as your reactions as you perform each usability task.

Note: For instructions on how to access and use Panopto, use the “Panopto How-To Videos” and “Panopto FAQs” web links provided below. To access Panopto's website, navigate to the web link titled “Panopto Access,” and then choose to log in using the “WGU” option. When preparing to record, select the recording folder “User Experience Design HJP2 | C856 (student creators) [assignments].”

Note: If you record to your “My Folder,” you must apply viewing permissions for your peers to be able to view your videos. Open the video and then open Settings, select Share, and apply “Your Organization (unlisted), anyone at your organization who has the link can view.”

Note: If you have any problems accessing Panopto or the HJP2 recording folder, please contact Assessment Services at assessmentservices@wgu.edu. It may take up to two business days to receive your WGU Panopto recording permission once you have enrolled in the course.

Note: The file size limit for your entire submission cannot exceed 200 MB. Each individual file should not exceed 16 MB.

- D. Summarize the feedback from the **three** reactions you received on your design, including the feedback you received on *each* of the usability tasks you submitted for testing, specifying which feedback is or is not actionable.

Note: List each peer reviewer's name and Panopto review link in the "Peer Reviews of Your Prototype" section of the attached "C856 Task 2 Template."

- E. Summarize how your design changed throughout the entire UX design process, from the wireframe you created and guerrilla tested in Task 1 to using the feedback from the usability testing in Task 2.

- F. Acknowledge sources, using in-text citations and references, for content that is quoted, paraphrased, or summarized and for images or graphics from another resource.

Note: You are only required to cite sources from outside this assessment. You are not required to cite reactions from other users.

- G. Demonstrate professional communication in the content and presentation of your submission.

File Restrictions

File name may contain only letters, numbers, spaces, and these symbols: ! - _ . * ' ()

File size limit: 200 MB

File types allowed: doc, docx, rtf, xls, xlsx, ppt, pptx, odt, pdf, txt, qt, mov, mpg, avi, mp3, wav, mp4, wma, flv, asf, mpeg, wmv, m4v, svg, tif, tiff, jpeg, jpg, gif, png, zip, rar, tar, 7z

RUBRIC

A: PROTOTYPE SUBMISSION

NOT EVIDENT

The "Usability Prototype Submission Form" is not submitted.

APPROACHING COMPETENCE

The "Usability Prototype Submission Form" is submitted, but the form is incomplete or does not include the candidate's prototype link or *all* 5 of the objective usability tasks from Task 1. The "Your Prototype" section

COMPETENT

The completed "Usability Prototype Submission Form" is submitted and includes the candidate's prototype link and 5 objective usability tasks from Task 1. The "Your Prototype" section of the template is complete.

of the “C856 Task 2 Template” is incomplete.

B: PEER REVIEW SELECTION

NOT EVIDENT

The submission does not list 3 peer prototypes in the “Your Completed Peer Reviews” section of the “C856 Task 2 Template.”

APPROACHING COMPETENCE

The submission lists 3 peer prototypes in the “Your Completed Peer Reviews” section of the template, but the list is missing 1 or more peers’ names or prototype titles.

COMPETENT

The submission lists 3 peer prototypes in the “Your Completed Peer Reviews” section of the template. The list includes *each* peer’s name and prototype title.

C: USER FEEDBACK

NOT EVIDENT

3 user-feedback video links are not provided in either the dashboard or the “Your Completed Peer Reviews” section of the “C856 Task 2 Template.”

APPROACHING COMPETENCE

3 user-feedback video links are provided in the dashboard and the “Your Completed Peer Reviews” section of the template, but the 3 user-feedback videos include 1 or more videos that do not simultaneously capture the candidate and the user-testing screen. Or 1 or more videos do not include comprehensive verbal narration by the candidate while attempting to perform *each* usability task for the prototype being tested.

COMPETENT

3 user-feedback video links are provided in the dashboard and the “Your Completed Peer Reviews” section of the template. The 3 user-feedback videos simultaneously capture the candidate and the user-testing screen and include comprehensive verbal narration by the candidate while attempting to perform *each* usability task for the prototype being tested.

D: FEEDBACK SUMMARY

NOT EVIDENT

A summary of user feedback is not provided, or the summary does not specify which feedback is or is not actionable.

APPROACHING COMPETENCE

The summary does not describe the feedback received in the user-testing video files for the candidate’s prototype, does not include the feedback received in response to *each* of the submitted usability tasks, or incor-

COMPETENT

The summary of the feedback received in the user-testing video files for the candidate’s prototype includes the feedback received in response to *each* of the submitted usability tasks and correctly specifies which feedback is or is not actionable.

rectly specifies which feedback is or is not actionable.

E:DESIGN CHANGES**NOT EVIDENT**

A summary is not provided.

APPROACHING COMPETENCE

The summary does not include specific details and modifications, or these details and modifications do not show how the design changed throughout the UX design process.

COMPETENT

The summary includes specific details and modifications that show how the design changed throughout the UX design process.

F:SOURCES**NOT EVIDENT**

The submission does not include both in-text citations and a reference list for sources that are quoted, paraphrased, or summarized and for images or graphics from another resource.

APPROACHING COMPETENCE

The submission includes in-text citations for sources that are quoted, paraphrased, or summarized and for images or graphics from another resource and a reference list; however, the citations or reference list is incomplete or inaccurate.

COMPETENT

The submission includes in-text citations for sources that are properly quoted, paraphrased, or summarized and for images or graphics from another resource. and a reference list that accurately identifies the author, date, title, and source location as available.

G:PROFESSIONAL COMMUNICATION**NOT EVIDENT**

Content is unstructured, is disjointed, or contains pervasive errors in mechanics, usage, or grammar. Vocabulary or tone is unprofessional or distracts from the topic.

APPROACHING COMPETENCE

Content is poorly organized, is difficult to follow, or contains errors in mechanics, usage, or grammar that cause confusion. Terminology is misused or ineffective.

COMPETENT

Content reflects attention to detail, is organized, and focuses on the main ideas as prescribed in the task or chosen by the candidate. Terminology is pertinent, is used correctly, and effectively conveys the intended meaning. Mechanics, usage, and grammar promote accurate interpretation and understanding.

WEB LINKS

[Panopto Access](#)

Sign in using the "WGU" option. If prompted, log in with your WGU student portal credentials, which should forward you to Panopto's website. If you have any problems accessing Panopto, please contact Assessment Services at assessmentservices@wgu.edu. It may take up to two business days to receive your WGU Panopto recording permissions once you have begun the course.

[Panopto FAQs](#)[Panopto How-To Videos](#)[Prototype and Peer Review Dashboard](#)[Usability Prototype Submission Form](#)[Peer Review Submission Form](#)

SUPPORTING DOCUMENTS

[C856 Task 2 Template.docx](#)[Instructions Prototype and Peer Review Dashboard.docx](#)