



4.3 Usability Test Plan

UX Immersion
Hilary Barr

Usability Test Plan

Introduction

The designer and stakeholder is Hilary Barr. Test participants include: Monte, Tim, Will, Daniel, Blair, Chris and potentially more. Monte, Tim and Will are all in-person tests and the rest are remote. All participants will be tested in May of 2019. The title of this test plan is: **Vela Usability Test (Mobile Functionality)**.

Background

Problem Statement: Surfers need a way to determine surf conditions at specific locations because they want to have a worth-while surf experience (quality yet safe waves). Vela is a mobile application that tells current weather and surf and forecasts the weather and surf conditions at specific spots all over the world. The three user personas we will test include: the Hippy Vagabond, the Working Local, and the Beginner. I want to make sure the participants can easily accomplish three main functions of the app: view and decipher the weather report and surf forecast of a specific spot, access Favorites, and set custom alerts.

Goals

The two main goals for this usability test are to assess the learnability and errors: how easy is it for first time users to accomplish basic tasks and how many errors do users make? A secondary goal is to test the satisfaction of the app: how pleasant is it to use Vela?

Test Objectives

The test objectives in which we will be used to assess learnability, errors and satisfaction include the following:

1. How easily can the users locate both the weather forecast and the surf report of a specific spot?
 - How easy is it to decipher the weather forecasts and surf reports?
 - Do the weather forecasts and surf reports meet their expectations?
2. How easily can users access Favorites?
3. How easily can users locate and set custom Alerts?
 - Are they confused by the location of Alerts in the Profile section?

Usability Test Plan

Methodology

I will conduct moderated in-person tests and unmoderated tests. The unmoderated tests are for remote participants who also live in a different time-zone than me.

Participants

Below are all the possible participants from my personal network. I plan to reach out to all of them and will test at least six participants.

Name	User Persona	Location	Methodology
William	Begginer & Working Local	in-person	moderated
Monte	Working Local	in-person	moderated
Tim	Beginner & Working Local	in-person	moderated
Matthew T.	Working Local	in-person	moderated
Meredith	Beginner	remote	moderated (same time-zone)
Daniel	Hippy Vagabond	remote	unmoderated
Blair	Hippy Vagabond	remote	unmoderated
Chris	Hippy Vagabond	remote	unmoderated

Schedule

For in-person participants, I will pick a time and location that is convenient for us both; either a coffee shop or my home. For remote participants, I will interact with them from my home. I have not yet scheduled a time with my potential participants.

Usability Test Plan

Sessions

I anticipate spending a total of 30 minutes with the participants; 15 minutes of introduction or any questions they might have and 15 minutes of actual testing.

Equipment

I plan to test the prototype using my mobile phone. For remote participants I'll record them using Zoom. I may need to use Facebook messenger or Skype to reach some of my remote participants.

Metrics

To measure learnability, I will calculate the success rate of each participant to complete the 3 tasks.

To measure errors, I will use Jakob Nielsen's rating scale of 0-4, 0 meaning "this isn't a usability problem" and 4 meaning "usability catastrophe: imperative that this be fixed before product release"

To measure satisfaction, I will survey the participants after the usability test itself.

Scenarios/Test Tasks

TBD

Script

TBD