

USABILITY TEST PLAN DASHBOARD

AUTHOR

PRODUCT UNDER TEST

What's being tested? What are the business and experience goals of the product?

La Trobe Bundoora App

- **Business Goals:** Increase Campus engagement, reduce navigation confusion, create a community-driven platform for campus information sharing.
- **Experience Goals:** Provide intuitive campus navigation, enable quick POI discovery, easy review sharing.

BUSINESS CASE

Why are we doing this test? What are the benefits? What are the risks of not testing?

- To validate the app's effectiveness before final submission and deployment.
- Benefits: Validates design decisions with real user feedback to support pitch presentation
- Risks: Major usability flaws upon submission, missed opportunities to improve app quality, lack of user validation data

TEST OBJECTIVES

What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested?

Goals

- Evaluate the effectiveness of the interactive map interface
- Assess the usability of the POI search and filtering functions
- Test the user review system's ease of use and value

Specific Questions

- How intuitive is the POI categorisation and filtering system?
- Do users understand how to leave and view reviews?
- What pain points currently exist for the user?

What hypotheses will be tested?

- Users will find the map interface more intuitive than the map available on the La Trobe website
- Users will successfully complete all of the core tasks without assistance
- The search and filter function will reduce time to find POIs.

CONTACT DETAILS

PARTICIPANTS

How many participants will be recruited? What are their key characteristics?

4 participants will be recruited:

- Little to no familiarity of the Bundoora campus
- Varying levels of skills and experience of using apps and mobile phones

EQUIPMENT

What equipment is required? How will you record the data?

- Mobile phone or simulator to test the app
- Digital observation sheets tracking task completion, errors and timing
- Audio recording to document the test and use as a point to refer to
- Pre-test survey to document the characteristics of the participant (campus familiarity etc.)
- Post-test survey to gather feedback and satisfactory ratings.

TEST TASKS

What are the test tasks?

Primary Tasks (Core Functions):

1. POI Discovery: Find the nearest parking lot
2. Search Function: Find the "Agora Theatre" using the search feature
3. Review System: Leave a 5 star review with a comment about the location
4. Filtering: Find all places to eat on campus

Secondary Tasks (Supporting Functions):

- Account Management: Change your display name in the settings
- User contributed information gathering: Read the reviews of "Eagle Bar" and decide if you would like to go there

FINAL DATE FOR COMMENTS

RESPONSIBILITIES

Who is involved in the test and what are their responsibilities?

Test Moderator & Participant

- Initiate testing session with participants
- Guide participant through the tasks
- Record participants' behaviours, comments and pain points
- Request for feedback
- Compile and analyse results
- Reflect and report for recommendations to improve the quality of the app

LOCATION & DATES

Where and when will the test take place? When and how will the results be shared?

- During weeks 10, 11, 12 (Sprint 3)
- Results will be shared briefly during the presentation through a short report.

PROCEDURE

What are the main steps in the test procedure?

- Explain testing procedure
- Obtain consent to record
- Ensure app functions without faults

- Conduct pre-test survey
- Explain current navigation methods and pain points
- Provide context for tasks

- Guide participants through tasks
- Record behaviours
- Record times, error, and success rate

- Conduct post-test survey
- Record reactions and feedback
- Address any confusion or pain points

- Save recording and notes
- Request additional feedback or improvement suggestions from participant

- Compile metrics (completion rates, times, errors)
- Identify critical issues
- Report on recommendations for improvements