# User-Centred Design

Usability Study Materials 5

Usability Requirements

Faculty of Science, Engineering and Technology

Swinburne University of Technology

## Task 1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User Role | Usability Goal | Measuring Instrument | Metric | Target Level |
| Student | Effectiveness | Task: As a passenger, book a ride share from your location to Swinburne university at 2:30PM today. | Proportion of users who complete task without assistance | 80% |
| Student | Efficiency | Task: As a passenger, book a ride share from your location to Swinburne university at 2:30PM today. | Average unassisted task completion time (sec) | 1:00 minute |
| Student | Satisfaction | Task: As a passenger, book a ride share from your location to Swinburne university at 2:30PM today. | Average task difficulty rating (1 = very easy, 5 = very hard) | 3 |

## Task 2

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User Role | Usability Goal | Measuring Instrument | Metric | Target Level |
| Student | Effectiveness | Task: Review your trip-give a star rating and comments (if any) to the driver at the end of the trip. | Proportion of users who complete task without assistance | 90% |
| Student | Efficiency | Task: Review your trip-give a star rating and comments (if any) to the driver at the end of the trip. | Average unassisted task completion time (sec) | 20s |
| Student | Satisfaction | Task: Review your trip-give a star rating and comments (if any) to the driver at the end of the trip. | Average task difficulty rating (1 = very easy, 5 = very hard) | 4 |

## Task 3

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User Role | Usability Goal | Measuring Instrument | Metric | Target Level |
| Student | Effectiveness | Task: As a passenger, cancel the ride that you booked few minutes earlier. | Proportion of users who complete task without assistance | 90% |
| Student | Efficiency | Task: As a passenger, cancel the ride that you booked few minutes earlier. | Average unassisted task completion time (sec) | 50 seconds |
| Student | Satisfaction | Task: As a passenger, cancel the ride that you booked few minutes earlier. | Average task difficulty rating (1 = very easy, 5 = very hard) | 3 |

## Task 4

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User Role | Usability Goal | Measuring Instrument | Metric | Target Level |
| Student | Effectiveness | Task: As a driver, post a ride from your current location to Swinburne University at 2:30PM today | Proportion of users who complete task without assistance | 80% |
| Student | Efficiency | Task: As a driver, post a ride from your current location to Swinburne University at 2:30PM today | Average unassisted task completion time (sec) | 55 seconds |
| Student | Satisfaction | Task: As a driver, post a ride from your current location to Swinburne University at 2:30PM today | Average task difficulty rating (1 = very easy, 5 = very hard) | 3 |

## Task 5

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User Role | Usability Goal | Measuring Instrument | Metric | Target Level |
| Student | Effectiveness | Task: As a driver, accept a ride to Swinburne that a rider has requested. | Proportion of users who complete task without assistance | 85% |
| Student | Efficiency | Task: As a driver, accept a ride to Swinburne that a rider has requested. | Average unassisted task completion time (sec) | 50 seconds |
| Student | Satisfaction | Task: As a driver, accept a ride to Swinburne that a rider has requested. | Average task difficulty rating (1 = very easy, 5 = very hard) | 3 |