Shark Share User Testing

# Basic strategy:

1. Find someone who is willing to test.
2. Sit them down in front of a computer with this url pulled up:

<sharkshare.us-east-1.elasticbeanstalk.com/>

1. Pick one of the scenarios below and have them test it out. (Refer below to options and pitfalls)
2. WITH THEIR PERMISSION, either take notes of process (see tips and tricks), or take a video recording of your screen with a second camera or a screen recording software.
3. Add any bugs you encountered, and type up/photograph your notes and send them to the group.
4. Try to get a person a day at the least!

# Tips and Tricks

1. Give the tester the scenario, and then sit back and let them guess their way through. Resist the urge to give them directions. (Real users will have to figure it out on their own!)
   1. Of course, if they get really stuck, help them out. No point in making people mad. But take note of the breakdown!
2. If there’s a part of the process that is not functional yet, don’t be afraid to give a brief explanation of how it will work and move them through to the next working part.
3. Take note of everything you can- long pauses in trying to find where to click, expressions of confusion, very positive reactions, and where they tend to look/move the cursor on the screen are all key in figuring out how it works.
4. Be aware- people in different generational/cohort groups tend to approach web browsing and use very differently. It’s not uncommon to get very different results!
5. People tend to like to comment on the colors and layout. Ask gentle questions that focus on how they feel about the functionality.
   1. Our focus is
      1. Was it easy to find on the page?
      2. Did it take a long time to figure out?
      3. Did they try to use a lot of alternate paths to complete the information?
6. Ask about how a process felt. If someone gets stuck, ask “what are you thinking now?” Try to encourage testers to think out loud at every possible opportunity, and explain what they are going through when they make choices. This usually feels awkward to new testers at first.

# Test Scenario Options

1. A user wants to log in, look for, and request an Aculeola sample.
2. A user wants to log in and upload a sample to share with the world.
3. A user wants to sign up for the service (this will need a day or two to finish setup)
4. A user wants to edit a sample they have uploaded.
5. The Admins (Madi and Lauren!) want to check on new requests sent.
6. If people want to peruse through the site, definitely let them and take notes about how they interact with the site!

# Notes Format

Notes should generally follow the flow of the testing, and should be however the tester is most comfortable. Upon completion, try to highlight/circle or type up notes of special interest or any problems that were encountered.

There will be two things ‘wrong’ with the site- stuff that people don’t like, and things that do not work. Make a note in your user testing notes about what they don’t like. Things that don’t work should go to the bug log that Liz has shared, but can also be found here:

<https://docs.google.com/spreadsheets/d/1YkAyk0RMy8x_jNZig96zFKjq5FjNabTLrTarntieBaM/edit?usp=sharing>

# Goals:

With a couple weeks left to make changes, we are mostly looking for processes that are really confusing to people, so that version one makes the most sense possible to everyone.

Try to get a person a day to sit down and go through the site in some way. The best resources are other researchers, but anyone that isn’t us as a team will do. We just want other eyes on the project, ones that don’t know what we’re trying to do and have never seen it before.

Report back over email so everyone in the group can see the results! We will improve as much as we can, and document anything that we cannot.

# Remote Testing

The worst-case scenario in testing is when the researcher and the subject are not in the same room together. This is because what people tell you and what is actually going on with them are two very different things, a lot of the time. Still, because experts are really spread out, we do want their input during testing!

The best method for this is to have a phone/skype chat with them during the test, or after. If that fails, ask them to do a scenario or tinker around the site and send their thoughts about the functionality via email/chat. Pass those notes along to the group so that we can see them!

Basically, the watchword is- share our website with others, get their impressions, and don’t stress too hard about making a perfect testing environment.