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DATE: April 17, 2016
SUBJECT: Knitting for Beginners Instruction Manual Usability Testing Memo
(Usability Testing Memo WR 327 Assignment)

INTRODUCTION

The purpose of this memo is to present the result of how testing the Knitting for Beginners instruction manual was executed.

I had a user read and perform what was described in the Knitting for Beginners instruction manual, which taught its readers the basics of knitting. With supplies that I have provided for the user, I observed and noted how the usability of the instruction manual was leveled at through the experience.

USABILITY TESTING RESULTS

Overall, observing the user go through the Knitting for Beginners instruction manual was not very difficult. The user successfully read through and completed the "Starting" section of the instruction manual without any initial questions as I initially provided the supplies for the user to use. When it came to the "Continuing" sections of the instruction set, I found faults that became apparent in the document. The user began to become more confused with what the user was doing, and started to ask me about exactly what to do- to help clearly state what was supposed to happen next in order to continue the knitting project. Especially with Step 6, which is the honestly the most crucial step with learning how to continue and knit by learning how to create a single stitch. Finally, the rest of the instruction set with the user ending more smoothly, without many or any questions at the end, finishing with a satisfied user with the individual's final knitted product.

DISCUSSION

By taking thorough notes of what did not go so well with the user and instruction manual, great improvements became apparent for the instruction manual itself. Especially learning with Step 6, I greatly improved with what was illustrated before for the user for the final product, by rephrasing the wording of that particular step and adding needed arrows to better explain visually in the photos.

CONCLUSION

This testing experience has beneficially affected the final project of my Knitting for Beginners instruction manual. By observing a user thoroughly going through the instruction manual, I was able to take into consideration faults and needed improvements to such a document.