**Usability Test Plan**

**Project Name: [Capstone Project: USNStart]**

**Test Plan Title: [Project USN Test Plan]**

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| **Aspect** | **Description** |
| Test objectives | Evaluate the overall usability of the coworking space management website.  To identify usability issues and gather user feedback for improvements. |
| Scope | This usability test will concentrate on evaluating the user interface, navigation, and overall user experience of the USNStart Coworking Space website, specifically focusing on the landing page design and the desk booking functionality. The aim is to gather feedback from students at the Bø campus to ensure the website meets their needs and expectations effectively. |
| Participants | We will recruit 8 participants who match the target user demographics for the website, including students, entrepreneurs, and professionals interested in coworking spaces. |
| Test procedure | Each participant will be introduced to the website and its basic functionalities.  Participants will be asked to complete specific tasks using the website, such as:  Booking a coworking space for a specific date and time.  Viewing and editing their profile.  Pay for a membership.  Leaving a review on their experience visiting the facility.  Contact support for help.  Find information about the coworking space.  Test the responsiveness of the website.  Participants will use the "think-aloud" method, sharing their thoughts and impressions as they navigate the app.  Observers will take notes and record participant actions. |
| Tasks | Task 1: Log in to the app using your credentials and update your profile information.  Task 2: Find and book a coworking space for a reservation on a specific date and time.  Task 3: Locate information about available meeting room sizes and amenities.  Task 4: Provide feedback on your most recent coworking space visit.  Task 5: Contact customer support and inquire about membership options. |
| Post-test questions | How would you rate your overall experience with the app on a scale of 1 to 5, with 5 being the best?  Were you able to complete the assigned tasks easily? If not, what challenges did you encounter?  What aspects of the app's user interface did you find most intuitive and user-friendly?  Were there any specific features or functionalities that you found confusing or difficult to use?  Do you have any suggestions for improving the app's usability or user experience?  Did you encounter any technical issues or bugs during your interaction with the app?. |
| Test Environment | Devices: PC(W10, W11, MacOS) and Smartphone (iOS, Android) Browsers: Latest versions of Chrome and Safari  Test Location: Datalab at Campus Bø  Moderator: [Safin Hassan]  Observers: [Elling, Fillip]  App Version: [NettsideForPro1000.1.3.1.1]  Recording and Analysis Tools: Screen recording software, usability testing software, Hotjar to analyze how users interact with the website. |

**Usability Test Report**

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| Test objectives | Evaluate User Experience, Assess Navigation, Evaluate Responsiveness |
| Participants | User 1 – Amund  User 2 – Joe  User 3 – Marte  User 4 – Roy  User 5 – Nanna  User 6 – Ingrid  User 7 – Øystein  User 8 – Hussein |
| Test result | Task 1: [Navigate to register account]  Hard to find since you must press login first.  Task 2: [Find the website reviews]  Easy to navigate to.  Task 3: [Navigate to booking room]  Easy to navigate to and easy to book.  Task 4: [Find contact information]  Easy to find and easy to use.  Task 5: [Find facility information]  Easy to find with great information. |
| Key findings | Positive Observations:   * Easy to find and use most parts of the website. * Nice that its reviews on the website. * Membership looks good and understandable. * Getting contact information easily   Areas for Improvement:   * Make it easier for people to find register new account page. |
| Additional insight | Maybe a discount for the memberships |