Group 14

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**User Test Plan**

**Situating Context:**

Imagine that you are an undergraduate student who is trying out a new app that self-proclaims to be a replacement for Rate My Professor, and is centered around courses instead of professor reviews. We are hoping to identify usability issues, get general feedback, and also demonstrate the system works well for displaying the information that you as a student are really looking for in a course review, and completing basic tasks like searching for and writing reviews.

**Objectives:**

Formative: Identify common usability issues and gather feedback as to the potential usefulness of DisCourse.

Summative: Compare user performance to expected time spent and errors made, on all tasks mentioned in the Tasks section.

**Users:** 10 students (2 per team member). They should cover a variety of majors and demographics. All students should be familiar with registering and searching for courses. We will individually recruit participants.

**Setting:** The studies will be conducted either over zoom or in-person. If over zoom, the participant will share their screen throughout the study. We will record their activity on the screen to enable measurement of time spent and errors made. The browser will be opened to the DisCourse figma prototype, preloaded to the login page.

**Researcher Roles:**

One researcher will greet participants, gather consent, familiarize with the scenario, answer any questions, and carry out the post-task interview. They will also be responsible for intervening with the user if they explicitly ask for help or if they are stuck on a task for more than 2 minutes. They will observe and take notes throughout the study (and after the study, using the recording) and reset all of the equipment for the next participant.

**Methods:** The overall study is expected to take 45 minutes on average, with the following sequence of tasks and approximate breakdown of times:

* The researcher will greet participants and describe the goals of the study, giving a brief overview of the platform (~5 minutes).
* Each participant will do four think-aloud tasks with DisCourse (see below for tasks), during which time the researcher will note usability issues and other observations as they arise. The participant’s screen will also be recorded for the duration of the tasks (~20 minutes).
* The researcher will ask the participant general feedback on Discourse, (~20 minutes) including the following:
* Were there any parts of the app that you found particularly nice or easy to use?
* Did you have any difficulties with any parts of the interface during your task?
  + If yes, could you describe the difficulty and what caused it?
* What is your overall perception of the DisCourse app?
* What are some things you would change about DisCourse to make it more useful or user friendly?
* What parts of this app do you think are the most useful for finding information about courses?
* Were there any parts of the app that were unique compared to other platforms you’ve used?
  + Were there any features from other platforms that you wish this app had?
* Finally, the researcher will thank the participants for their time.

**Metrics:**

Quantitative:

* Time spent to do each task
* Errors made per task

Qualitative:

* Interview feedback about thoughts on using the system
* Think-aloud process during task completion

**Tasks:** Think-aloud usability tasks. Each participant will complete these four tasks with DisCourse, in order.

1. Sign up for the DisCourse app and access badges in profile **(show description)**
2. Go to the Review Digest
   1. Read through the preview boxes for each category
   2. Filter the results from the Most-liked classes to only include classes from the CSCI department.
3. Find a review
   1. Read through the review and note the formatting and details in the review
   2. Start a new comment, upvote another comment before submitting comment
4. Write a review for the class CSCI 5115: User Interfaces **(show description)**

**Description of info for signing up/creating profile:**

Imagine that you are signing up as someone who is described by the following characteristics:

* Your areas of study are Computer Science and Psychology
* You are three years into your undergraduate career
* You are interested in electrical engineering, American lit, physics, biotech, and music
* You’d describe your working style as detail-oriented and hyperfocused, but also sometimes being a bit of a slacker.

**Description of info for writing a review:**

This fall semester has just come to a close and you have completed the class CSCI 5115 User Interface and wish to share your thoughts on the overall class.

* The professor, Loren Terveen, organized the class assignments with different projects and presentations throughout the semester.
* The weekly workload was fairly light, only about 3-5 hours per week
* The classes course style was more hands-on than lecture-based and you’d also like to include in the review that group work was a large part of the class
* You thought the class was fairly easy and were able to obtain an A
* You also have some additional comments to add in the open text box
* Finally, if you had to rate the course, you’d probably give it about 4 stars overall