

User Testing Plan and Results

Humane Transport

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Testing Plan and Results

We designed the user feedback to determine the ability of our users to adapt to the new technology we're going to introduce. So, in one of our questions, we asked for the user's age and used it to determine/decide which UI design we should focus on. Younger generations tend to prefer a flat, minimalist design whereas older generations prefer material design. We asked questions that will help us to come up with a design where users can easily navigate our application. The questions we asked are a mix of both quantitative (age) and qualitative (what stood out to [the reviewer] that they liked the most? Least?).

We used a Google Form because of its convenience. As of today, COVID is still an issue and therefore in-person gatherings are really not an option for us. Google Forms allow us to gather feedback from people remotely. Another benefit would be the convenience in terms of Transporter's availability. Another alternative we could think of is PDF form: we did not choose PDF format because the form itself may not be fillable in some devices, and any instructions to fill out the form could be lost in translation.

We unfortunately did not have any feedback from the actual transporters. Whether this is a result of their busy lifestyles, or a result of our project not garnering enough attention, we do not know. We did receive feedback from our clients and professor, and according to the feedback we received people were able to complete the experiences we asked of them - but the difficulty was that 50% succeeded and 50% failed. The reason for such a result was due to the limitations of the prototype we built, we did not implement the functionality of all buttons and links, having left that up to the reviewer to imagine. We fixed and implemented more functionality and features after the reviewer's feedback, and sent another prototype. Most reviewers enjoyed our [Design 2/B](#), and so we moved forward with that design in our project implementation

Usability Test Plan Dashboard

AUTHOR Humane Transport Project Team - Kelly, Clark, Mansi, Sana		CONTACT DETAILS Humane.Transport@gmail.com		FINAL DATE FOR COMMENTS	
PRODUCT UNDER TEST What's being tested? What are the business and experience goals of the product? <i>The user flow and user interaction of the animal transport mobile application</i>	TEST OBJECTIVES What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested? <i>Do transporter able to start the new form application?</i> <i>Do transporter able to submit the form?</i> <i>Do transporter able to recognize the important features?</i> <i>Do transporter able to use the application smoothly ?</i>	PARTICIPANTS How many participants will be recruited? What are their key characteristics? <i>- 5-6 participants are ideal number</i> <i>- must be end users (e.g. transporters)</i> <i>- Understanding of mobile apps.</i> <i>- Basic reading skills</i>	TEST TASKS What are the test tasks? <i>Find a way to start a new Animal Transport Form</i> <i>Find a way to go back to home(main) page</i> <i>Find a way to see the Transporter's Personal Information</i> <i>Find the way to complete the remaining sub-forms and submit the form</i> <i>Find the way to go back to form 3 so that you can able to change the information</i> <i>Find the way to look for the past records that you have submitted</i> <i>Find the way to look for rules and regulations info.</i> <i>Find the way to logout</i>	RESPONSIBILITIES Who is involved in the test and what are their responsibilities? <i>Kelly Holtzman</i> <i>Sana Khan</i> <i>Mansi Patel</i> <i>Clark Inocalla</i>	
BUSINESS CASE Why are we doing this test? What are the benefits? What are the risks of not testing? <i>The test will address several key features and scenarios that the design team need feedbacks for the next iteration.</i>		EQUIPMENT What equipment is required? How will you record the data? <i>Requires Laptop with network capabilities</i> <i>Mobile Device (*Optional - required to download Adobe XD app)</i> <i>We will log usability problems as well the time take on each task.</i>		LOCATION & DATES Where and when will the test take place? When and how will the results be shared? <i>Remote Testing (Over the Zoom) (or)</i> <i>Can be done individually in their own time</i>	
PROCEDURE What are the main steps in the test procedure? <div><div>Overview of Usability Testing</div><div>Carry Out the Test Tasks</div><div>Post-Test Questionnaires</div><div>Discussion</div><div></div><div></div></div>					