User Testing:

* 3 representative users. Should be members of target population
* A briefing and three tasks
* Perform user testing on prototype from milestone 3
* Document chosen method for user testing
* Signed ethics from with each user
* Refer to the user in an anonymized form

Results of user testing Document your findings. If you were following a standard usability approach, this would involve collecting issues that arise into a list. Assign each problem a severity rating (cosmetic, minor, major, catastrophic), and brainstorm possible solutions for the problems. Then, fix your implementation to solve as many problems as you can, giving priority to severe problems. Highlighting changes that arise from user testing is a focus of your final presentation and report.

Usability is defined by 5 quality components:

Learnability: how easy is it for first time users?

Efficiency: how quickly can they perform tasks?

Memorability: how easily can they re-establish proficiency?

Errors: how many errors do users make? How easily can they recover from the errors?

Satisfaction: how pleasant is it to use the design?

**[Name of Application] Test**

Test conducted by Team 7

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**Introduction**

[Name of application] is a social calendar application that aims to avoid scheduling conflicts. With our application, users can share a calendar with anyone, allowing friends and colleagues to track individual activity in real time. This unique sharing capability can facilitate and simplify the communication among friends and colleagues when it comes to plan individual schedules or group events.

Our group conducted an onsite usability test using the prototype from milestone three. One voice recorder were used to record the participant’s voice. One group member were present in the testing room as test administrator and data logger. The session recorded each participant’s comments, overall satisfaction ratings, questions and feedback.

**Executive Summary**

The [Name of Applicaiton] project team conducted an onsite usability test at the group study room 3210 in SFU surrey campus on November 27th, 2015. The purpose of the test was to assess the usability of [Name of Application].

Three users of our target population participated in the test. Each individual session lasted approximately 20 minutes. The test method was the “think aloud” method, where three participants carry out tasks while being observed and voice recorded.

Main positive findings:

* **Add new events.** Test participants easily realized how to add events to their calendar. All three participants found this function to be easy to use.
* **Clear layout**. All Participants commented positively on the layout of user interface, they considered the overall layout clear and straightforward.

Main improvement areas:

* **Catastrophic Problem:**

**Unusable search function.** All participants gave up searching for other people who are free during a certain period of time, because only one timeslot can be selected.

* **Major Problem:**

**Lack of flexibility.** The fact that the smallest time unit (when adding an event) is hour prevented two of three several test participants from adding a new event, even though the operation is smooth and convenient.

* **Minor Problem:**

**Confusion over selecting category.** One participants was unware that user can change the category of an event. One participants was displeased that the operation for changing event category is confusing.

**Methodology**

**Sessions**

We contacted and recruited participants at SIAT studio A since the target group of our application is students and other young people in their 20’s who wish to manage to their schedule with work, school and social activities. All three participants have agreed and signed the informed consent sheet before test.

Each individual session lasted approximately 20 minutes. During the session, the test administrator explained the test session and asked permission for voice recording. Participants read the task scenarios and tried to complete the task using our application.

The administrator asked the participant to rate the interface on a 5-point Likert Scale with measures ranging from one point to five points, based on the difficulty to perform three tasks:

* + How easy it was to add a new event?
  + How easy it was to compare your schedule with a friend’s schedule?
  + How easy it was to search for other people who are free during a certain period of time?

After the all the task are completed, the test administrator asked the participant to rate the application overall by using a 5-point Likert Scale ranging from Strongly Disagree to Strongly agree for fvie subjective measures including:

* Ease of use
* Difficulty to keep track of location in application
* Look and feel appeal - main page content makes me want to explore the application further
* Learnability - how easy it would be for most users to learn to use the application
* Efficiency - how quickly I can perform a task

**Evaluation Tasks/Scenarios**

Test participants attempted completion of the following three tasks:

**Adding New Event**

You have a project presentation on next Monday which starts at 11 am and ends at 1pm. You want to add this event to your calendar and label it as work (change the category to work).

**Check Availability**

You are planning a group meeting on December 1st, 2pm to 5pm. In order to check groupmate’ availability, you need to search for other people’s schedule during that period of time.

**Schedule Comparison**

You want to ask your crush out for dinner on tomorrow tonight. You want to make sure she will not be too busy tomorrow.

**Results**

**Task Completion/Ratings**

|  |  |  |  |
| --- | --- | --- | --- |
| Participant | Task 1 | Task 2 | Task 3 |
| Participant 1 | 5 | 2 | 4 |
| Participant 2 | 3 | 1 | 5 |
| Participant 3 | 2 | 2 | 5 |
| Success | 1 | 0 | 3 |

**Overall Ratings**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
| Ease of use |  |  | 1 | 2 |  |
| Difficulty to keep track of location |  |  |  | 2 | 1 |
| Look & feel appeal |  |  | 1 | 1 | 1 |
| Learnability |  | 1 | 2 |  |  |
| Efficiency | 1 |  | 1 | 1 |  |

**Possible Solutions**