

Test Plan

Usability testing scenario does not include any information about how to complete the task.

TASK

“You should find courses you prefer to study and then choose schedule that is convenient for you. Then you should locate and fill in enrolment form and submit your application”

The end point for these tasks is to find needed course and contact training centre to express the interest in course or courses.

Task 1 Find course you would like to study

Task 2 View course's details
Choose any course of your choice and display its details;

Task 3 Locate schedule

Task 4 View schedule that related to preferred course

Task 5 Locate application form

Task 6 Fill in and submit an application form
Once the relevant course is found, send the request to the training centre

Task 7 Obtain more information from training centre by sending them email

Alternatively, once relevant course is found, send an email to training centre requesting more details on course

Task 8 Return to courses' listing

Once application form had been filled in or you have sent an email requesting more details, please return to list of courses.

Task 9 Return to home page

Time (Duration) of User interaction with interface	
Introduction	5 min
Observation	15 min
Data collection	15 min
Debriefing	10 min

Usability Objective	
➤ Effectiveness measures	
➤ Performance measurement	
Number of tasks successfully completed	7
Number of tasks completed successfully at first attempt	5
<p>User have successfully completed following tasks at first attempt:</p> <ul style="list-style-type: none">➤ Task 1 Find course you would like to study➤ Task 5 Locate application form➤ Task 6 Fill in and submit an application form➤ Task 8 Return to courses' listing➤ Task 9 Return to home page <p>User could not locate Schedule therefore "Task 3 Locate schedule" was not completed.</p>	

Usability Objective	
➤ Efficiency measures	
➤ Performance measurement	
Time to complete a task	1 min
Time required for each task	25 - 30 sec
Successfully completed tasks in time	6

Usability Objective	
<ul style="list-style-type: none"> ➤ Making Errors ➤ Overall usability 	
How many errors did user make	1
User could easily recover from errors	yes
Frequency of errors	1
Duration of pauses	20 sec
Successfully completed tasks without errors	6
<p>User did not locate “email us with your name and expression of interest: anjela@mikhaylova.com” trying to find email link on Find us page. Then user tried to contact the training centre through Facebook (link is at the bottom of the page).</p> <p>Finally, user browsed to Contact us page and found the way they could perform task.</p>	

Usability Objective	
➤ Satisfaction measures	
User is satisfied with performing the tasks	5
Overall Satisfaction Rate is 1 to 5	(User was satisfied the way they could perform tasks)

Usability Objective	
➤ Learnability	
System was figured out by the user with no previous experience in using this website	4
Overall Learnability Rate is 1 to 5	(User did not locate “email us with your name and expression of interest: anjela@mikhaylova.com at first time.)

User Testing Procedure

User Tester Name: *Sean Charles, 51 y.o., Self-employed, Carpenter*

Date and Time test taken: *at 17:30 on 27 December 2019*_____

Each of the statements below is something that you might say about performing the searching task through an interface. You are to indicate your own personal feelings about your work experience with the different tasks you just completed by marking the number most closely describes how much you agree with each of the statements.

Please indicate how you personally feel about performing the different tasks.

Please check the box that reflects your immediate response to each statement. Do not think too long about each statement. Make sure you respond to every statement.

Learnability

Overall rating 1 to 5

	1	2	3	4	5
It was easy to accomplish basic tasks the first time I encounter the design.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with how easy to learn to use Computer Training Centre website system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
The software facilitates the user's data entry (enrolment form)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Efficiency

Overall rating 1 to 5

	1	2	3	4	5
Once I have learned the design, I could perform tasks quickly (if I would like to search and apply to one more course)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I was able to complete the tasks and scenarios quickly using Computer Training Centre website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The website's response time is appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I can efficiently complete my tasks using this website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

User Testing Procedure

Making Errors	Overall rating 1 to 5				
	1	2	3	4	5
The system gave error messages that clearly told me how to fix problems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whenever I made a mistake using the website, I could recover easily and quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Overall rating 1 to 5				
	1	2	3	4	5
Accuracy					
The website does what was proposed correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Overall rating 1 to 5				
	1	2	3	4	5
Speed					
The time it takes for each Web page to load is acceptable (the overall site speed is acceptable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Questions after the session	
1. The best/worst thing about the Computer Training Centre website.	
<i>User note: Could not locate schedule.</i>	
2. How pleasant was it to use the website?	
<i>User note: It was valuable experience, and I did not know people can create websites at their home computer. Pleased.</i>	
3. How easy were the tasks?	
<i>User Note: Tasks were really easy and clear.</i>	
4. Have you had any problems with navigation?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
If YES then please specify briefly	
<hr/>	
<hr/>	
5. If you need to use this website in your real life, do you think it would meet your expectations?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
6. Did you enjoy using Computer Training Centre website?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	

User Testing Procedure

Questions after the session	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I can effectively complete my tasks using this Computer Training Centre website				✓	
I felt comfortable using this website					✓
It was easy to find information I needed				✓	
The organisation of information on the website's screens was clear					✓
The interface of this system was pleasant (the screens including their graphics and language)					✓
I think that I would like to use this product frequently					✓
I found the product unnecessarily complex		✓			
I imagine that most people would learn to use this website very quickly				✓	
I needed to learn a lot of things before I could get going with this product		✓			
I thought there was too much inconsistency in this website		✓			
With current web page structure design, I felt difficult to perform the task efficiently and effectively.		✓			
It is easy to operate and control.				✓	
It is easy to find links on each webpage such as links back to the homepage, hyperlinks on key words, and hyperlinks suggesting additional information				✓	
The software is precise in its results				✓	
The software does what was proposed correctly					✓