Usability Testing Plan

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Background

We are going to test the Miro website. It is an online whiteboard platform that allows collaboration between a team for brainstorming sessions, planning and managing workflows. The contents and navigation of the website will be tested. Laptop will be used as the equipment for testing. The website will be accessed through Google Chrome browser.

One notable concern that was observed while using the miro website is its limitation on formatting tools. Users who want to scroll down or up encounter a problem as well as the cursor zooms in and out only and does not allow for scrolling. These are some of the concerns that made us decide to conduct a usability testing for the miro website.

Methodology

I.   Testing Sessions

The usability testing will be conducted remotely. The estimated length of the session is 40 - 60 minutes. The testing is scheduled on December 7 from 6:00 PM to 7:00 PM. The session will start by preparing the equipment which includes turning on the laptop, opening Google Chrome and going to miro website. Each participant will have the script as a guide to the whole testing session. The participants will screen record the website while doing the tasks. The audio will also be recorded for a think-aloud protocol. After the tasks were completed, participants will be asked to answer questionnaires for the qualitative metrics. After the testing, screen and audio recordings and the data gathered from questionnaires will be reviewed and analyzed.

II.   Concerns
- It is hard to locate formatting tools in the website.
- There are limited formatting options for the sticky notes.
- The mode of the cursor can't be changed. The default is zoom mode so when scrolling up and down the screen just zooms in and out.

III.   Tasks

1. Add a sticky note to anywhere in your board. Change the colour of the sticky note and the font style.
2. Add a new board template and add the contents of your current template to the new one.
3. Create a table in miro in order to organise the first name, last name and age of three family members.
   a. Click **Tables and Charts**
   b. Click on Edit, in order to add rows or columns.
   c. Add 4 rows and 3 columns to this table by clicking the **+** on the top right of the page.
   d. The format of the table can be as follows.

First Name	Last Name	Age
Mohit	Barakale	29
Shyamkant	Barakale	56
Manisha	Barakale	52

4. Change note type to guide your teammates about the board
5. Add more elements at the bottom of the page
6. Finally, export your board as a pdf.

IV.   Script

i. Welcome and thank you for participating in Team Q's Usability Testing on Miro website.
ii. To get started, please open your laptop and use Google Chrome web browser to go to https://miro.com/login/.
iii. After log in, the dashboard will be shown. This website is a collaborative online whiteboard platform that provides different templates to cater the diverse needs of the users.
iv. Start by clicking a new board then select create a shared board.
v. Now, select a board template of your choice.
vi. Now, the tasks to be performed are as follows:
   1. Add a sticky note to anywhere in your board. Change the colour of the sticky note and the font style.
   2. Add a new board template and add the contents of your current template to the new one.

3. Create a table in miro in order to organise the first name, last name and age of three family members.

> Click **Tables and Charts**
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5. Add more elements at the bottom of the page
6. Finally, export your board as a pdf.

vii. To conclude the testing, please complete the ease of use and satisfaction survey.

viii. That officially concludes this testing. Thank you for your cooperation. Your input will greatly help us to improve the miro website.

V.   Participants

There will be three participants for the testing. The participants are the team members: Aarti Barakale, John Valencia and David Akobundu. We first used miro during the third stage of the team project so we consider ourselves as new users.

VI.   Protocol

The Think-aloud protocol will be implemented for the usability testing. Participants will be recording their screen and audio while completing the tasks to better understand their thoughts and feelings towards completing the tasks and the website in general.

Testing Metrics

I. Metrics

1. Task Completion Time
   - The time the participants take to complete tasks whether with errors or error-free will show how learnable and discoverable the system is. It will show us how easy or hard it is for users to complete tasks. Consequently, measuring the task completion time will show how efficient the system is.

2. Successful Task Completion
   - This metric will show if the task is completed successfully. This metric is important as it will show how easy it is for users to use the system. It will also show the amount and source of errors on the tasks that the users failed to complete or encountered an error while completing the task.

3. Subjective Measures
   - This metric will measure the participant's ease of use and satisfaction with the system. It is important to measure the user's satisfaction and ease of use as it will demonstrate the likelihood of the participant using the system again. It will also provide information on the things the user likes or dislikes which can help on identifying things to improve in the system. Here is the link to the questions: Survey Questions

II. Metrics Measuring

1. Task Completion Time
   - Using the screen recordings of the participants, the time it took the participants to complete each task will be recorded in a spreadsheet.

2. Successful Task Completion
   - The screen and audio recordings of the participants will be assessed to see if the tasks were completed successfully. Errors encountered

during the task completion will be recorded as well. Success and error rates will also be recorded.

3. Subjective Measures
   - This metric will be measured using surveys and questionnaires that the participants will answer after conducting the usability test. A 5 - point Likert Scale will be used to measure participant's satisfaction and ease of use.

III. Data Analysis

1. Task Completion Time
   - The average time of each task completion will be calculated and a bar graph will be used to depict the average times for each task.

2. Successful Task Completion
   - The tasks will be grouped into successful or not. Errors encountered will also be classified as critical and non-critical. Success rates and error rates will also be calculated to analyze the data.

3. Subjective Measures
   - The data will be analyzed using the chart that summarizes the result of the survey. The answers to questionnaires will be grouped as well.