

Summative Usability Evaluation

GAL-XE^{ONE} Graph Testing Plan

Goal

Ensure users are able to easily create and understand the application's functionality.

Protocol

Tests will be conducted remotely using Skype and in-person.

Form Factors

- Mobile device
- Laptop/desktop
- Microsoft surface (using touch)

Success Metrics

- Successfully creating a graph
- Amount of time spent on each task
- Percent of tasks completed/not completed
- Number of errors
- Number of times help consulted
- Overall experience with the app

Script

- 1) Introduce observers as general members of the development team.
- 2) If it is a Skype session – Would it be okay with you if we recorded this session today?
- 3) The purpose of this session is to identify any usability issues with the GAL-XE Graph application. We are going to start out with a few questions, conduct the test, then end with a few questions. I want to stress that we are testing the application, not you. Please give us your honest feedback, good or bad. Do you have any questions for us before we start?
- 4) How familiar are you with the GAL-XE product?
- 5) Have you used the spreadsheet or Access database tool from Florican to create a graph before?
- 6) Okay let's get started with the test. We will give you a series of tasks to accomplish in the application, then ask you to do them while thinking aloud. Does this sound okay?
 - a. Task 1 – You want to show a customer the benefits of GAL-XE by rendering a graph. Can you create a graph?
 - b. Task 2 – You then want to show the curve in more detail for approximately a three-month time span. Can you zoom the graph into a three-month span?
 - c. Task 3 – The customer says he prefers to see data in a table. Can you view the data as a table instead of a graph?
 - d. Task 4 – This customer happens to manage another golf course on the other side of the globe. Can you change the season to show how the curve is affected?
- 7) Please rate your overall experience with the app on a scale of 1 -5. One being very bad, and five being very good. Can you expand on why you gave that rating?

- 8) Please rate the ease of use on a scale of 1 -5. One being very bad, and 5 being very good. Can you expand on why you gave that rating?
- 9) Was there anything you liked or didn't like about the application? Please explain.
- 10) Please rate your comfort level with technology on a scale of 1-5. One being not comfortable at all, and five being very comfortable.
- 11) Is there anything else you would like to add?
- 12) Thank you for participating. Your feedback is valued and much appreciated.

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