
TEST PLAN

USABILITY TESTING FOR [HTTP://UDOCS.MED.MIAMI.EDU/](http://UDOCS.MED.MIAMI.EDU/)

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March 28th, 2016

PRODUCT DESCRIPTION

The DOCs website (Department of Community Services) at the University of Miami is a single page scroll site that provides information to other organizations about how to start their own DOCs program or partner with the DOCS organization. DOCs is a philanthropic program developed by the medical school that allows students to gain experience while serving under-privileged communities. According to the site, DOCs “serves as an opportunity for students and institutions to provide necessary healthcare to underserved patients in local communities”. Users can find information on the website through videos, diagrams, and interactive maps.

OBJECTIVES

The objectives of this usability test is to evaluate the website docs.com.miami.edu. From the site we want to assess usability through the following attributes: efficiency, effectiveness, satisfaction.

We will gather the data to achieve the following objectives:

- Assess the effectiveness, efficiency and satisfaction of the site while a user performs specific tasks. We will evaluate this by observing their behavior to measure time on task, completion of task, and perceived ease of use.
- Identify part of site that users find satisfactory and should be kept for future releases.
- Identify usability issues that occur while users complete tasks.

RESEARCH QUESTIONS

- Does the DOCs website enable the user to successfully perform functions provided by the website?
- How much time does the user spend to achieve specific tasks on the website?
- Does the DOCs website behave in the way that the users expect? Is it easy to use?
- Does the user have positive opinion and perception after visiting the DOCs website?

USERS

Sample Size = 6

User-Participant Profile:

- Med students interested in working with vulnerable or underserved communities. Med students who have demonstrated some leadership experience in the past or expressed an interest in mentoring opportunities

- Community stakeholders and partners with an interest in relationship building to improve outcomes for underserved or vulnerable populations. Either demonstrated previous community building or capacity for fund-raising.
- Doctors and medical institutions interested in expanding services to vulnerable or underserved populations. Have demonstrated an ability to raise independent funds or a willingness to learn how to raise funds or work with donors.

METHODS

During an evaluative research study, we will evaluate the usability of the DOCs website is for participants. Formative evaluation will assess the user satisfaction with the overall website. We will collect both quantitative and qualitative data related to task and website usage. Quantitative measures for tasks consist of time on task, completion rate and satisfaction.

After providing a brief introduction and obtaining informed consent from participants, the moderator ask each participant to perform five tasks using the DOCs website docs.com.miami.edu.

The moderator will conduct the session, starting with an introduction, a demographic questionnaire, a consent form and an explanation of the study. The moderator as well as the observer also take notes on the user behaviors and comments. The participants are free to decide whether or not to sign the consent form, and answer and complete the tasks that the moderator requests. They will try to complete the five tasks that the moderators request and he/she will think aloud to let the moderator and observer identify patterns, thoughts, opinions, etc.

Procedure - session outline and timing

The length of this test should be no longer than 25 minutes per person. See appendix for scripts.

1. Greet the participant and give him the Introduction Script (2 min):

- Greet the participant
- Give them the informed consent form and, if they agree, have them sign it
- Give participant demographic questionnaire to complete
- Answer any questions they may have before starting.

2. Conduct all the Tasks:

The participant has 2 minutes to complete each task before the moderator gives them a hint. After 3.5 minutes the moderator ends the task and marks the task as failed.

- Task 1: Using the Map on Documentaries Page (3 min)
- Task 2: Sharing the site and content (3 min)
- Task 3: Playing a video on the "Docs Strive for Healthcare Equity" panel (3 min)
- Task 4: Locating a Printable Item (3 min)
- Task 5: Information Seeking Task **(3 min)**

3. Post-study questionnaire (1 min):

Have user complete System Usability Scale (SUS).

4. Post Study Interview Scripts (3 min):

Ask participant questions about their experience and their opinions of the site now that they have completed the tasks.

5. Conclusion Script (2 min):

Ask Observation team to see if they have any questions, if they do ask those questions.

TASKS TO BE PERFORMED

See Appendix for Complete Task Scenarios

Task 1: Using the Map on Documentaries Page

You are planning a DOCS event and are curious about what other events in the area provide to patients. What did patients receive at the Ft. Lauderdale event?

Task 2: Sharing the site and content

After visiting the DOCS website you decide you want to share the content with your colleague, Sarah. Using the website, share this site with Sarah (email: sarahk.493@gmail.com). Do not copy and paste to share the link.

Task 3: Playing a video on the “Docs Strives for Healthcare Equity” panel

You have learned about some of the services the DOCS program provides. Play a video to hear how someone seeking health care has been impacted by the DOCS program.

Task 4: Locating a Printable Item

You are a doctor and would like a copy of the information on the DOCS program to view later and share with colleagues. Please find and open the PDF version.

Task 5: Information Seeking Task

Before planning your own DOCS event you want to know what kind of help is provided to patients. When patients of low risk attend a DOCS event what do they receive?

TASK METRICS

- Effectiveness
 - Completion Rate: Success / Error, whether users can perform the task at all = Pass, Grey Pass or Fail. Use correctly on the 1st attempt.

- Frequency of Testers assistance.
- Efficiency:
 - The time a task requires (Duration to achieve a goal).
 - Steps to complete the task
- Satisfaction rate & Users' subjective satisfaction: Opinion, commentaries and reaction to the website. Easy or difficult to complete tasks and/or goals.
 - Single Ease Question (SEQ)-- measures ease of use
 - System Usability Scale (SUS)-- measures perceptions of usability
- Problem and Keeper identified
 - Number of keepers identified per task per participant through the aloud protocol.
 - Number of Improvement Opportunities identified per task per participant through the aloud protocol.

SCHEDULE

Week	Tasks
2/22-2/28	Conduct usability evaluation on the website using Nielsen's Ten Heuristics
3/14-3/20	Develop test plan, moderator guide, observer guide and participant packet
3/22	Conduct pilot test to test usability test plan and make sure the tasks were
3/23 - 3/25	Edit test plan, moderator guide, observer guide and participant packet to reflect problems observed during pilot testing
3/28	Conduct usability test with 6 participants from 10:10am-12:40pm
3/28-4/3	Analyze data collected during usability test, identify problems and keepers based on test, and compile the final report
4/4	Submit report on usability test
4/18	Present findings from report

APPENDICES

INTRODUCTION SCRIPT

Thank you for agreeing to participate in our usability study today. My name is _____ and I will be working with you. Do your best to ignore the audience during this session. Please read through and sign this consent form. If you have any questions, let me know. *[Wait for them to fill out the consent form and answer any questions]* Thank you.

During the session, I will be working from a script to ensure the instructions I give you are the same for everyone who participates in the study.

Our objective today is to observe you using the DOCS website. DOCS is a philanthropic program developed by the medical school that allows students to gain experience while serving under-privileged communities.

During the session, I will have you complete tasks on the website. For each task read through the scenario and when you feel ready to start the task please say "start". When you feel you have completed the task please say "stop". I will observe you and take notes while you work on the tasks. I will also be recording the amount time it takes you to complete each task to test how efficient the site is. Please try to do whatever you would normally do.

Please say out loud what you are thinking as you complete each task. Please keep in mind that we're not testing you, and there are no wrong answers. You doing this helps us understand what works or doesn't work on the site.

Keep in mind, I did not participate in any part of the design of the site you're about to test. Please be honest – I would like to know what you think about the site, not what you think I want to hear.

This session will take about 25 minutes. If you have any questions or need to take a break at any point during the session please let me know.

Do you have any questions before we begin? *[Answer any questions]*

CONSENT FORM

The University of Miami is conducting research to evaluate the usability of the DOCS website. We will use the results of these sessions to help improve the usability of the website.

If you agree to participate, you will be asked to use the web site in the presence of a researcher and share your thoughts and insights as you use it.

In this short session, you will

- Perform five tasks related to the use of the web site
- Be interviewed by the moderator about using the web site
- Complete a brief questionnaire and interview about your overall experience.

Your participation will take approximately 25 minutes and you will receive \$0 compensation for your time and participation. There is no risk to you if you participate in this study. We will use the information that you provide, along with information from other people, to improve the design of the web site.

Any information you share will be kept confidential; your name will not be associated with the data we collect from your session. Your privacy will be protected to the maximum extent allowable by law.

Your participation is completely voluntary. You may choose not to participate at all, may refuse to participate in certain procedures or answer certain questions, or may discontinue your participation at any time without penalty. Your decision to participate will not affect your relationship with any local, state, or Federal organizations, or the person who identified you as a potential participant. Agreeing to participate and signing this form does not waive any of your legal rights.

If you have any questions about this study, feel free to ask us

If you voluntarily agree to participate in this research, and have had all your questions answered, please sign below.

Participant's Signature

Date

Thank you! We appreciate your participation!

DEMOGRAPHIC QUESTIONNAIRE

1. Age:

- ☐ 20-25
- ☐ 26-30
- ☐ 31-35
- ☐ 36-40

2. Gender:

- ☐ Male
- ☐ Female
- ☐ Prefer not to disclose

3. How much time on average do you spend online per day?

- ☐ None
- ☐ Less than 2 hours

- ☐ 2-4 hours
- ☐ 4-6 hours
- ☐ Over 6 hours

4. What device do you use most frequently to access the internet?

- ☐ Desktop/laptop
- ☐ Mobile phone
- ☐ Tablet

5. Are you familiar with the U Docs website?

- ☐ Previously unaware
- ☐ Somewhat familiar
- ☐ Frequent user

6. Have you ever considered starting a healthcare program for underserved patients/communities at an institution?

- ☐ Yes
- ☐ No

7. Have you previously participated in a usability test?

- ☐ Yes
- ☐ No

8. Have you ever conducted a usability test?

- ☐ Yes
- ☐ No

TASKS

Task 1: Using the Map on Documentaries Page

Moderator Actions:

1. Open web browser
2. Go to <http://udocs.med.miami.edu/>
3. Make sure the website displays the home panel with the video on the screen

Objectives:

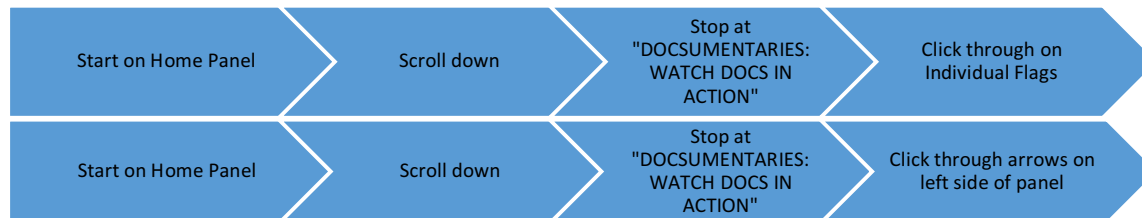
- To see if the user can play the audiovisual media being featured at the website.
- To observe if the videos featured at the site are perceived as accurate and intelligible content.
- To see if the user encounters any difficulty to navigate the site, find and play the audiovisual content:
- To analyze the "intuitive nature" behind the website's layout design, specially the aspects related to featuring audiovisual media.

Scenario:

You are planning a DOCS event and are curious about what other events in the area provide to patients. What did patients receive at the Ft. Lauderdale event?

Hint: Where would you expect to find geographic locations?

Answer: Produce

Task Flows:**Observations/Problem Identification:**

- Did the user find the information they were looking for?
- Did they have problems trying to find information on the website?
- Did they try to use the navigation bar to find the information? Did that seem to help them?

Metrics:

Time to Complete: _____

Was Task Successfully Completed?

- ☐ Pass
- ☐ Grey Pass
- ☐ Fail

Post Task Question:

Overall, how difficult or easy was the task to complete?

Very ○ ○ ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 6 7 Easy

Task 2: Sharing the site and content**Moderator Actions:**

1. Refresh the website by putting <http://udocs.med.miami.edu/> into the address bar
2. Make sure the website displays the home panel with the video on the screen

Objectives:

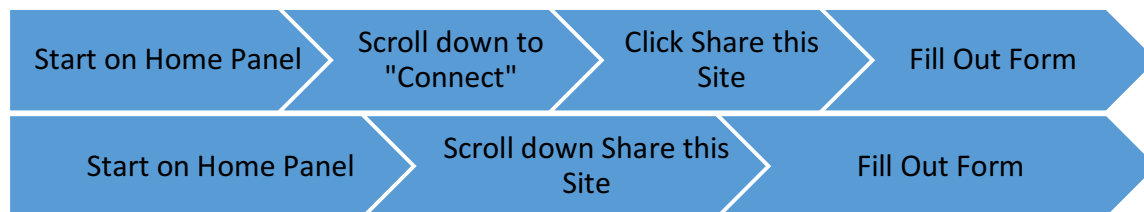
- Assess how easy is to find sections on the website, making efficient the navigation.
- Ability and consistency to achieve the goal of sharing the site.

Scenario: After visiting the DOCs website you decide you want to share the content with your colleague, Sarah. Using the website, share this site with Sarah (email: sarahk.493@gmail.com). Do not copy and paste to share the link.

Hint: Are there any functions that would allow you to share with someone?

Answer: Scrolling down to the Section: "SHARE THIS DOCS MODEL WITH OTHERS", filling out the form and sending to colleagues and friends.

Task Flows:



Observations/Problem Identification:

- Did the user find the information they were looking for?
- Did they have problems trying to find information on the website?
- Did they try to use the navigation bar to find the information? Did that seem to help them?

Metrics:

Time to Complete: _____

Was Task Successfully Completed?

- ☐ Pass
- ☐ Grey Pass
- ☐ Fail

Post Task Question:

Overall, how difficult or easy was the task to complete?

Very ○ ○ ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 6 7 Easy

Task 3: Playing a video on the “DOCS STRIVES FOR HEALTHCARE EQUITY” panel

Moderator Actions:

1. Refresh the website by putting <http://udocs.med.miami.edu/> into the address bar
2. Make sure the website displays the home panel with the video on the screen

Objectives:

1. See if the user can locate and play a video on the DOCS STRIVES FOR HEALTHCARE EQUITY panel
2. See if the method for playing a video is clear

Scenario: You have learned about some of the services the DOCS program provides. Play a video to hear how someone seeking health care has been impacted by the DOCS program.

Hint: Is there anywhere on this site that you can hear from patients?

Task Flows:



Observations/Problem Identification:

- Does the user know the image is a video?
- Does the user know they must click on the play button to watch the video?

Metrics:

Time to Complete: _____

Was Task Successfully Completed?

- ☐ Pass
- ☐ Grey Pass
- ☐ Fail

Post Task Question:

Overall, how difficult or easy was the task to complete?

Very	○	○	○	○	○	○	○	Very
Difficult	1	2	3	4	5	6	7	Easy

Task 4: Locating a Printable Item**Moderator Actions:**

1. Refresh the website by putting <http://udocs.med.miami.edu/> into the address bar
2. Make sure the website displays the home panel with the video on the screen

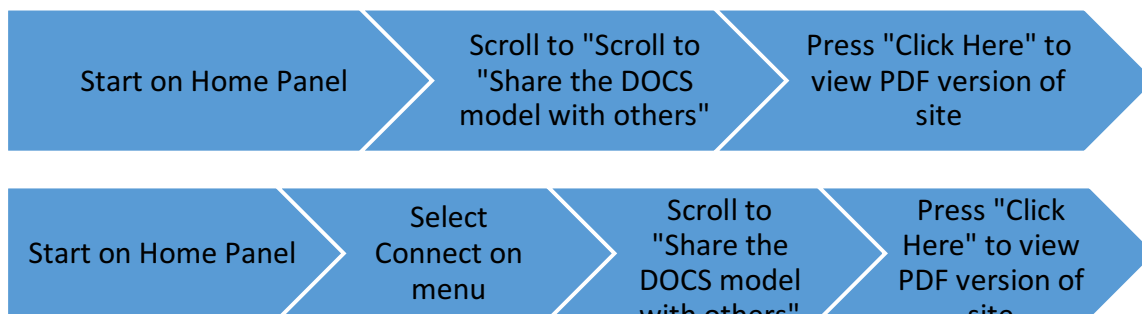
Objectives:

- To see if the user can locate a page with a printable item

Scenario: You are a doctor and would like a copy of the information on the DOCS program to view later and share with colleagues. Please find and open the PDF version.

Hint: Have you seen a link somewhere that you could download information?

Answer: Finding and clicking on the the link for: You may also access a downloadable overview of the DOCS model [here](#).

Task Flows:**Metrics:**

Time to Complete: _____

Was Task Successfully Completed?

- ☐ Pass
- ☐ Grey Pass
- ☐ Fail

Observations/Problem Identification:

- Did the user find the information they needed?
- Did they understand that they could click to get to a pdf or printable item?
- Were they able to successfully bring up the print menu once on the document?

Post Task Question:

Overall, how difficult or easy was the task to complete?

Very ○ ○ ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 6 7 Easy

Task 5: Information Seeking Task

Moderator Actions:

1. Refresh the website by putting <http://udocs.med.miami.edu/> into the address bar
2. Make sure the website displays the home panel with the video on the screen

Objectives:

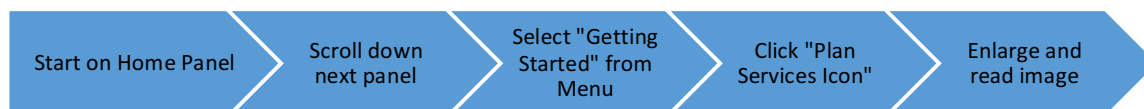
- To see if the navigation the website is efficient
- See if information is organized and we presented so if a user is looking for a specific item they can quickly and easily locate it
- Use an image to understand information

Scenario: Before planning your own DOCs event you want to know what kind of help is provided to patients. When patients of low risk attend a DOCs event what do they receive?

Hint: If you were looking for services where would you go?

Answer: "Low risk patients are given information about community resources. Many return to the health fair annually for screening services."

Task Flows:





Metrics:

Time to Complete: _____

Was Task Successfully Completed?

- ☐ Pass
- ☐ Grey Pass
- ☐ Fail

Observations/Problem Identification:

- Did the user find the information they were looking for?
- Did they have problems trying to find information on the website?
- Did they try to use the navigation bar to find the information? Did that seem to help them?

Post Task Question:

Overall, how difficult or easy was the task to complete?

Very ○ ○ ○ ○ ○ ○ ○ Very
 Difficult 1 2 3 4 5 6 7 Easy

POST-TASK QUESTION

Overall, how difficult or easy was the task to complete?

Very ○ ○ ○ ○ ○ ○ ○ Very
 Difficult 1 2 3 4 5 6 7 Easy

POST SURVEY QUESTIONNAIRE:

1. I think that I would like to use this website frequently.

Very ○ ○ ○ ○ ○ Very
 Difficult 1 2 3 4 5 Easy

2. I found the website to be unnecessarily complex.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

3. I thought the website was easy to use.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

4. I think that I would need the support of a technical person to be able to use this website.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

5. I found the various functions in this website were well integrated.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

6. I thought there was too much inconsistency in this website.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

7. I would imagine that most people would learn to use this website very quickly.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

8. I found the website very cumbersome to use.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

9. I felt very confident using the website.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

10. I needed to learn a lot of things before I could get going with this website.

Very ○ ○ ○ ○ ○ Very
Difficult 1 2 3 4 5 Easy

POST STUDY INTERVIEW QUESTIONS

Now that you have had a chance to explore the site, I would like to ask you some questions about your experience and your opinions of the site.

- 1. What do you think the purpose of the website is?**
2. How would you describe what the website covers?
- 3. Who do you think would benefit from using this website?**
- 4. What did you like about using the website? What did you dislike about using the website?**
5. Is this a website you would refer to someone else?

CONCLUSION SCRIPT

Thank you very much for all your help, now that you are done do you have any questions for me?

- Thank them and escort them out.