Team 1, DJ FLAVOR
HCI 440
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Team Project #4, Usability Test Plan

Contributions

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Executive Summary

Foobie is an iPhone app to help budget-conscious chefs locate recipes and grocery stores, and provide a cost estimate of each recipe.

We are currently doing user testing with low-fidelity prototypes for the app's top three features: choosing a recipe, providing a cost estimate, and locating a nearby store.

This document provides the methodology, an introduction speech to our test subjects, test scripts asking users to perform certain tasks, and post-task questions for the usability testing of these three features. It also provides a more open-ended post-test discussion to gather a wide variety of user feedback.

Methodology

Participants
The usability testing for the Foobie mobile app will include approximately 10 subjects from differing backgrounds, all enrolled in a graduate level DePaul HCI foundation course. The participants will range in age from 20 - 40 and will be a random mixture of male and female. The subjects will be chosen at random, and have a high level of experience with technology. The usability testing will take place on October 19th, 2011. It will occur during class hours, in an HCI classroom at DePaul University, and will likely take 3 hours.

Materials
There will be three low-fidelity paper prototypes used to depict each of the three tasks chosen by the testers respectively. Notes will be taken using either a notebook or a laptop computer. A time-keeping device will also be used to monitor the time it takes for each task/test.

Design
Testing will be conducted informally. The major reason for this is due to time constraints placed on the development of the mobile app. Low-fidelity testing allows for rapidly acquired feedback without the use of a high-fidelity prototype. The users will be presented with a task, and will

attempt to process each step of the task on our low-fidelity prototypes. The user will be asked to “think aloud” in order for the testers to understand the mental processes that occur at each step in the task.The subjects will be asked post-task questions between each task. Alongside this, the subjects will also be asked broader post-test questions regarding the entire cycle of tests and the app as a whole.

Procedure

The testing will be conducted using three differing low-fidelity, paper prototypes. Each prototype corresponds to a particular task the testers will ask the subjects to complete. The subject will be greeted by the tester, and will be explained the task that they are to complete. The subject will then be presented with the prototype sheets in the same order they would appear if they were using the app on a mobile. It will be implicit that the user will flip through the pages as they complete each step in the task. The subjects will be encouraged to “think aloud” before each task. It is estimated that each task will take approximately 5 minutes, including introduction, as well as post questions. In this regard, it is estimated that an entire cycle of testing will take approximately 15 minutes. If for whatever reason the task takes longer than this, the tester will kindly halt the test in order to move on the next subject. Assuming one subject participates in each task, there will be approximately 10 subjects tested (as a result of downtime between tasks and subjects).

The testers will collect responses (aside from note-taking during the actual task) through the responses given from post-task and post-test questions. The testers will note the answers given by each subject to each question either through the use of a note-taking program on a personal computer, or through writing down answers in a notebook.

From the feedback acquired, the overall design and features of the app will be improved. We hope to augment the overall user experience and user efficiency with this app through the usability testing conducted.

Test Script Introduction Speech

Hello, my name is _____ and I will be administering the test.

The purpose of this test is to assess the quality of the mobile application Foobie. Foobie allows users to search for recipes, learn the estimated cost of the ingredients, generate shopping lists, and save their favorite recipes.

I will guide you through three key scenarios that one might encounter when using the Foobie application. The scenarios will be visually represented using low-fidelity paper prototypes. Listen carefully to the task you are being asked to accomplish, and perform the task as best you can. If you encounter obstacles in completing a task, don’t worry, just move on to the next step.

Thank you for your participation. If you are ready, we will begin the first task.

Test Script: Choosing a Recipe

Imagine you are at the Farmers' Market and you bought some Dragon Fruit. You want to find a Dragon Fruit recipe before leaving the market. You reach for your mobile phone and begin using the Foobie app to search for recipes. Please take me through the steps to search by recipes. As you go through the process please talk me through it.

Present the home/first screen to the user.
Change the screens based upon the user's response for completing the above task.
Post-task questions will follow after the task completions.

Post Task Questions: Choosing a Recipe

1. Was it clear how to search for recipes? (1 being not clear and 5 being extremely clear)
   1 2 3 4 5

2. After the list of recipes was displayed was it easy to select the one recipe you wanted? If no, why?

3. Was the recipe clearly displayed? Yes. No.

4. Did you get confused at anytime? If yes, why?

5. Rate the over all process of searching for recipes? (1 being very difficult and 5 being easy)
   1 2 3 4 5

Test Script: Cost Estimate

You are looking for a new recipe that involves using turkey as the main ingredient. Other ingredients you enjoy are tomatoes and green peppers. Cost is a factor. How would you go about searching for a recipe involving these ingredients? Please talk me through how you will approach each step, as well as what you are thinking as you process each step.

Post Task Questions: Cost Estimate

Were you able to notice when the recipe list was populated with the parameters you gave?
Did you notice the list change based on the ingredients you inputted?
(If the user clicked the search glass to add ingredients) Did you notice that ingredients were not added to the list until the search glass was clicked?
Did the order of recipes as they appeared make sense to you?

Test Script: Store Locator

You've created a shopping list from a previous recipe and stored it in your favorites. You'd like to find a store that offers discounts for the ingredients in the shopping list. How would you go about doing that? Talk me through the steps and what's going through your head while your doing this.

Post Task Questions: Store Locator

Is there anything you would change about the store locator process?
Would you use the app to find a store that offers discounts?
Did it make sense which stores were offering discounts?
Was it easy to find the map?

Post Test Questions

That's the end of the test.
What do you think? (Promotes thoughts about the app, about the usability, etc.)
Were you confused at any point?
Is there any process you would change? How so?
Which task was the easiest? Why?
Any other comments, feedback, suggestions?

Thank you for your help. Your feedback will definitely help this app provide a more enjoyable user experience.