Usability Test Plan

Mario Machado

Hi, _____. My name is Mar Machado, and I'm going to be walking you through this session today.

Before we begin, I am going to be covering some information with you to make sure you are aware of the process.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We created an application called Vela and we are asking people to use our mobile application to see whether it works as intended. The session should take about 10-15 minutes.

The first thing I want to make clear is that we're assessing a prototype of the application. Some features will not be accessible at this point in time. With that being said we are focused on the application and not yourself. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project. If you do not wish to be recorded that is fine we will continue without it.

Any questions at this stage? Great let's get started!

Background and Demographic Questions

Perfect, now before we begin I'm going to ask you some basic demographic questions to give us an idea of your background, the information will not be shared with anyone outside our team. If you feel uncomfortable answering some of these questions just let us know and we can skip it.

Ready?

1) Please select your age range from the options below:
   a) Under 18 yrs
   b) 18-30 yrs
   c) 30-45 yrs
   d) 45-60 yrs
   e) 60 yrs +

2) What is your current occupation?

3) How do you normally access your local weather forecast?

4) Which electronic device do you most frequently use, whether for work or leisurely? (Mobile, Tablet, Desktop)

5) What resources do you utilize when planning a day out on the water? (Beach, lake, sea)

Open Ended Questions

Thank you for taking the time to answer those questions, we appreciate it. Now we are going to shift focus on the Vela. Remember Vela isn't a final product just yet, so the images you see are in black and white. As you navigate the application, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the design and overall application, so we need to hear your honest reactions.

Questions to ask:

1) From the pop up page when opening the app what do you expect the app to be about?
2) Continue to go through the screens. What is your first reaction to seeing the onboarding process?
3) Now that you are past the onboarding stage. Explore the homepage. What are some things that stick out to you?
4) What are some things you would click on first? What are some features you would expect to find on the homepage?

Direct Tasks and Scenario Tasks

Great thank you for your feedback! We're almost there, I'm going to give a series of tasks to complete. Don't worry, if you are stuck let us know and we'll get you back on track. Remember to continue to talk about your process outloud. This is our first prototype, the features are very limited, so a few features won't be functional, but I'll let you know if that happens Ready?

Direct Tasks:

1) Find directions to a local beach
2) View the conditions of the location you're planning on visiting
3) Look for safety precautions within the app

Scenario Tasks

1) The weather is beautiful this weekend and you want to plan a trip with your friends to go to the beach. Using Vela navigate your way through the app to find directions to the beach of your choice!
   a) What did you think of the search bar?
   b) Was it as easy as you thought

2) You had an awesome time out on the water and you want to monitor that location's forecast in case you want to visit it again. Search for the location and add it to your favourites..
   a) Do you think the favourites function is useful?
   b) What else would you like to see in the forecast?

3) Your family trip to the beach is in jeopardy with high winds and a chance of rain! See if the location you're visiting has any extra safety tips to help you be prepared.
   a) Is this information critical to you?
   b) Where else could we implement this information?

Wrap Up

Okay! That's the end of the session. Thank you for participating and helping us better understand how we can improve Vela. Before you go, do you have any other questions or feedback for us?