**Front-end Usability and Design Test Plan**

**User Interface Design Principles**

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| **Principle** | **Criteria** |
| User familiarity | * Terms used in the application are similar to that of those seen on Google Drive and Dropbox. * The user directory’s layout and buttons clearly reflect that of a file management system. |
| Consistency | * Buttons with the same functionality are consistent across different web pages. * The font is consistent throughout the application. * The colours are coherent throughout the application. * The page layout is consistent across the application. |
| Minimal surprise | * The behaviour of the application should be consistent across all users. * The functionality of buttons and forms should behave inside the expectation of an average user. |
| Recoverability | * The user is able to recover from errors without the system crashing. |
| User guidance | * When an error occurs, appropriate feedback is displayed in layman’s terms for the user. * Instructions are provided in regards to preventing/resolving the error. * User has a way to contact the developers or admins for help. |
| User diversity | * Existing users are able to sign in and view their existing files. * New users are able to sign up. |

**Interaction Styles**

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| **Style** | **Criteria** |
| Menu selection | * Experienced users find the application quick and easy to navigate through. * The system is not too complex to interact with and navigate through. * The amount of typing is kept to a minimum. |
| Form fill-in | * Forms are easy to understand. * Forms do not require long user inputs. * Error and feedback are provided in case of user input error. |

**Design Factors in Message Wording**

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| **Design factor** | **Criteria** |
| Context | * System messages reflect to the user’s current activity. * System messages are relevant to the context of the current system status. |
| Experience | * An in-depth walkthrough or tutorial is provided for new users when they log in for the first time. * Brief hints or tips are displayed on the interface afterwards. * User is able to turn off the hints or tips in the settings. * User is able to find in-depth support or instructions if needed. |
| Skill level | * Messages should be offered in two distinct types: * Normal – written in layman’s term for the average user * Advanced – written for experienced users with technical terms for troubleshooting |
| Style | * Message are positive rather than negative. * Messages use active rather than passive mode of address. * The tone of the message is polite and respectful. |
| Culture | * Language and terms used should be common and understandable for western audiences, specifically in the Asia Pacific region. |

**Usability Attributes**

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| **Attribute** | **Criteria** |
| Learnability | * The application is intuitive and easy to learn. * New user is able to comprehend and use the application productively within a reasonable timeframe depending on their level of experience. |
| Speed of operation | * User can login and log out quickly. * User can navigate through their files quickly. * User can search for a file quickly. * User is able to edit file descriptions and names quickly. * The system is able to upload user files quickly. * The system is able to download user files quickly. * The system is able to upload user files quickly. * The system is able to share user files quickly. |
| Recoverability | * The system is able to recover from errors without any fatal crashes. |
| Adaptability | * The system is relatively flexible to adopt to more than one model of work. |