Usability Test Plan

**Briefing:**

Our product is a website designed to help PC gamers find groups for a game which does not rely on in game matchmaking in order to help make a more impactful gaming experience. This allows the gamer to establish friendships from this service creating lasting groups for playing various games.

**Scenario Tasks**

1. Sort groups based on what they are searching for
   1. “For this task I would like you to sort the listings/posts to a game or games you’d like to play. How would you do that based on what you see presented?”
2. Select and join a group
   1. “Now that you’ve sorted the posts based on your interests, how would you join a group/game? Please think out loud as you interact with the product.”
3. Create a Looking for Players post
   1. Now that you have looked at posts, I would like you to create a post.
   2. “Good, now as you fill out the form please feel free to think aloud and ask questions.”

Test Observations:

User 1:

Task 1: User 1 had no issue manipulating the sorting options to the left of the groups. They said that the title “Library” as well as the drop down arrows made it easy to utilize the sorting functionality.

Task 2: User 1 had an issue locating our “Request to Join” button. We needed to assist them by pointing to the top right of the post panel and then they noticed it.

Task 3: User had no issue finding “Post a group button”. User did not know what information was required vs optional to make an adequate post.

User 2:

Task 1: User complained that there was no search functionality. They suggested that if there were a lot of games open it would become difficult to find the one they were looking for.

Task 2: User suggested that the “Request to join” button was not obvious enough.

Task 3: User was confused about requirements as well as how they would be contacted by potential groupmates. User liked the use of the description section. They liked that they could specify what they wanted.

User 3:

Task 1: User liked that the sorting functionality was to the left. They said it felt “Natural” and “easy to use”. The liked the layout in general.

Task 2: User liked that joining a group was a simple click away. They suggested that they would like to know if people were in queue ahead of them since it was a “Request” feature.

Task 3: The user liked the simplicity of the popup and how clearly marked each section was. Once they posted a group, they expressed concern that they had no way to see who had requested to join their group.

Test Conclusions:

Task 1: We learned from user 2 that we should have a search bar for filtering games.

Task 2: Make “Request to join” button more visible. Some users had issues locating the button. We disagreed with User 3 that we should have queue functionality since it was not applicable to the main objective of the site.

Task 3: Mark information as important as well as a brief description about why the information is important. User 3 showed us that we had not created group leader tools to add/remove players from their groups.