

USABILITY TEST PLAN DASHBOARD

| AUTHOR | | CONTACT DETAILS | | FINAL DATE FOR COMMENTS | |
|--|--|--|--|---|--|
| Vanessa Yu | | vanessapyu@gmail.com | | 6/14/2019 | |
| PRODUCT UNDER TEST What's being tested? What are the business and experience goals of the product? We're testing two goals: find a list of current leaders and fill out a contact us form - two common practices of a government website. | | TEST OBJECTIVES What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested? Goals: (1) discover current leaders and (2) fill out a contact form for media outlets. Questions: (1) how do users go about discovering leadership? (2) do users fill out the contact form with relative ease? Hypothesis: (1) it'll be easier for users to find leaders than to fill out the contact form. | | PARTICIPANTS How many participants will be recruited? What are their key characteristics? Between 7-10 participants will be recruited for this. There won't be much key characteristics as the idea is to be unbiased since people of all ages access government websites. | |
| BUSINESS CASE Why are we doing this test? What are the benefits? What are the risks of not testing? This test is to determine the workflow of the two goals. By conducting user tests, we can reiterate the current look and avoid creating something a user wouldn't want to use. | | EQUIPMENT What equipment is required? How will you record the data? A site called Maze.Design is a good method for conducting the test and recording the data. | | TEST TASKS What are the test tasks? (1) Discover current leaders (2) Fill out contact form | |
| PROCEDURE What are the main steps in the test procedure? | | LOCATION & DATES Where and when will the test take place? When and how will the results be shared? The test will take place on Maze.Design and will last for approximately 2-3 days. Results will be shared within one week. | | | |
| <div>Utilize the navigation system either About Us or News</div> <div>Choose About Us for current leaders or News for a contact form</div> <div>About Us - choose Our Leaders or News - choose Media Inquiry</div> <div>To continue filling out the contact form, input contact info and message</div> <div>Once completed, you can go home or continue to browse the site</div> | | | | | |