**Usability Test**

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| **Person Tested** | **Points they found difficult to remember** | **Their Reasoning** | **Points they found easy to remember** | **Their Reasoning** |
| Mom | 2, 7 | Point 2 was something my mother had not heard of prior to this. Point 7 included a URL that she said she would never remember. | 1, 3, 4, 5, 6 | All of the other points were short, or something that she had heard several times before with relation to other electronic devices |
| Dad | None | Every point was something my dad had heard before and deemed “common sense”. | All | None of the information was surprising or outlandish. |
| Brother | 1, 2, 6 | My brother said that point 1 contained a number he was unlikely to remember. He also said that points 2 and 6 contained too complex a thought for a single step. | 3, 4, 5, 7 | He claimed these were small and simple, easy to remember, and contained no numbers that he had to remember |
| Friend #1 | None | My first friend shared the same sentiment as my dad, saying that all of this information seemed to be “common sense”. | All | My first friend took no issues with the diagram and believed that the content was sufficient as is. |
| Friend #2 | None | My second friend also agreed that there was nothing in the 7 points that struck him as odd to keep track of. Again he deemed this a “common sense” issue. | All | My second friend believed that the breakup of the diagram into smaller pictorials for the given numbered entries would prove more useful than the large diagram. |

Based on the response from my brother, I think for some audiences it would be beneficial to break some of the larger points, like point 6, into another point to keep the individual points to the most granular state. Also, based on my brother’s point on preferring not to try and remember numbers, perhaps using an object as metaphor (a yardstick’s worth) would help him. I think it is just as likely; however, that someone else would prefer to just have the raw number there. We could amend this by offering both. Saying “at least 3 feet (a yardstick’s worth) of space” to cover both bases. Due to my mother’s suggestion, I believe editing the step about the URL out, and simply placing the URL somewhere on the poster would prove more beneficial.

As far as changing the illustration, I think my second friend offered a point that would prove useful to what I view as an already cluttered diagram. As opposed to the current state of the picture, which is mostly taken up by a picture of the portable heater, we could economize the space better by using smaller pictures to patch the overall space. This would provide a visual per each thought, leading to clearer word-picture retention. This may help an audience who learns better through pictures and would also provide easier access to a more international audience.