1.6 Usability Testing Exercise

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Usability Test Plan

- **Scope:** Phlash!
- **Schedule:** Will conduct usability testing over phone/internet on September 6, 2017.
- **Sessions:** 10 minute sessions with 3 participants.
- **Equipment:** Using iPhone 6 as testing device. Not recording.
- **Metrics:**
  - 0 = I don't agree that this is a usability problem at all
  - 1 = Cosmetic problem only: need not be fixed unless extra time is available on project
  - 2 = Minor usability problem: fixing this should be given low priority
  - 3 = Major usability problem: important to fix, so should be given high priority
  - 4 = Usability catastrophe: imperative to fix this before product can be released

Direct Tasks

1. Log in.
2. Name a new deck.
3. Create a card in a deck.
4. Start test against a deck.

Usability Test Script

Introduction

Hi, _____. My name is Christian, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10 minutes.

This is not a test. You can't do or say anything wrong here. You will be testing an incomplete prototype that likely has errors and mistakes - that's why we're testing it! If you have any questions as we go along, just ask them.

OK, let's get started.

Scenario Tasks

1. You just got home from your first day at your training course. You want to log in to Phlash.
2. You learned a lot of new terms so you want to create and name a new deck.
3. After naming the deck you decide to make a new card in the deck.
4. You have created a deck for your first day of your training course. Now you want to test your knowledge against the deck.

Usability Test Notes

Participant 1

- **Name:** Cameron Caple

- **Age:** 27
- **Occupation:**

Quotes and Notes:

- "I couldn't finish the deck until I created the card."
- So I have to test the deck?
- Wording is confusing on "test the deck"
- "I have no idea what dash means"
- Missing a way to add cards later
- Maybe a button to look at cards in the deck to add some later, edit function
- Could get away with pop up instead page for login
- Can replace dash with "Home" or home symbol

Task Notes:

1. Logged in quickly
2. Was a little confused about how exactly to finish the deck. Tasks may be a little out of order
3. Made a card with no problem
4. Confused on wording for test the deck, other than that, no problem

Participant 2

- **Name:** Duriel Harris
- **Age:** 24
- **Occupation:** Hotel Front Deck Agent

Quotes and Notes:

- I didn't know what the dash button was for before I used it
- On the dash page I wasn't sure "UX Design Terms" was a deck I could test
- On the Dash page I see progress on the deck, it's not clear what's going to be shown there (most recent? Worst?)
- I don't really see a summary of my progress, it could be more obvious

Task Notes:

1.
2.
3. "Simple enough"
4. I'm not sure which deck "test this deck" is referring to

Participant 3

- **Name:** Connor Caple
- **Age:** 24
- **Occupation:** Financial Adviser

Quotes and Notes:

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Task Notes:

1.
2.
3.
4. "What deck did I just make?"

Usability Test Report

Task 1

- **Observation:** No troubles with logging in. Participants were confused what "Dash" meant.
- **Severity:** 2
- **Recommendation:** Keep the login flow as it is. Change name of "Dashboard" screen to "Home" or "Summary"

Task 2

- **Observation:** Participants were confused on how to get to the create deck interface, but once they got there, they proceeded smoothly.
- **Severity:** 3
- **Recommendation:** Add a prominent button to the "Dashboard" or "Home" screen to create a deck

Task 3

- **Observation:** No troubles with making a card after making and naming a deck. Some people noticed a lack of an option to edit and add new cards after creating a deck.
- **Severity:** 4
- **Recommendation:** Add a deck and card editing interface so that decks and cards can be edited after they are created.

Task 4

- **Observation:** Wording for testing a deck confused all participants.
- **Severity:** 3
- **Recommendation:** Different wording. Maybe "study" or "review".