

DEPT/SCHOOL: School of Science (Computer Science & Information Technology)

Course/Unit Code	Assignment No.	Date Due
COSC1182/83	1 – Test Plan	20-April-2020
Course/Unit Name		
Usability Engineering		
Lecturer/Teacher Name		
Margaret Hamilton		
Marker's Name		

Dept./School Date Stamp

(For Office Use only)

STUDENT(S)

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Student Signature(s) [Type student names if submitting electronically]

I/we declare that I/we have read and understood the declaration and statement of authorship:

1)	2)

Further information relating to the penalties for plagiarism, which range from a notation on your student file to expulsion from the University, is contained in Regulation 6.1.1 Student Discipline and the Plagiarism Policy which are available on the Policies and Procedures website at www.rmit.edu.au/policies

Copies of this form can be downloaded from the student forms web page at www.rmit.edu.au/students/forms

Test Plan

Assignment 2 – Part A

<https://www.rmit.edu.au/>

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SECTION 1: PARTICIPANT AND RECRUITMENT SUMMARY

1. Age range and source of participants

Age Range: 18 – 30

We will be exclusively targeting university students, preferably those already enrolled in RMIT since few of the tasks necessitate the users to have RMIT credentials as well as be enrolled in an ongoing course. Considering recent events, we will be drawing in people from within our own network i.e. friends, peers, and colleagues.

2. Explain how you will recruit your participants and invite them to participate

Where possible, we shall be approaching people directly and illustrate what the goal of this test is and explain the details of the test as well as the time required. Should the participant accede, we shall agree upon a time and date on when to conduct the test. If the interaction without an intermediary is not possible, the same will be done remotely using a video-conferencing application.

3. Explain the steps to be taken to ensure that participation will be purely voluntary

While recruiting a participant the following points are mentioned:

1. that this is a voluntary test,
2. they are allowed to take a break in between,
3. they are free to leave in between,
4. they are not forced to complete it,
5. certain tasks might require them to use their login credentials,
6. that they are not the ones being tested, instead the website is being tested.

SECTION 2: FACILITATOR SCRIPT

Hello, my name is _____, and I'm going to walk you through today's session.

We are currently working on the website RMIT (www.rmit.edu.au).

I'd like to begin by thanking you for making time to speak with us. Your feedback is valuable and will help us determine if our website functions as intended. Just to confirm, we'd like to keep this session to 45 minutes. Does that still work for you?

Great! If you need a break or to stop at any time, please let me know.

During this session, I'll start by asking you a couple of questions to understand how familiar you are with these systems. Later, I'll ask you to share your screen and accomplish a few tasks using the website we're evaluating.

I just want to make it clear that we are testing the website, we are not testing you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes! As you go about using the website, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask. I may not be able to answer them right away since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then.

With your permission, I'd also like to record this call. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except those with a need-to-know. Recording this call also helps me, because I don't have to take as many notes! Do I have your permission to record this call?

Finally, I want to confirm that you've received and had a chance to review the participant agreement? Did you have any questions? If you have signed the agreement, please send me a copy. Otherwise, do you agree to the terms of the participant agreement?

Great! Do you have any questions for me at this time?

SECTION 3: SCREENER & PRE-TEST QUESTIONNAIRE

1. Are you a University student?
 - a. Yes
 - b. No
2. In which range of age group do you fall?
 - a. 18-30
 - b. 31-40
 - c. 41-50
 - d. 51-60
 - e. 61+
3. What is your area of study?

4. Which device would you prefer?
 - a. Mobile Phones
 - b. Personal Computer
5. Do you have login credentials to RMIT Website?
 - a. Yes
 - b. No
6. Were you aware that RMIT UNIVERSITY has a community forum?
 - a. Yes
 - b. No
7. Do you prefer online calendars to keep track of your schedule?
 - a. Yes
 - b. No
8. If yes which one do you prefer?
 - a. Google
 - b. Outlook
 - c. iCal (Apple)
9. What mediums have you used to contact RMIT Connect?
 - a. Live Chat
 - b. Email Support
 - c. Call Support
 - d. IT Support
 - e. Emergency Assistance

10. Which mode of accommodation do you prefer?

- a. Private Rentals
- b. Share Houses
- c. Home Stay
- d. Student Hostels

11. Do you live with family/relatives?

- a. Yes
- b. No

12. When you face any issues, do you use discussion forums to look for a solution?

- a. Yes
- b. Maybe
- c. No

SECTION 4: POST-TEST QUESTIONNAIRE

1. How easy was it to navigate through the RMIT website?

**Frustratingly
Difficult**

**Extremely
Easy**

1

2

3

4

5

2. How easy was it to find relevant information on the web site?

**Frustratingly
Difficult**

**Extremely
Easy**

1

2

3

4

5

3. Did you find the design and layout of the website helpful?

**Completely
Unhelpful**

**Extremely
Helpful**

1

2

3

4

5

4. Were the labels assigned to the links easy to understand?

**Frustratingly
Difficult**

**Extremely
Easy**

1

2

3

4

5

5. How likely would you be to recommend community forum to someone?

Not at all

Absolutely

1

2

3

4

5

Why or why not?

6. Out of all the tasks, which was the most difficult for you to accomplish?

- a. Find international agents
- b. Look for student accommodation
- c. Sync your canvas calendar
- d. Create a new post on the community forum
- e. Search for a post on the community forum

7. What was the biggest issue you faced while carrying out that task?

8. How tired are you right now?

Very tired

Not at all

1

2

3

4

5

SECTION 5: CONSENT FORM

Usability test consent form

Please read and sign this form.

We are Usability Engineering students at RMIT University under Prof. Margaret Hamilton. We are asking you to be in a study to help us determine the usability of the RMIT University website (www.rmit.edu.au) for a student project on Usability Testing.

Feel free to ask any questions to us that you have before or during the test. The usability test should not exceed 45 minutes in length.

In this usability test:

- You will be asked to perform certain tasks on a website.
- You will be asked to fill in a pre-test and post-test questionnaire.
- You will be recorded for purpose of later playback

Participation in this usability study is voluntary. You can withdraw your consent to the experiment and stop participation at any time. Any information that is obtained will remain confidential and will be disclosed only to teaching staff.

If you have any questions after today, please contact Margaret Hamilton at 9925 2246.

Participant Consent

I have read and understood the information on this form and had all of my questions answered. I willingly agree to participate. I consent to the use of data gathered during the course of this study through the questionnaires, and I understand that I may discontinue participation at any time.

_____	_____
Participant's Signature	Date

_____	_____
Usability Consultant	Date

SECTION 6: USER TASK DESCRIPTIONS

Task Name: Get affiliated international agents in a specific country

Objective	Get the list of international agents for a specific country
Scenario	An international student is interested in going to RMIT to pursue a master's degree. He is not sure about which field to opt for and is also seeking help in matters relating to the visa. For this, the student wants to know if there are any educational consultants in his area that he can visit. Use the RMIT website to find a list of agents and their details based on the selected country.
Dependencies	
Estimated Length	2 minutes 30 seconds
Possible Solution	<ol style="list-style-type: none"> 1. From RMIT homepage navigate to Study with us -> International students 2. Scroll down till you find "How to Apply". Click on that link 3. On the left-hand side, under "How to Apply" section, click on the second option which says "Application methods" 4. Scroll down and click on the link "Find an RMIT registered agent near you" 5. You will be directed to a page titled "Representatives in your country" which will allow you to select your country and view all the agents in different cities
Starting Point	RMIT Homepage
Measuring Success	Webpage displaying the city-wise list of agents of the chosen country

Task Name: Find Student Accommodation

Objective	Explore different student housing and accommodation alternatives near RMIT city campus
Scenario	You are an international student who has recently accepted an offer to pursue masters at RMIT Melbourne. You will be studying in the city campus. As someone coming to Melbourne for the first time, you do not know much about the city and due to this, you prefer an accommodation option that is close to the university. Using the RMIT website, find out what accommodation options are provided by the university and how close or far are they from the city campus.
Dependencies	RMIT Homepage - International Students
Estimated Length	
Possible Solution	<ol style="list-style-type: none"> 1. On the homepage click on the Students tab on the top 2. From the options provided on the left, navigate to Support and Facilities -> Student Support -> Accommodation 3. Click on purpose-built student accommodation 4. Scroll down till you find accommodation options near the city campus
Starting Point	RMIT Homepage
Measuring Success	Webpage displaying accommodation options across different RMIT campuses in Melbourne

Task Name: Sync canvas calendar on your device

Objective	Retrieve the URL of the canvas calendar which can then be used to sync with any of the calendar application (Google, outlook etc)
Scenario	Your semester at RMIT has just begun and you have been given a brief introduction to Canvas, an application that stores all the learning materials, quizzes, course information and assignments of your course. You are now aware that Canvas holds important dates related to the upcoming assignments and exams and you would like to store these dates on your mobile device so that you receive updates, such as the due date of your assignment, immediately and don't have to log into canvas every time for that purpose.
Dependencies	<ul style="list-style-type: none">• RMIT student login credentials• User should be enrolled in some course at RMIT
Estimated Length	
Possible Solution	<ol style="list-style-type: none">1. From the Students page, scroll down to quick-links and click on Canvas2. Log into the Canvas Application3. From the left, find and click on the calendar icon4. Down on the right-hand corner, there is a link named "Calendar Feed". Click it.5. You get the URL that is to be added to any of the calendar applications
Starting Point	RMIT Students Homepage
Measuring Success	URL of the canvas calendar

Task Name: Create a post on the RMIT community forum

Objective	Using the RMIT community forum, create a new post
Scenario	<p>It is your first week at RMIT. During the orientation, it was told that you can connect your devices on the RMIT network, however, you have been having trouble doing so and do not quite know what the exact issue is. You remember that during orientation, they also mentioned about the RMIT community forum which can be used to find answers to common problems like your current situation. Make use of the RMIT community forum to start a new discussion thread</p> <ul style="list-style-type: none">• In the subject write "RMIT website Usability Test"• From the drop-down choose "General Discussion"• In the body type "Conducting a usability test, please ignore this post"
Dependencies	RMIT student login credentials
Estimated Length	
Possible Solution	<ol style="list-style-type: none">1. Search for RMIT community forum on google2. Click on Create Post (log in if required)3. Type the subject and body as specified and click post
Starting Point	Google search homepage

Measuring Success	User has successfully created a new post with the subject and body as specified in the task
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Task Name: Search for a post on RMIT community forum

Objective	Using the RMIT community forum, search for a post and view the comments
Scenario	You have successfully posted a discussion regarding the Wi-Fi problem you were facing. However, you understand that people might not reply immediately, and you prefer finding a solution as fast as possible. In the meantime, you want to look for people who might have faced a similar issue and read the comments on their post. Make use of the RMIT community forum to search for Wi-Fi related discussions
Dependencies	User is now on the RMIT community page
Estimated Length	
Possible Solution	<ol style="list-style-type: none"> 1. Search for RMIT community forum on google (if not already on that webpage) 2. Type Wi-Fi on the search bar 3. Click on any post and view the comments
Starting Point	RMIT Community Homepage
Measuring Success	Any Wi-fi related post or a webpage with the search results relating to Wi-fi.

SECTION 7: USER TASK SHEETS (for participants)

Task 1:

An international student is interested in going to RMIT to pursue a master's degree. He is not sure about which field to opt for and is also seeking help in matters relating to the visa. For this, the student wants to know if there are any educational consultants in his area that he can visit.

Use the RMIT website to find a list of agents and their details based on the selected country.

Task 2:

You are an international student who has recently accepted an offer to pursue masters at RMIT Melbourne. You will be studying in the city campus. As someone coming to Melbourne for the first time, you do not know much about the city and due to this, you prefer an accommodation option that is close to the university.

Using the RMIT website, find out what accommodation options are provided by the university and how close or far are they from the city campus

Task 3:

Your semester at RMIT has just begun and you have been given a brief introduction to Canvas, an application that stores all the learning materials, quizzes, course information and assignments of your course. You are now aware that Canvas holds important dates related to the upcoming assignments and exams and you would like to store these dates on your mobile device so that you receive updates, such as the due date of your assignment, immediately and don't have to log into canvas every time for that purpose.

Retrieve the URL which is required to import an external calendar to the calendar of your choice.

Task 4:

It is your first week at RMIT. During the orientation, it was told that you can connect your devices on the RMIT network, however, you have been having trouble doing so and do not quite know what the exact issue is. You remember that during orientation, they also mentioned about the RMIT community forum which can be used to find answers to common problems like your current situation.

Make use of the RMIT community forum to start a new discussion thread

- In the subject write “RMIT website Usability Test”
- From the drop-down choose “General Discussion”
- In the body type “Conducting a usability test, please ignore this post”

Task 5:

You have successfully posted a discussion regarding the Wi-Fi problem you were facing. However, you understand that people might not reply immediately, and you prefer finding a solution as fast as possible. In the meantime, you want to look for people who might have faced a similar issue and read the comments on their post.

Make use of the RMIT community forum to search for Wi-fi related discussions

SECTION 8: SOURCE DOCUMENTS

If you use templates from a source, reference that source here... [delete this line before submitting]

Section 2: Facilitator Script

The facilitator script was adapted from the following source:

- 18F Methods: Example Usability Test Script
<https://methods.18f.gov/usability-test-script/>

Section 5: Consent Form

The consent form was adapted from two sources:

- Usability Test Documents from the University of Washington, URL:
<http://faculty.washington.edu/jtenenbg/courses/452/w09/docs/usabilityTestDocuments.rtf>.
- (2009) Bailey, G; Baillargeon, T; Barragree. C.D. Handbook on Developing Online Curriculum Materials for Teachers: Lessons from Museum Education Partnerships. Gerald Bailey, Tara Baillargeon, Cari D. Barragree (page 62)