Usability Test Plan with Low-Fidelity Prototype

Plan overview

- **Determine the goals**

  Assess how effectively users can navigate the system and complete tasks using the paper prototype.

  Identify usability issues, including confusing workflows, unclear labeling, or unmet expectations.

  Collect qualitative feedback on the design to inform improvements for the high-fidelity prototype.

- **Determine the scenarios**

  Scenario 1: A student plans their all-semester courses using the course planner.

  Scenario 2: A student updates their academic record with completed courses and plans for future semesters.

- **Determine the tasks**

Scenario 1 Tasks

- Task 1: Log in to the advising tool.
- Task 2: Access the course planner and add courses to the semester slots.
- Task 3: Resolve a conflict flagged by the system.

Scenario 2 Tasks

- Task 1: Search for and select a completed course.
- Task 2: Add the selected course to the academic record.
- Task 3: Confirm that the course has been added correctly.

- **Discuss the transitions**

Transitions for Tasks in Scenario 1

- Task 1 to Task 2:
  After the user logs in by entering their credentials and clicking "Login," the system transitions automatically to the dashboard screen. The user is expected to identify and click on the "Course Planner" section to proceed.
- Task 2 to Task 3:
  When the user drags and drops courses into semester slots in the planner, the prototype will display an automatic conflict notification if prerequisites are not met. The transition highlights the alert with a visual cue and tells to resolve the issue.

Transitions for Tasks in Scenario 2

- Task 1 to Task 2:
  After the user searches for a completed course using the search bar, they select a course from the dropdown list. This action triggers the system to display a confirmation dialog with course details and an "Add Course" button.
- Task 2 to Task 3:
  Upon clicking "Add Course," the system updates the academic record and transitions to the updated record view.

Activity Intro Script

Thank you for participating in this usability test! Today, we'll ask you to interact with a paper prototype of the CISE Advising Tool. The goal is to see how easily you can complete typical tasks using this system. Please think aloud as you go through the tasks, sharing your thoughts and any confusion. Remember, this is a test of the system, not you. Let's get started!

Scenario 1

- **Scenario intro script**
  Imagine you're a student planning your upcoming semester. You need to log in, add courses to your schedule, and resolve a conflict flagged by the system.

- **Task 1- Log in to the advising tool**

  - **Prompting questions**
    What steps would you take to log in?

  - **Focused questions**
    Was the login page clear?
    Did you understand what information to provide to log in?

  - **Task is completed when:** The user correctly selects a login option and proceeds to the dashboard.

- **Task 2 - Add courses to the semester planner**

  - **Prompting questions**
    How would you start adding courses to your plan?
    What do you notice about the available course options?

  - **Focused questions**
    Were the course options clear and easy to understand?
    Was the process of adding a course intuitive?

  - **Task is completed when:** The user successfully adds at least two courses to the semester plan.

- **Task 3 - Resolve a conflict flagged by the system**

  - **Prompting questions**
    What does the alert mean to you?
    How would you address this issue?

  - **Focused questions**
    Was the conflict notification clear?
    Did the system provide enough guidance to resolve the issue?

  - **Task is completed when: The** user resolves the conflict and updates the semester plan accordingly.

<u>**Scenario 2**</u>
- **Scenario intro script**
  Now, imagine you're updating your academic record to include completed courses. You'll search for a completed course, add it to your record, and confirm it's updated correctly.

- **Task 1 - Search for completed course and add**

  - **Prompting questions**
    How would you find a completed course to add?
    What do you notice about search options?

  - **Focused questions**
    Was the search functionality intuitive?

  - **Task is completed when:** The user selects a completed course to add.

- **Task 2 - Add the selected course to the academic record**

  - **Prompting questions**
    What would you do to add the course?
    How do you confirm it's added?

  - **Focused questions**
    Was the process straightforward?
    Did you encounter any points of confusion?

  - **Task is completed when** : The user successfully adds the course to their academic calendar.

- **Task 3 - Confirm that the course has been added correctly**

  - **Prompting questions**
    How would you check if the course was added?
    Where would you look for confirmation?

  - **Focused questions**
    Was it clear how to verify updates?
    Did the interface provide adequate feedback?

  - **Task is completed when:** The user confirms that the course appears in their course planner.

Debriefing Script

Thank you for completing the test! Before we finish, I'd like to ask for your general impressions.
What do you think of the system overall?
Were there any specific areas you found confusing, frustrating, or particularly helpful?
Do you have any additional feedback or suggestions for improvement?