# ODOS 2 Usability Test Structure

The purpose of our test sessions will be to gauge the usability of the site, and to observe how users interact with the prototype.

Our goals will be to determine what is or is not easily usable on the new functionality from the users’ perspective. We will look for information such as:

* Do users complete each scenario (1,2,3) successfully?
* Where do they stumble?
* What problems do they have?
* Where do they get confused?

### Rating system

Facilitator indicates difficulty rate of this task for this user based on Facilitator’s opinion

* 0 - User completed task with zero difficulty. (Zero Frustration)
* **1 - User completed task with only minor problem(s). (Little Frustration)**
* 2 - User completed task, but it required more effort/time/dead-ends than the user expected. (Medium/High Frustration)
* 3 - User did not complete task. (Point of Failure)

*All users received a score of a 1 for this test. No user received a 0, 2, or 3.*

**Prototype Tested:**

<https://61zfrn.axshare.com>

**USER STORIES/SCENARIOS Tested**

**Requester**

As a **Requester**, the display panel outside the conference room shall present/display conferences scheduled for that room and day in the format of “0000-0000 Conference Title Last Name”

As a **Requester**, I shall have information about the conference room presented during the reservation process: building, room number, and available A/V Equipment.

As a **Requester**, I shall be presented a graceful message if I book two conference rooms at the same time, and I book a conference room longer than 3 hours.

**Reservation Manager**

As a **Reservation Manager**, I shall be able to access a report for occupancy and vacancy rate of each conference room, which exportable with data depicted as a histogram.

As a **Reservation Manager**, I also can make a reservation, view user friendly messaging, and view the display panel as a **Requester.**

**Administrator**

As an Administrator, I shall be able to Add/Modify/Delete users, update available conference rooms, and change the Audio/Visual equipment list.

**Overall Summary**

* All users were able to complete the scenarios for the Requester, Reservation Manager, and Administrator, however a few minor corrections were made based on findings including:
  + Broken links for certain buttons
  + Grammar corrections on error messaging
  + Noted modal windows had both a “Cancel” action and a “x” to close the modal – don’t need both
  + Confusing axis on reports dashboard – Occupancy rate was shown as Number instead of a percentage – has been corrected
  + Removed unnecessary punctuation