

Usability Testing Plan

Scope

Wording: A flashcard study app.

Schedule

June 28th, 2021

Sessions

5-10 minutes, 3 participants

Equipment

Testing prototype on laptop

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

Source: Jakob Nielsen's error severity rating scale.

Usability Test Script

Hi, (participant's name). My name is Blake Thomas, 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 5 - 10 minutes.

The first thing I want to make clear right away is that 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 out! If you have any questions as we go along, just ask them.

OK, let's get started. I'd like to ask you just a few quick questions about yourself before we get started with completing a few tasks.

Scenario Task

- 1.) You just downloaded the Wording app. Now try and sign up.
- 2.) You started a new class and have a new word and folder you would like to add.
- 3.) You know your weakness is spelling, so try to test your accuracy at spelling vocabulary.
- 4.) You know games tend to help you learn best. Pick a game to build your vocabulary skills.

Test One

Name: Jeremy F.

Age Range: 20s

Profession: Hospitality

Education Level: BS

Location: Charleston, SC

Quote:

“The sign-up process looks great and easily interactable”

1.) You just downloaded the Wording app. Now try and sign up.

- Looks good

2.) You started a new class and have a new word and folder you would like to add.

- Adding the class/folder is pretty straight forward.

3.) You know your weakness is spelling, so try to test your accuracy at spelling vocabulary.

- Change the verbiage to “select the test tab”

4.) You know games tend to help you learn best. Pick a game to build your vocabulary skills.

- Looks good as well

Addition comments:

- I would add some sort of label as “tutorial” for the wording, definition, spelling, and game portion (4 slides after sign-up screen), just for flow of the test. In terms of the instructions, it is hard to follow from sign-up to adding a class.

Test Two

Name: Joey F.

Age Range: 30s

Profession: Human Resource

Education Level: Graduate Degree

Location: Greenville, SC

Quote:

“Great job setting up the app and it’s flow”

1.) You just downloaded the Wording app. Now try and sign up.

- Successfully signed up

2.) You started a new class and have a new word and folder you would like to add.

- Successfully added new word and folder.
- Would be nice if the Home or Menu screen popped up upon logging in.

3.) You know your weakness is spelling, so try to test your accuracy at spelling vocabulary.

- Successfully tested spelling

4.) You know games tend to help you learn best. Pick a game to build your vocabulary skills.

- Successfully picked a game

Test Three

Name: Sawyer M.

Age Range: 20s

Profession: Food & Beverage

Education Level: BS

Location: Austin, TX

Quote:

“I would have liked to have been able to type in the places instead of it just being for show”

1.) You just downloaded the Wording app. Now try and sign up.

- Successfully signed up

2.) You started a new class and have a new word and folder you would like to add.

- Successfully added new word and folder.

3.) You know your weakness is spelling, so try to test your accuracy at spelling vocabulary.

- Successfully tested spelling

4.) You know games tend to help you learn best. Pick a game to build your vocabulary skills.

- Successfully picked a game
- There wasn't a difference between the games or the layout. The buttons that were suppose to be clicked were available but I wasn't sure what else to do.

Usability Test Report

task	observation	severity	recommendation
1	successfully signed up the process went smoothly	0	nothing
2	in terms of the instructions, it is hard to follow from sign-up to adding a class	3	label tutorial pages and add Home or Menu screen popped up upon logging in
3	successfully tested spelling	0	nothing
4	successfully picked a game, but would like the games to be dif- ferent	1	make each of the three games labels different according to type of game