

# USABILITY TEST PLAN DASHBOARD

## AUTHOR

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## CONTACT DETAILS

## FINAL DATE FOR COMMENTS

### PRODUCT UNDER TEST

What's being tested? What are the business and experience goals of the product?

Product: a self-care website for newly singles

Business goals: membership + sponsorship (treatment section)

Experience goals: find mutual support from similar others and direct help from professionals

### BUSINESS CASE

Why are we doing this test? What are the benefits? What are the risks of not testing?

The test is to find out if the website can ease the users' pain points, which helps to identify the suitable path to meet users' needs. If not testing, everything based on imagination, then it's possible to putting unnecessary effort on wrong product.

### TEST OBJECTIVES

What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested?

- 1) Do users understand the whole logic of content in this website?
- 2) Do users find it easy to seek mutual support in the 'community' section?
- 3) Do users think that 'community' plays the most important part in healing and also in this website?
- 4) Do users find the content of the 'guidance' section helpful and practical enough to help?
- 5) Do users find it difficult to distinguish the difference between 'inspirations' and 'instructions' / 'self-care kit' and 'self-care activity'?

### PARTICIPANTS

How many participants will be recruited? What are their key characteristics?

five participants who just broke up (from an intimate relationship), feeling lonely, lost and even depressed, are all actively seeking a way to move on.

### EQUIPMENT

What equipment is required? How will you record the data?

online meeting and screen recording via zoom

### TEST TASKS

What are the test tasks?

- 1 user goal: find support
- (1) Use this platform to find if anyone feel the same as you do.
  - (2) Use this platform to express some thoughts (that you either fear bothering others or fail to be understood).
- 2 user goal: find help
- (1) Find a book to read during those tough days.
  - (2) Look for an article that guides you to move on step by step.
  - (3) Find a way to become a member and book an activity for yourself.

### RESPONSIBILITIES

Who is involved in the test and what are their responsibilities?

sammy, chen shanyan: in charge of the whole process

### LOCATION & DATES

Where and when will the test take place? When and how will the results be shared?

zoom, 5th to 7th novemeber

## PROCEDURE

What are the main steps in the test procedure?

