

# Usability Test Plan

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Aspect	Description
Test objectives	To evaluate the overall usability of the coworking space management website. To identify usability issues and gather user feedback for improvements.
Scope	This usability test will focus on assessing the user interface, navigation, and overall user experience of the coworking space management app.
Participants	We will recruit 4 participants who match the app's target user demographics, including freelancers, remote workers, and small business owners familiar with coworking spaces.
Test procedure	Each participant will be introduced to the app and its basic functionalities. Participants will be asked to complete specific tasks using the website such as: a. Finding information about available amenities. b. Providing feedback on a recent coworking space visit. c. Contacting customer support for assistance. Participants will use the "think-aloud" method, sharing their thoughts and impressions as they navigate the app. Observers will take notes and record participant actions
Tasks	Task 1: Register as a user and log in as that user. Task 2: Locate information about available meeting room sizes and amenities. Task 3: Use the website on a mobile view. Task 4: Inquire about membership options.
Post-test questions	How would you rate your overall experience with the app on a scale of 1 to 5, with 5 being the best? Were you able to complete the assigned tasks easily? If not, what challenges did you encounter? What aspects of the website's user interface did you find most intuitive and user-friendly? Were there any specific features or functionalities that you found confusing or difficult to use? Do you have any suggestions for improving the website's usability or user experience?

	Did you encounter any technical issues or bugs during your interaction with the website?
Test Environment	Devices: iOS and Android smartphones and tablets Operating Systems: Latest two versions for both iOS and Android Test Location: Usability testing lab with controlled environment Moderator: [Moderator's Name] Observers: [List of Observers] Website Version: [Specify the app version being tested] Recording and Analysis tools: Google forms

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## Usability Test Report

Test objectives	<ul style="list-style-type: none"> <li>• Figure out what the website is about from the landing page</li> <li>• The user is able to find the information about membership prices</li> <li>• Find contact information to be able to ask questions</li> <li>• Be able to easily find information on how secure their data is with this company.</li> <li>• Be able to read reviews from other users</li> <li>• The user should be able to easily navigate the website and find the different features they are looking for</li> </ul>
Participants	User 1 – A friend of Einar who had no experience with designing User 2, 3 and 4 - First year students studying IT
Test result	<p>Task 1: Register as a user and log in as that user.</p> <p>Findings:</p> <ul style="list-style-type: none"> <li>• Users easily find the register and login page</li> <li>• When delivering the form it does not give the user any feedback</li> </ul> <p>Task 2: Locate information about available meeting room sizes and amenities.</p> <p>Findings:</p> <ul style="list-style-type: none"> <li>• The users are able to find the room sizes and amenities on the “floor plan” page</li> </ul> <p>Task 3: Use the website on a mobile view.</p>

	<p>Findings:</p> <ul style="list-style-type: none"> <li>• The log-in page becomes too thin on mobile</li> <li>• The navbar scales, but the text gets mashed together. We should make the navbar a hamburger menu instead on mobile view.</li> <li>• The footer elements do not follow the same line</li> </ul> <p>Task 4: Inquire about membership options.</p> <p>Findings:</p> <ul style="list-style-type: none"> <li>• Users are easily able to find information on the membership page.</li> <li>• The page could use some more information</li> </ul>
Key findings	<p>Positive Observations:</p> <ul style="list-style-type: none"> <li>• The navigation menu was straightforward, making it easy to find different sections of the website</li> <li>• Page layout is really good and easy to read.</li> <li>• The registration form was particularly useful for easy communication. Additionally, the navigation buttons were intuitive, providing clear pathways to different sections of the website, enhancing overall usability.</li> </ul> <p>Areas for Improvement:</p> <ul style="list-style-type: none"> <li>• Scaling for mobile devices needs improvement, the text was too big for that size.</li> <li>• Lacks interactivity and has limited design elements.</li> <li>• pictures on the floor plan page were low resolution and some had watermarks.</li> <li>• the about us page was a little hard scrolling through.</li> <li>• Register page might be a bit wide, a bit jarring compared to the login page.</li> <li>• implement feedback when a user registers or logs in to the website.</li> </ul>
Additional insight	<ul style="list-style-type: none"> <li>• to make the navbar scalable so on mobile view it becomes a drop down menu.</li> </ul>