

Submission for SPEC 1

Usability Testing



VietnamWorks Application (Android version)

Group 1

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General Preparation

Observation Document

The observation document will include: Information about the Observed Group for Facilitator to fill; Test introduction contains Dummy Account to login, the name of task and its goal for the Tester; Notes Sheet for Observer.

Needed Resources

Task	Dummy Account's Condition	Email	Password
Search for suitable jobs	Already used Filled complete Profile	Testing123@gmail.com	Testing123@
	Just registered, Hasn't started using	Testing3456@gmail.com	Testing3456@
	Just registered, Hasn't started using	Testing9@gmail.com	Testing9@
	Just registered, Hasn't started using	Testing7@gmail.com	Testing7@
	Just registered, Hasn't started using	Testing8@gmail.com	Testing8@
Customize Profile (CV) after using for a while	Already used Skipped 'Create your profile', Profile is blank	Testing456@gmail.com	Testing456@
	Already used Skipped 'Create your profile', Profile is blank	Testing2345@gmail.com	Testing2345@
	Already used Skipped 'Create your profile', Profile is blank	Testing3@gmail.com	Testing3@
	Already used Skipped 'Create your profile', Profile is blank	Testing2@gmail.com	Testing2@
	Already used Profile is incomplete	Testing1@gmail.com	Testing1@
Apply For A Job that have already	Already used Incomplete Profile has 2 Saved Jobs in My Jobs for Manager	Testing789@gmail.com	Testing789@

been saved in My Jobs	Already used, Incomplete Profile has 2 Saved Jobs in My Jobs for Python Developer	Testing1234@gmail.com	Testing1234@
	Already used Incomplete Profile has 2 Saved Jobs in My Jobs for Doctor	Testing4@gmail.com	Testing4@
	Already used Blank Profile has 2 Saved Jobs in My Jobs for Doctor	Testing5@gmail.com	Testing5@
	Already used, Blank Profile has 2 Saved Jobs in My Jobs for Python Developer	Testing6@gmail.com	Testing6@

5 Android Phones	with Vietnamworks App installed from < https://i.diawi.com/uXhnR9 >
1 Timer (phone)	To estimate the duration for each task performance
5 copies of Observation Document	1 for each Task Testing 5 copies for 5 Observers To note and record testers' actions, feedback
3 copies Script	For 1 Facilitator To introduce the test, overview the app and notes to the tester prior the testing process

One User Group Description

User Group	Description
Freelancer	Goal: Looking for Online Job, Online Project-based Job Job levels: Any (Entry Level, Manager) Work experience: Any (Yes/ No)

Assign role for team members

Observing Group <i>Each member of the observing group should experience each role at least one time.</i>	Observed Group <i>try to behave as you would in everyday life.</i>
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As an Usability Expert		As a Tester	All team members
Facilitator	Thao		
Observer	Rest of the team		

Script

Introduction to the test

This test for VietnamWorks Application (Android version) is to inspect the design for user's tasks performance and to report any inconvenient issues or errors during the usage experience, in order to enhance users satisfaction using the application in term of accomplishing their goals.

Overview of the app

VietnamWorks Application is designed as a platform for the recruiting interaction between **job seekers** and **recruiters**.

The Application offers users **the search for jobs** based on their criterias, such as job title, job categories, working location, salary range and company. Moreover, when users find their interest in particular jobs, applications can be sent directly.

VietnamWorks has been successful with its web application, and now is expanding in the smartphone application markets for both iOS and Android.

To: The Testers

The key of designing the VietnamWorks Application is to provide a smart and convenient way for jobs hunting and recruiting, therefore, **users satisfaction** is the center of its design.

During the testing process, if there is any external inconvenience during the testing process, feel free to express your thoughts and it is **okay to leave** at any time.

In other words, **every opinions** about the usage experience **is respected and welcome**. It is the Vietnamwork Android Application that we're testing, not you. You can't do anything wrong here. Don't have to worry about making mistakes.

As you test the app, we encourage you to try to **think out loud**: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Tasks Preparation

Three tasks are listed in details that will be tested during the usability testing focus group. For each task, there are detail descriptions include goal, frequency, location, risk(s), precondition, steps, durations and its scenario.

Apply For A Job <i>that have already been saved in My Jobs</i>	
Goal	Submit CV to the recruiter
Frequency	A few times
Location	My Jobs/ Job Detail
Risks	incomplete/ outdated profile , which leads to false sent info
Precondition	Login, Have saved jobs in My Jobs
Steps	<ol style="list-style-type: none"> 1. Go to 'My Jobs' 2. Scan through the list of saved jobs 3. Choose and read in detail 4. Apply 5. Customize/ Review Profile 6. Send Application
Duration	5 - 10 mins
Background	<p>Hoang, 21 years old, lives in Ha Noi, has just graduated from Rmit University in Information Technology Major and looking for a suitable job.</p> <p>After downloading and using the app for a while. Hoang have already searched for his desire job, Python Developer. And there were 2 suitable job that he saved.</p>
Scenario	<p>To continue his job hunting process, Hoang opens the app and goes to My Jobs with some jobs he's already saved.</p> <p>Looking through the list, Hoang wants to read each job details carefully before apply for one. He then taps each and read from The Job to Company Info.</p> <p>Finally, Hoang choose one which he thinks is the most suitable for him, then apply for the job. Before sending application, Hoang wants to review his Profile, which is incomplete and outdated. He fills all the information, gets back to 'Confirm to apply' page and sends his application.</p>

Search for suitable jobs	
Goal	Find suitable options
Frequency	Mostly Used / Many times
Location	Search/ Results (top right widget)
Risk(s)	Mis-typed search keywords , which leads to not get desired search results
Precondition	Login
Steps	<ol style="list-style-type: none"> 1. Go to 'Search' 2. Enter Job title/ Keywords and Location for Search 3. <u>Customize Filter</u> for more accurate results 4. Scan through the list 5. Choose one, then read, then back to list 6. Choose another one, then read, <u>save job</u>, then back to list 7. <u>Set alerts</u>
Duration	3 - 5 minutes
Background	Phuc, 28 years old, a freelance Graphic Designer in Saigon, searching for a better opportunity from a settle job.
Scenario	<p>Opens VietnamWorks Application, 'Search' page is in sight. Phuc enters his 'Job title/ Keywords' as Designer and 'Location' as Ho Chi Minh City.</p> <p>He wants better results with Salary Range 1,000 - 1,500 USD, and Job Categories as Arts/ Design, and Job Level as Experienced (non-manager), so he customizes in 'Filter'.</p> <p>'3 jobs found' in the list, Phuc takes his time to read in details for every job ad, from 'The Job' to 'Company Info'. He saves 1 job in 3 available that he thinks is suitable.</p> <p>But, he isn't sure if this is the one he has been looking for. He wants for more results in time. Phuc goes back to the Results page, tap on the 'bell' icon to <u>create a job alert</u>.</p> <p>Goes back to his work, Phuc hopes to receive notifications about this job later on.</p>

Customize Profile (CV) after using for a while	
Goal	CV is totally completed
Frequency	Whenever there are changes in personal profile
Location	Menu Panel/ View your profile/ My Profile
Risks	Mis-Typing Personal Information Uploading Wrong Image to Avatar Image Cannot find the specific labels, keywords
Precondition	Login
Steps	<ol style="list-style-type: none"> 1. Go to 'Menu Panel' (top left) 2. Tap on 'View your profile' 3. Get to 'My Profile' 4. Edit Personal Info 5. Edit Profile Info, Job preferences and CV Privacy
Duration	5 - 8 mins
Background	Emma Nobodee, 25, lives in HCMC, unemployed, looking for a job. She has just heard of 'VietnamWorks Application' from her friends, so she downloads the app from Play Store with her Android smartphone.
Scenario	<p>She opens the app and follows the guide to "Let's get started!", then she taps on 'Create your profile'. Instead of tapping on 'Create your profile', she gets 'back to job' with the intention of checking the app first.</p> <p>After playing around with the app, searching for jobs that she is interested in, Emma feels good about the functions and services that the app offers, she decides VietnamWorks app to be her choice of job seeking, instead of newspapers and company sites.</p> <p>Since VietnamWorks app is now Emma's job seeking choice, she needs to fill her profile (CV) concisely.</p> <p>Emma goes back to the Home page, looks for the profile editing section in the app, she tap on Menu Panel on the top left and finds 'View your profile'.</p> <p>Emma taps on the pencil icon, then edits her Personal Info, then 'Save'. She fills in her Profile Info, Job preferences, and chooses her CV privacy.</p> <p>Emma's CV is completed and now Emma is ready to apply for jobs. She exits 'My Profile', and get back to her search.</p>