USABILITY TEST PLAN

Test Set Up

People invovled in test

△ Researcher

- The main person that will be **conducting the interviews**
- Good understanding of the **problem statement** and the **capabilities of the design**
- Should **not be guiding directly** and **ask direct questions** but rather try to see what is going on through the users mind, what are their fears, their joys, and what is the general thought process
- Provide full attention to the user and the test
- Have a **friendly, informal and positive attitude**
- Responsible for creating the test setting, explaining what the test is looking for, what is the general idea of the project and how the test will be conducted

□ Scribe

Main responsibility is to **take notes** of the research, **paths taken**, **main problems**, where users are getting blocked, what questions are answered correctly or not, and what emotions can be picked up from the user (frowning, smiling, concerned look etc)

○ Observers

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General Notes

1. Have a friendly, positive and caring attitude
2. Test sessions are not to test the abilities of the users to follow instructions
3. Test sessions are not to test the user skills or understanding, but the usability of the design
4. Follow the test plan but not strictly - allow users to exp ress their concerns, the problems that they faced or they are reminded when at a certain step
5. Explain beforehand how the test will go(eg: test will have 2 phases 1 short interview and then given some tasks etc), what is the project about , why is the test performed
6. Silence is golden - some people require some time to think about the task or to read the interface

When silence takes too long - ask users what goes through their mind and what are they thinking about

If user hits a flow that is not available or designed:
- Ask what they are expecting to find in that area
- Why are they going to that area (could be just as a discoverability phase)
- Ask a couple of why questions (2 - 3) to their answers to find the deeper meaning of their thought process
- Explain that is currently out of the scope for the current session

Questions before the test interview:

Examples

1. What are the communication tools that you use at work? How about in your personal life? Why you use said tools?

2. Do you consider yourself more a mobile, pc or web user? Can you provide more details as why you gave the above answer?

3. How does the best workday look for you?

4.Whats the average of meetings you have per week?

5.Do you prefer texting/chatting over audio/videocalls? Why is that?

> ⚠ Do not ask questions about what other people would do, or to give 3rd hand examples. We are looking for behaviours of the user that is specifically tested.

Ask the User to speak out loud their thought process

Follow up questions to get to the deeper meaning:

- What made you click there?
- What do you think you will find there?
- What were you expecting to find there?
- What was it that confused you? Why is that? What you were expecting?

Problem Statements

Identify all the problems we are looking to test and why (generally are the issues identified in the feedback)

Have a clear understanding and a fixed number but still allow for new problems to be indentified during the session and try to find out more about these problems (framing, why does it happen, is it personal preference or learned behaviour etc)

User flows

Know the answer to the questions or how we are expecting to be solved. The interaction cost should be known for the answer of each question (how many clicks does it generally take to get to the answer)

The flows can be the same for different questions (more information can be placed in the same place) but then questions should be varied so we can see navigation patterns and discoverability.