

USABILITY TEST PLAN DASHBOARD

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PRODUCT UNDER TEST What's being tested? What are the business and experience goals of the product? <i>THE NEW SITE AT (TEST SITE URL)</i>	TEST OBJECTIVES What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested? <i>DO PEOPLE UNDERSTAND THE VALUE PROPOSITION -- THE CONCEPT OF AN ONLINE CONCERN SERVICE?</i> <i>DO PEOPLE TRUST THE SERVICE?</i> <i>DO THE EMAILS HELP PEOPLE PROCEED THROUGH THE VARIOUS STAGES?</i> <i>DO PEOPLE UNDERSTAND HOW TO CHOOSE A TIME SLOT ON THE BOOKING SCREEN?</i>	PARTICIPANTS How many participants will be recruited? What are their key characteristics? <i>8-8 PARTICIPANTS RECRUITED VIA PANEL.</i> <i>- ALL MUST BE IN FULL-TIME EMPLOYMENT</i> <i>- ALL MUST OWN A SMARTPHONE</i> <i>A MIX OF MEN AND WOMEN, HOMEOWNERS AND RENTERS.</i>	TEST TASKS What are the test tasks? <i>FIND OUT MORE ABOUT THE SCHEME AND DECIDE IF YOU WOULD SIGN UP FOR IT.</i> <i>SIGN UP FOR THE SERVICE.</i> <i>FIND A TRUSTED PLUMBER WHO CAN FIT YOUR NEW DISHWASHER.</i> <i>REVIEW THE OFFER AND ARRANGE A TIME FOR THE PLUMBER'S VISIT.</i> <i>COMPARE 3 ALTERNATIVE DESIGNS OF THE TIME SLOT BOOKING SCREEN PAGE.</i>	RESPONSIBILITIES Who is involved in the test and what are their responsibilities? <i>David Travis (PM, DATALOGGER)</i> <i>JANE HART (COORDINATOR)</i> <i>PETER HUNTER (EYE TRACKING)</i> <i>JOHN KRAFT (CLIENT CONTACT)</i> <i>LES HEASMAN (TECH SUPPORT)</i> <i>LOUISE MANN (RECRUITMENT)</i>	
BUSINESS CASE Why are we doing this test? What are the benefits? What are the risks of not testing? <i>THE TEST WILL ADDRESS SEVERAL KEY QUESTIONS THAT THE DESIGN TEAM NEED ANSWERS TO FOR THE NEXT ITERATION. FAILING TO ANSWER THESE QUESTIONS NOW INCREASES THE RISK OF DEVELOPING THE WRONG PRODUCT.</i>		EQUIPMENT What equipment is required? How will you record the data? <i>LAPTOP WITH EYE TRACKING SOFTWARE AND MOBILE TEST SOFTWARE.</i> <i>ALL SESSIONS WILL BE RECORDED TO DIGITAL VIDEO.</i> <i>WE WILL LOG USABILITY PROBLEMS AND MEASURE TASK COMPLETION RATE AND TIME ON TASK.</i>		LOCATION & DATES Where and when will the test take place? When and how will the results be shared? <i>SEP 28 @ USERPOCUS, 3RD FLOCCADILEY, LONDON, WC2 9EP</i> <i>MAP: HTTP://1900.81/MAPE/8THB</i> <i>PHONE DEBRIEF ON SEP 27TH</i>	
PROCEDURE What are the main steps in the test procedure?					
0-5 MIN WELCOME / CONSENT FORM 5-10 MIN PRE-TEST INTERVIEW 10-45 MIN CARRY OUT THE TEST TASKS 45-60 MIN POST-TEST QUESTIONNAIRE 60-65 MIN POST-TEST INTERVIEW 65-80 MIN DEBRIEF / PAY INCENTIVE					

Usability Test Plan Document

Russ Unger, Carolyn Chandler

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Decoding **Usability Test Plan Document**: Revealing the Captivating Potential of Verbal Expression

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