

Usability Test Plan

Group 6: Calendar Group:

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Introduction

The calendar application is for any user wanting to track their schedule with an Android device.

The basic functionality is: [quoting Group 6] “create appointments and be able to open up these appointments to see basic information. These appointments can be edited and contain information such as time, location, attendees, general notes, and possibly the length of the meeting. Have an available task list that can be filled with tasks that have a due date and a general note about that task.”

Test Goals

The test goals are to discover if the application functions correctly and is easy for the user.

The tests will include having the testers use the calendar application to add an appointment, change an appointment, and delete an appointment. If there is time, we will also test whether the application is easy to use by creating a stressful environment by playing annoying sounds on headphones and seeing if the user can still do the tasks easily.

Test Cases

There are three test actions distributed over three scenarios used by the tester to test the calendar application. See next section for scenario details.

Adding

Goal: user can add an appointment in less than X seconds with less than Y touches.

Quantitative Measure:

X seconds (stop watch, Tester Observer 1)

Y touches (count, Tester Observer 2)

Qualitative Measure:

Is there any "lostness", ranked by observer from 0 to 10

What is affect of tester ? (watching and "reading", Tester Observer 3)

What is affect of tester ? (questionnaire)

Scenario: You have been invited to a party Saturday, April 16 from 5:30 to 7:30

Scenario: Add dentist's appointment Monday, May 9 at 9:45 am, include dentist's name and address: Dr. Moreno at 16578 North Broadway

Scenario: Big test, add study session Monday, April 18 from 3 to 6 pm with pizza at the dog house AND add test on Tuesday, April 19 at 8 am in Rekhi 112

Editing

Goal: user can change an appointment in less than X seconds with less than Y touches.

Quantitative Measure:

X seconds (stop watch, Tester Observer 1)

Y touches (count, Tester Observer 2)

Qualitative Measure:

Is there any "lostness", ranked by observer from 0 to 10

What is affect of tester ? (watching and "reading", Tester Observer 3)

What is affect of tester ? (questionnaire)

Scenario: Change the party to pickup 3 friends starting 30 minutes earlier (separate event or same event with edits)

Scenario: Change Dr. Moreno to May 12 at 3 pm

Scenario: Change study session to the ambassador

Scenario: Change test to Thursday of that week in EERC 116

Scenario: Change party to stop at store before in the afternoon (separate event or edit)

Deleting

Goal: user can delete an appointment in less than X seconds with less than Y touches.

Quantitative Measure:

X seconds (stop watch, Tester Observer 1)

Y touches (count, Tester Observer 2)

Qualitative Measure:

Is there any "lostness", ranked by observer from 0 to 10

What is affect of tester ? (watching and "reading", Tester Observer 3)

What is affect of tester ? (questionnaire)

Scenario: Broke up with your girlfriend, delete the party and the pickup of friends

Scenario: Quit school, delete test and change study session to party! At Uphill 41 from 8 to midnight, note: bring clown costume and wig.

INSTRUCTIONS AND SCENARIOS for user

Scenario: The Party

You are a 20-something grad student, single, a good student but a little bit restless. You want some adventure in your life. One of your classmates in your badminton class tells you about a party. He gives you the address and time: Saturday, April 16 from 9:30 to 1:30, 514 Hubbell Street in Calumet.

1. Task: Add the party

Three friends from math heard about the party and text you asking for rides to the party. They can't leave until after work at 9 pm.

2. Task: change or add

While in the weight room you run into the party host. She's pretty friendly and after chatting a bit, invites you to get coffee. You hang out for a while and she asks you to bring some munchies to the party. You better stop at the store before you pick up your friends. How will you remember all this?

3. Task: change or add

Bad news, you saw that party girl from the weight room on facebook and her status is committed. Forget helping with the party. Why bother, you can just hang out and play world of warcraft instead.

4. Task: delete the party and the pickup of friends

Scenario: The Dentist

Something is definitely wrong in your mouth. It's been hurting since two days ago and it's getting worse fast. You've eaten like a whole bottle of ibuprofen. You ask your room mate if he knows any dentists and he recommends one in Hancock. You call up and make an appointment with Dr. Moreno, DDS, Monday, May 9 at 9:45 am, include doctor's name and address: Dr. Moreno at 16578 North Broadway

5. Task: Add dentists appointment

You get invited to go golfing with your boss all day, including lunch at the golf course with a potential client. It's on Monday the 9th and conflicts with the doctor's appointment. You call and reschedule the dentist to May 12 at 3 pm.

6. Task: Change dentist

Scenario: The Exam

Engineering class catches 50 students cheating and schedules a second big review exam to replace the first exam. Bad luck, you really studied for it. The new exam is Tuesday, April 19 at 8 am in Rekhi 112. Better get some classmates together to study or you won't pass. Plan a study session Monday, April 18 from 3 to 6 pm with pizza at the Dog House.

7. Task: add test, add study session

Some friends get food poisoning at the Dog House, no way will they go there again. You change the study session to the Ambassador.

8. Task: Change study session

Now the whole campus is into this cheating business and making a big deal out of it. The Chair of engineering hears about the cheating and insists on proctoring the exam himself. This means a reschedule to fit the Chair's schedule, exam is now on Thursday of that week in EERC 116.

9. Task: Change test

Bad, bad news. The Dean calls. They think you organized all the cheating. She says you can

voluntarily withdraw from school without anything on your record, or they will sue you and expel you. Rats! No more free ride in grad school. You decide your sick of this boring place anyway, it would be more fun to be a bartender on the beach in Cancun, so you quit school. Clear your calendar of school related stuff. Schedule a good bye party with all your friends at Uphill 41 from 8 to midnight the same Thursday of the exam. Better find your clown costume and wig so you can really go out in style. Woo hoo! Good times.

10. Task: update calendar, add party. Add get clown costume
 You sister called and said you shouldn't take crap from the school, fight it. You didn't organize any cheating. She's sending her high powered boyfriend lawyer to help you get off. Make appointment to meet with upper administrators for Wednesday, May 4 at 9 am. Meanwhile you get a letter from the Chair of engineering, he doesn't think you did it. Things are looking up!

11. Task: add appointment

Quantitative Measurement List

Quantitative Measure:

X seconds (stop watch, Tester Observer 1)

Y touches (count, Tester Observer 2)

Qualitative Measurement List

Qualitative Measure:

Is there any "lostness", ranked by observer from 0 to 10

What is affect of tester ? (watching and "reading", Tester Observer 3)

What is affect of tester ? (questionnaire)

Test Set Up

Checklist before test

done	1. copy of permission for testing for each tester
done	2. Email group 6 to remind test schedule
	3. Have testers sign permission form
	4. copy of test instruction and scenarios for each tester
	5. Log Sheet: copy of test observations (quantitative and qualitative for Test Observers)
	6. copy of tester schedule to track attendance
done	7. stop watch for timing
done	8. Counter tool
	9. copy of pre questionnaire for each tester
	10. copy of post questionnaire for each tester
	11. check batteries and other conditions for test
done	12. email testers to confirm
done	13. Annoying sound http://www.youtube.com/watch?v=2BIWNLC_iT4&feature=related
done	14. Headphones for annoying sound

done

15.Computer internet to play annoying sound

Questions to answer in test dress rehearsal

1. How to count touches? OK by observation, add clicker counter on android
2. What training for test observer? done
3. Can measure touches? Yes, see above
4. Can measure timing? Yes, used stop watch on android
5. Scenario tasks OK? Yes, edited and updated after dress rehearsal
6. Questionnaire reasonable? Updated after dress rehearsal
7. Instructions to user? Updates of what not work? Update of what to teach? Updated after dress rehearsal

Timetable of Test

Task	time
Greet tester, have them read instructions	1.5
Fill out consent and pre questionnaire	2.0
Android demo and time to get familiar	2.0
Read scenario: The Party	1.5
1. Task - The Party: add	2.5
2. Task - The Party: change	2.5
3. Task - The Party: change	2.5
4. Task - The Party: delete	2.5
Read scenario: The Dentist	1.5
5. Task - The Dentist: add	2.5
6. Task - The Dentist: change	2.5
Read scenario: The Exam	1.5
7. Task - The Exam: add	2.5
8. Task - The Exam: add	2.5
9. Task - The Exam: change	2.5
10. Task - The Exam: change	2.5
11. Task - The Exam: delete exam	2.5
12. Task - The Exam: add	2.5
13. Task - The Exam: add	2.5
Post Questionnaire	5
Total: tasks	32.5
Total: reading and questionnaires	15
Total Test Time	47.5 min

Scheduled Testers

all locations: 118 Rekhi Hall

Date and Hour	Test Observers	Name of Tester (white font to protect privacy)	Email Address
Monday, April 11, 1 pm	Whole team 6		
Monday, April 11, 4 pm	Whole team except Hyunji and Brock		
Tuesday, April 12, 2 pm	Matt and Brock		
Tuesday, April 12, 3 pm	Matt and Brock and Hyunji		
Tuesday, April 12, 4 pm	Whole team 6 except Zach		

PRE QUESTIONNAIRE

Pre User Test – Group 6, Calendar Application for Android (April 2011)

This questionnaire asks for some information before you act as tester of our calendar application.

Thank you for giving us this information. Circle all that apply.

1. Have you used a smartphone, ipod touch, or other touch hand held device before?

Yes / No

2. How much time have you used a handheld touch device?

Hours / Days / Weeks / Months / Years

3. Do you use a calendar application currently?

Yes / No

4. If yes, you use a calendar, is it (circle all that apply)

Online / Manual Handwritten / Handheld

5. What is your current mood.

1 2 3 4 5 6 7 8 9 10

1 = bad mood 10 = good mood

POST QUESTIONNAIRE

Group 6, Calendar Application for Android (April 2011)

This questionnaire asks you to rate 8 characteristics of the product. As you make your ratings, please try to reflect on everything you did and thought during the scenarios today. Please be candid and thoughtful in your ratings. In addition, please describe the product features or characteristics that most influenced your rating, whenever you can. Use circles to mark the rating.

1. Rate how predictable the product was. A very predictable product never leaves you surprised or confused.

1 2 3 4 5 6 7 8 9 10

Not Predictable

Highly Predictable

WHY?

2. Rate the capability of the product. A very capable product does everything you want it to do.

1 2 3 4 5 6 7 8 9 10

Not Capable

Highly Capable

WHY?

3. Rate the clarity of the product. A very clear product makes it easy to determine what to do next and how to find functions and features.

1 2 3 4 5 6 7 8 9 10

Not Clear

Highly Clear

WHY?

4. Rate the consistency of the product. In a very consistent product, you can apply the same basic concepts and procedures in many different ways.

1 2 3 4 5 6 7 8 9 10

Not Consistent

Highly Consistent

WHY?

5. Rate how pleasing the product looked. A product that is very pleasing is esthetically satisfying and attractive.

1 2 3 4 5 6 7 8 9 10

Not Pleasing

Highly Pleasing

WHY?

6. Rate the helpfulness of the product. A very helpful product provides you with the right information at the right time, in a way that is easy to understand.

1 2 3 4 5 6 7 8 9 10

Poor Helpfulness

Excellent Helpfulness

WHY?

7. Rate the efficiency of the product. A very efficient product lets you work quickly, smoothly, and accurately.

1 2 3 4 5 6 7 8 9 10

Poor Efficiency

Excellent Efficiency

WHY?

8. Rate your overall impression of the product. A product with which you are very impressed is likely to be one you use with confidence and enthusiasm.

1 2 3 4 5 6 7 8 9 10

Poor Impression

Excellent Impression

WHY?

9. Would you use this application? Yes / No WHY?

10. Were any tasks harder than others? Which ones? What made them harder?

11. Did you want or need more instructions? Yes / No Which area?

12. Is there anything you would change? Yes / No WHAT?

Instructions to Users/Testers

Please read before beginning test.

What's a usability study? It's a way for us to see what works and doesn't work for users when they are using a product. Obviously, software developers want their products, websites, and systems to be as easy to use as possible. Our job is to evaluate their work to find out how close they come to meeting this objective. Today you will help us evaluate an android calendar application.

It's important to remember that it is the software that's being evaluated, not you! Our philosophy is that the user is always right, and that when problems are found it is the developers' job to make the software fit you - not the other way around!

Do you have any questions about usability studies or their goals?

One additional note is that it's important for you to stay focused on the evaluation and to work undisturbed. Please turn off your cell phone, if you have them with you. You can take a break once during the hour to check your messages and return calls, if you like.

1. First, I would like for you to complete the following two forms: Consent Form and Pre Questionnaire.
2. Now we are going to start using the calendar app. There are three things to keep in mind as you work with the calendar today. First, the application is still under development, so the software you will be working with today is a prototype and not a finished product. Second, you will be using an android phone today. This phone has functions similar to any android or ipod touch. We can give you an overview of how the phone works if you like. Especially note there is a back button, menu button, and long click that acts like a right mouse click. This application uses touch gesture recognition, so please look at the help menu to see the options. [Browser Demo]
3. After you complete the usage scenarios, we will ask you to complete a questionnaire. If there is time, we will repeat some part of the test under "annoying" conditions, with annoying music to see if the application is easy to use when under stress.
4. Now I will ask you to complete each of three usage scenarios using the prototyped calendar. Read each scenario, then begin any tasks associated with the scenario. Please begin each scenario from the WIDGET SCREEN.

THANK YOU for participating today!

LOG SHEET – Usability Testing, Group 6, Calendar

April 2011, Grad Student: Harriet King

User Test Subject: _____

Signed permission: yes / no

Did pre-questionnaire: yes / no

Did post-questionnaire: yes / no

Any affect to note: _____

The Party	Type (change, add, delete)	Number of touches	Lostness ?	Time
1. Task: Add the party				
2. Task: change or add				
3. Task: change or add				
4. Task: delete the party and the pickup of friends				
The Dentist				
5. Task: Add dentists appointment				
6. Task: Change dentist				
The Exam				
7. Task: add test, add study session				
8. Task: Change study session				
9. Task: Change test				
10. Task: update calendar, add party. Add get clown costume				
11. Task: add appointment				

References

Questionnaire adapted from

<http://ucs.ist.psu.edu/CaseStudy/Garden-com/Evaluation/SessionScript.pdf>

Instructions to user adapted from

<http://ucs.ist.psu.edu/CaseStudy/Garden-com/Evaluation/SessionScript.pdf>