

Usability Test Plan & Script

Usability Test Plan

This test plan is a summary of the intended usability testing with five to six participants for the BookRapport mobile prototype, a book club social app.

Tasks

1. Find the event information for the next Beers, Books & Bros book club meeting.
2. Submit an RSVP of yes or no to the next Beers, Books & Bros book club meeting.
3. Find the book Beers, Books & Bros is currently reading.
4. Purchase the book Beers, Books & Bros is currently reading from iBooks.
5. Find recipes suggested for the title Beers, Books & Bros is currently reading.
6. Find the recipe for Baked Brie with Puff Pastry.

Participants

My desired participants will already be members of one or more books clubs, between ages 20-70, a mixture of both male and female, and comfortable using a computer, smartphone, and the Internet.

Session Details

The session will be held in the participant's home or a coffee shop, simulating a natural environment where they might be using the app in a relaxed environment. The prototype has been created with Photoshop CS6 Extended and InVision for a simulated iPhone 6 screen.

Usability Test Script

<Google Chrome is open on MacBook Air to Google search page.>

Hello, _____. My name is Jef Blocker, and I'll be facilitating our session today.

Before we start, I am going to read over some information for you to ensure I cover everything.

You may have an idea of why I asked you to participate today, but let me go over it again quickly. I'm asking people to try using a prototype of an app I've worked on so I can find out whether it works as intended. This app is only a prototype and not the finished product. This session should last about twenty minutes.

The first piece of information I want to make clear is I'm testing the app--not you. You cannot do anything wrong here. In fact, this is probably the one instance where you don't have to worry about making mistakes.

As you use the app, I'm going to ask you as much as possible 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 very helpful for me.

Also, please do not be anxious that you'll hurt my feelings. I'm doing this to improve the app, so I need to understand your honest reactions.

If you have any questions at any time, please ask them. I might not be able to answer them immediately, since I need to know what users do when they don't have someone sitting next to them to help. However, if you still have questions when we've finished, I'll try to answer them then. Also, if you need to take a break at any time, please just let me know.

Do you have any questions so far?

Okay, before we look at the app, I'd like to ask you a few questions.

First, what is your occupation? What do you do all day?

Now, how many hours per week do you estimate you spend using the Internet, including surfing and email, at home and at work?

What is the rough percentage of time you spend on email opposed to browsing the Web?

What types of sites do you visit when you browse the Internet?

Do you have any favorite websites?

Do you currently or have you in the past used a smartphone with mobile apps?

Are you currently an active member of a book club that meets four or more times per year?

Do you usually buy the title your book club reads? If so, do you purchase the title online, either as a physical book or e-book?

Okay, that's great. We've completed the questions, and now we can start looking at the app.

<Click on the bookmark for BookRapport's home page.>

First, take a look at this page and tell me what you make of it: what stands out to you, who you think it's designed for, what you can do here, and what purpose it's for? Just explore and create a narrative for it.

Also, please don't click on anything yet.

<Allow the test subject to explore for three or four minutes.>

Thanks. Now I'm going to ask you to try and do some specific tasks. I'll read each task aloud and give you a printed copy.

I'm also going to ask you to do these tasks without using Search, because it does not actually work at this stage. I'll learn much more about how well the app works that way.

And again, as much as possible, it will help me if you can try to think out loud as you go through the tasks.

<Hand the participant the first scenario, and read it aloud.>

<Allow the use to proceed until it's no longer producing any value or the participant becomes very frustrated.>

<Repeat for each task or until time runs out.>

Thank you for your assistance. Your time and effort has been very helpful.

Now that we're done, do you have any questions for me?

<Thank them and escort them out.>

Task 1

Find the event information for the next Beers, Books & Bros book club meeting.

Return to the Home screen.

Task 2

Submit an RSVP of yes or no to the next Beers, Books & Bros book club meeting.

Return to the Home screen.

Task 3

Find the book Beers, Books & Bros is currently reading.

Return to the Home screen.

Task 4

Purchase the book Beers, Books & Bros is currently reading from iBooks.

Return to the Home screen.

Task 5

Find recipes suggested for the title Beers, Books & Bros is currently reading.

Return to the Home screen.

Task 6

Find the recipe for Baked Brie with Puff Pastry.

Return to the Home screen.