REMINDER X

USABILITY TESTING PLAN

ADRIANA CERROTTI INTERACTIVE MEDIA

Client: Reminder X

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Date: Apr. 12, 2016

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Introduction

This document describes a test plan for conducting a usability test during the development of the *Reminder X* app. The purpose of this test is to determine if it responds to our previously set design principles and features. In addition to that, it will give us the opportunity to detect potential design concerns that might require improvement of the app's efficiency and user satisfaction.

Goals

- Establish whether participants can figure out, and learn to use, the app's navigation with minimal effort.

- Determine if the time and effort it takes to create quick notifications is satisfactory to them.

- Discover if the feature to further navigate the app and set up reminders with more information (with notes, attachments, categories and other additional features) is worth the user's time and effort and satisfies her needs sufficiently.

  - If the task, and app's interface is easy to remember.

  - If the customization offered is useful and sufficient.

- Gather reactions from participants about the overall experience of setting reminders through an app in contrast with making notes.

- Collecting feedback about the app's design.

- Collecting feedback about their overall experience.

Test Participants

- Number of Participants: 4 (the same previously interviewed participants)

- Gender: 2 women, 2 men.

- Employment status: All participants are employed.

- Age: between 49 to 57.

- Users of similar devices: Half currently use reminders, half use only paper notes.

- Income: Half of the participants earn <40K. The other half earn > 65K.

- Technical: All PC users and iPad and iPhone/Android phone users.

- Similarities: All concerned about effectively respond to work schedules and appointment responsibilities.

Test Modality and Methodology

Test sessions will be run:

- Two of them in person (about 20 minutes each)
  - At *Adriana Cerrotti Interactive Media*'s office.
  - Using a set of photocopies of the design elements. Each participant will use a new and clean set. Participants will be allowed and encouraged to annotate the elements and make notes on a separate paper.
- Two more, using Skype (about 30 minutes each)
  - From *Adriana Cerrotti Interactive Media*'s office.
  - We will share a screen.
  - We will use a Power Point presentation. Participants will be allowed and encouraged to make notes on a separate paper.

Note: At the present participant number quantitative measures become statistically insignificant. However, I am assuming that in real life a higher number of participants would be used to test an app.

Test Modality and Methodology
The facilitator

- A facilitator will guide the test.
- The facilitator will respond to any participant's questions before starting the test.
- The facilitator will provide an overview of the study to the participants.
- The facilitator will inform the participant that she is evaluating the application rather than the participants.
- The facilitator will ask pertinent questions to the participants, such as questions related to their expectations and feelings toward the test and technical issues.
  - Example: What device do you currently use to schedule your appointments?
  - For how long you have been using it?
  - Are you satisfied with it?

Test Modality and Methodology
The participants

- The participants will follow a set of tasks and scenarios presented to them.

- The participants will provide consent and acknowledge they are volunteers and free to stop the test at any time.

- They will be requested to "think aloud" and be informed that the facilitator will take notes as the test progresses.

- The participants will respond to questions and provide feedback regarding the usability and acceptability of the user interface.

Scenarios

The following are task scenarios the participant will experience throughout the test.

Scenario 1
First Impression

Details:

Now, imagine that you heard that there is an alternative to just writing notes on papers and stick them on your computer to remember appointments, other schedules, and even trivial errands. The alternative is an app that you can use from your phone.

Please take a quick look at the first screen.

Probe Questions:

In a scale from 1 to 5 - being 1 the lowest - how simple does the app appear to you?

In a scale from 1 to 5 - being 1 the lowest - how inviting (as encouraging you to explore it) does the app appear to you?

What specifically invites you to enter it?

What specifically disengages you?

What would you expect or would like to find instead?

Scenario II
Quick Reminder

Details:

Now, imagine that you were at work, in-between meetings, and just remembered that after work you needed to go to the market and buy a mouth wash.

Please go ahead and create a quick reminder with that purpose. When you are done, please go back to the starting screen.

Probe Questions:

In a scale from 1 to 5 - being 1 the lowest - how easy was performing the action?

Was the amount of effort and time it took for you to create the reminder reasonable given the solution it provided?

How would you describe the whole experience?

Scenario III
Customized
Reminder

Details:

Now, imagine that you need to remember an important appointment for next week, such as a meeting. In this case not only the date and hour you need to remember, but to bring some papers to the meeting and perhaps let another person know about it all.

Please go ahead and create a customized reminder for next week.

Probe Questions:

In a scale from 1 to 5 -being 1 the lowest- how simple the experience was to you?

Was the amount of effort and time it took for you to create the reminder reasonable, given the solution it provided?

How would you describe the whole experience?

Scenario IV
Scheduled Reminders

Details:

Now, imagine that today you do not work, but you have the need to know how busy the coming week will be in order for you to take a "x" decision.

Please go ahead and check the appointments you scheduled for the coming week.

Probe Questions:

In a scale from 1 to 5 - being 1 the lowest - how simple was it for you to perform the action?

Was the amount of effort and time it took for you to create the reminder reasonable, given the solution it provided?

In a scale from 1 to 5 - being 1 the lowest - how easy do you think it would be for you to check the appointments next time you use the app?

Do you find the feature to be *very useful, useful* or *useless*?

How would you describe the whole experience?

Scenario V
Editing Reminders

Details:

Now, imagine that you had an appointment with your physical therapist scheduled for the 1st of October. Five minutes ago, they called you from the office to move it from 10:30 am to 11:30 am. You need to update your reminder.

Please go ahead and edit your *1st of October* reminder.

Probe Questions:

In a scale from 1 to 5 - being 1 the lowest - how simple was it for you to edit the reminder?

Was it reasonable given the solution it provided?

In a scale from 1 to 5 - being 1 the lowest - how easy do you think it would be for you to edit an appointment next time you have to do it?

Do you find the feature to be *very useful, useful* or *useless*?

How would you describe the whole experience?

Scenario V
Editing Reminders

Details:

Now, imagine that you need to take a medicine at certain time,. Then, you most certainly will be having a meeting. Your phone will be right there with you in case you need to answer an emergency call, but you don't want your reminder to sound while you are at the meeting. Then, you need to fix your reminder to *sound off*.

Please go to the app's settings and make the adjustment.

Probe Questions:

In a scale from 1 to 5 - being 1 the lowest - how simple was it for you to make the adjustment?

Was it reasonable given the solution it provided?

In a scale from 1 to 5 - being 1 the lowest - how easy do you think it would be for you to perform this action again in the future?

Do you find the feature to be *very useful, useful* or *useless*?

How would you describe the whole experience?

Test Session Schedule

Test sessions will be run from Monday April 18th, through Tuesday the 19th, 2016.

The test session schedule appears bellow.

4/18 @ 1pm

4/18 @ 7pm

5/18 @ 1pm

5/18 @ 6pm

Reporting
Results

The Usability Test Repot will be offered within approximately a week from the conclusion of the test. It will include all the pertinent results, evaluations, and recommendations.

DESIGN MATERIALS

Paper-and-Pencil Test

Screens

- A- Start
- B- Settings
- C- New
- C1-New filled out
- D- More Options
- E- New Created Quick Reminder
- E1- New Customized Reminder
- F- Scheduled Reminders
- G- Calendar
- G1- Calendar details
- H- Categories
- H1- Category details
- I- Example Dr. Thom before editing
- I1- Example Dr. Thom after editing
- J- Dr. Thom Edit reminder.

Paper Set Sample:

Two sets will be used, one for each paper-and-pencil test.

DESIGN MATERIALS

PowerPoint Test

Scenario 1
First Impression
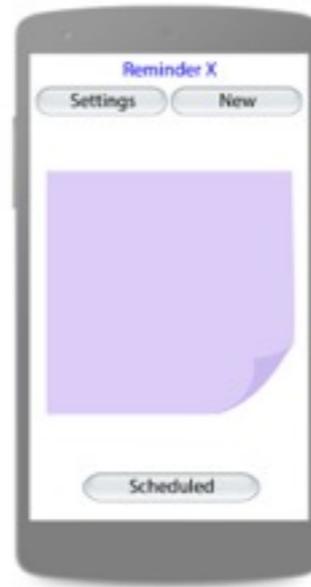
Scenario II
Quick Reminder
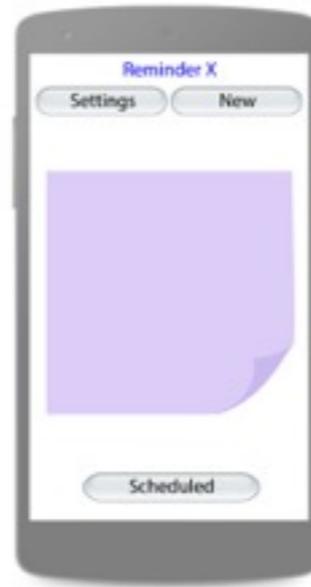
Scenario II cont.

Scenario II cont.

Name I typed

| Reminder X | Save |

Enter Reminder's Name

Name I typed

April 13 ▶

9 pm ▶
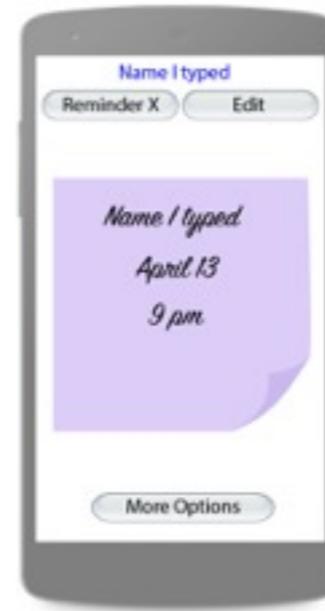
Scenario II cont.
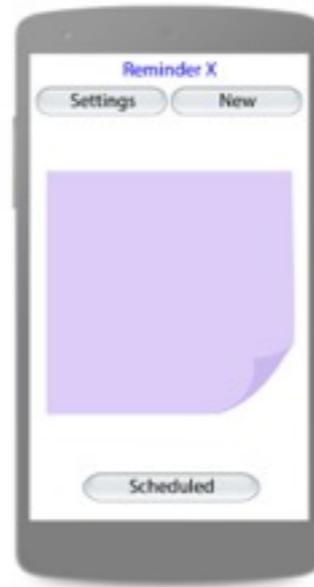
Scenario II
ends.

Scenario III
Customized Reminder

Scenario III
cont.

Scenario III
cont.

Name I typed

Reminder X   Save

Enter Reminder's Name

Name I typed

April 13 ▶

9 pm ▶
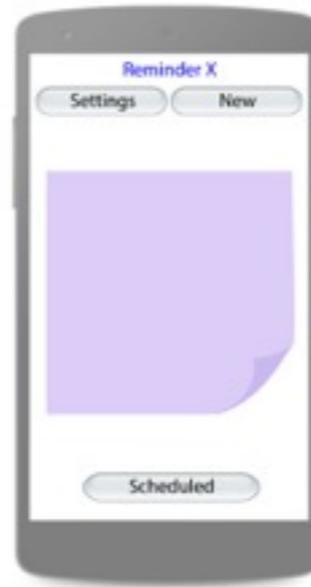
Scenario III cont.
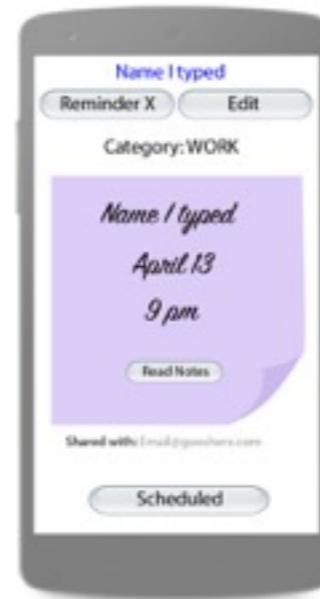
Scenario III
cont.

Scenario III
ends.

Scenario IV
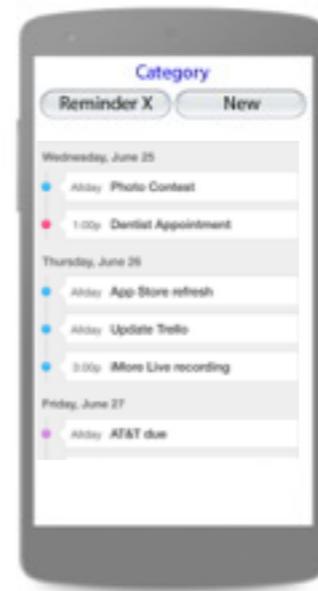Scheduled
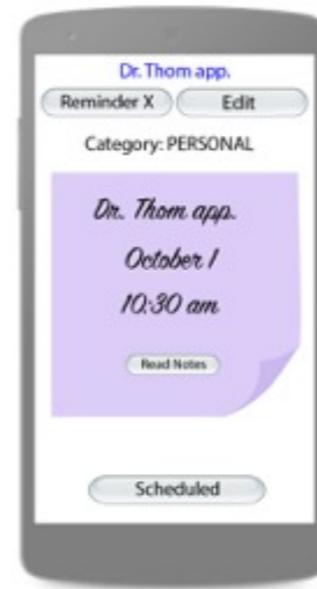Reminders
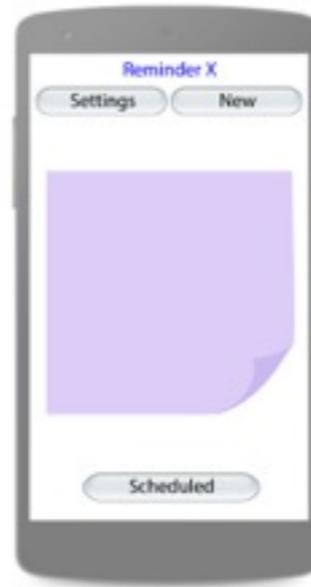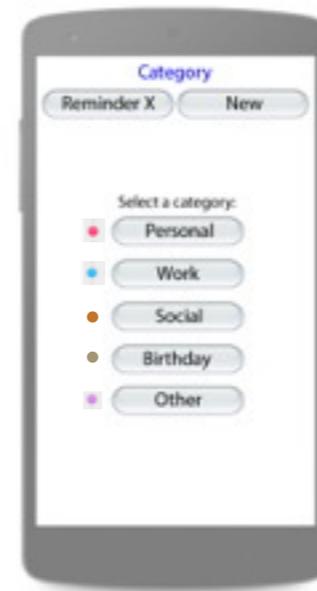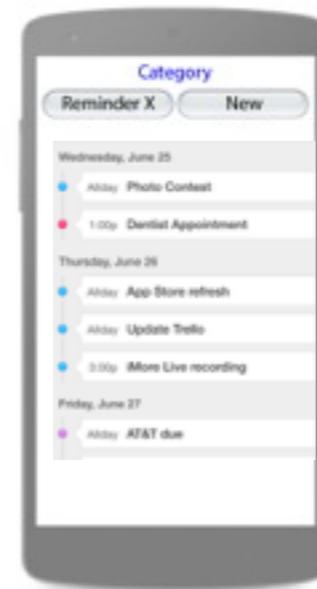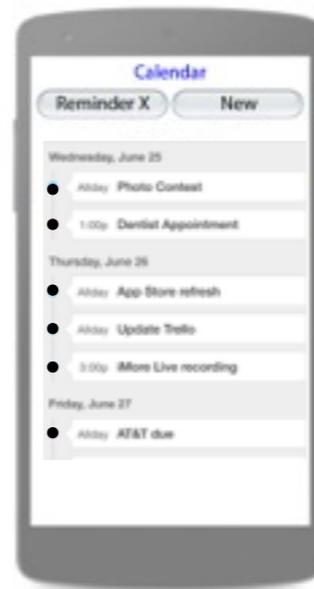
Reminder X

Settings | New

Scheduled

Scenario IV cont.

Scenario IV cont.

Scenario IV cont.

Scenario IV cont.

Reminder X

Settings | New

Scheduled

Scenario V
Editing Reminders

Reminder X

Settings   New

Scheduled

Scenario V cont.

Scheduled

Reminder X   New

Search Schedule by:

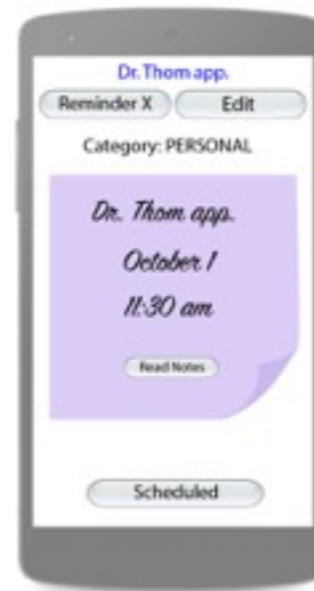Calendar

Category
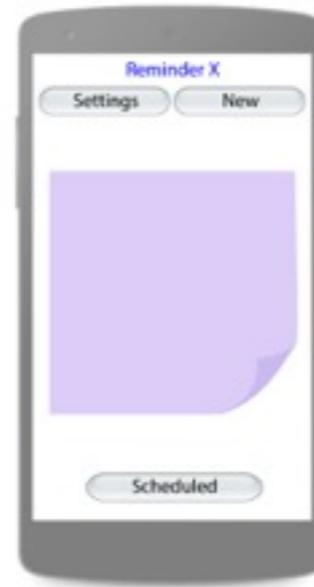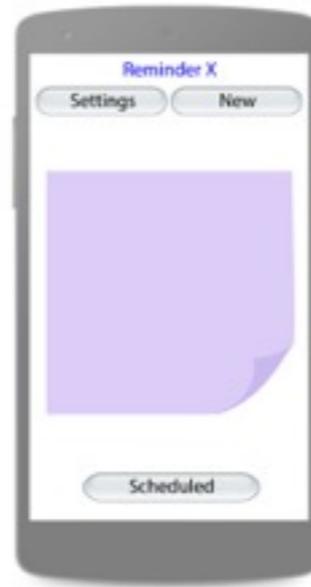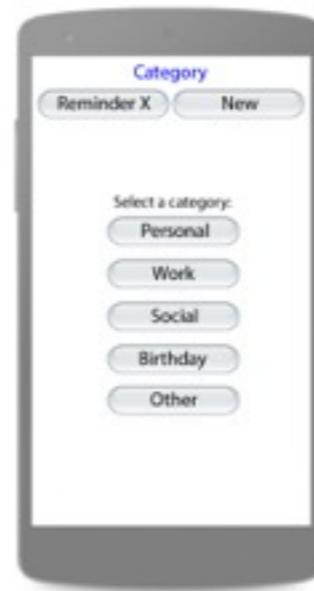
Scenario V cont.

Scenario V cont.

Scenario V cont.

Scenario V
cont.
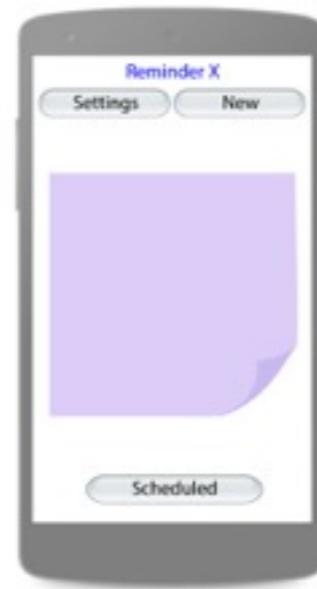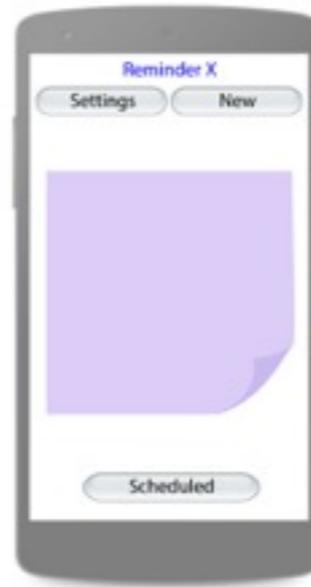
Scenario V
cont.

Scenario V
ends.

Scenario VI
Settings

Scenario VI
cont.

Scenario VI cont.

END