

Usability Test Plan

Objectives

- Evaluate whether users understand how to find a tutor and SI session
- Identify:
 - Barriers to finding a tutor/SI session
 - Remaining questions about finding a tutor/SI session after viewing our site

Audience

- UVU students new to Academic Tutoring
- Goal of 20 participants
 - IG post/story (ask to share!)
 - UV Announce
 - Recruit several students with design background
 - ◆ Abby, Taylor

Platform

- UVU's usability testing software

Opening Script

Hello there! Thank you for helping us improve our website. You will be asked to complete a brief task and then we'll ask you several follow-up questions. As part of the task, you will navigate to an external site. We are interested in the steps you take to navigate to the external site, but we are not testing the external site itself. Once you have navigated to the external site, please return to Academic Tutoring's site to answer some follow-up questions.

Remember, we are being tested — not you. If something is unclear or if you have suggestions about how our website can be improved, feel free to share it with us.

****Add in a sentence about how to get help during the test - depending on the platform we use****

Tasks and Follow-Up Questions

Find a tutor

Imagine you are preparing for a mid-term exam in your Accounting 2010 course and want to ask a tutor a few questions. What steps do you take to find a tutor (briefly describe which links you clicked)?

Was the process of finding a tutor intuitive? (If they answer no, trigger, "What would make it more intuitive?")

Do you have any remaining questions about how to find or meet with a tutor?

What adjectives would you use to describe your experience?

Find an SI session

Imagine you received an email at the beginning of the semester about a guided study session, called Supplemental Instruction (SI), that is offered weekly for your Biology 1610 course. You are trying to find out how to attend this SI session. What steps do you take (briefly describe which links you clicked)?

Was the process of finding an SI session intuitive? (If they answer no, trigger, "What would make it more intuitive?")

Do you have any remaining questions about how to sign up or attend an SI Session?

What adjectives would you use to describe your experience?

Demographic Questions

What is your age? (Add in option "Prefer not to say.")

How would you describe your comfort level with technology?

What device are you using today? (Ex: desktop, mobile, tablet)

Success Measures

- Successful task completion - what questions do they have after completing the task?
- Test level satisfaction - how did they feel about the experience overall?

Pre-Test

- Final QA Check

- Broken links
- Typos
- Test Run of Usability Test with Administrative Team

Future Objectives/Tasks

1. Navigating the site - are there enough cues (UVU nav has been difficult to see on previous user tests)
2. Does website convey meaning of tagline?
3. Find a specific job opportunity
4. Supplemental Instruction name - how does that go over with users?