

RESEARCH PLAN & SCRIPT

For Usability Testing

Project: Vela (Wind and Sea Forecasting App)

For: CF Course - UX Immersion - Usability Testing

Exercise No: 4.3 and 4.4 - "Usability Test Plan & Script"

By: Kostas Drakonakis

Date: August 30th, 2020

USABILITY TEST FOR 'VELA' WEBAPP (MOBILE NAVIGATION)

FACILITATOR: K. Drakonakis | RESEARCHER: K. Drakonakis

Berlin, 28th of August 2020

(BACKGROUND): VELA IS a forecasting WEBAPP focusing on users passionate about water sports. We believe that our sea sports professionals and (beginner) aficionados need an accurate and real-time, easily perceivable way to access and observe necessary information about sea/weather conditions as that will contribute to creating the best sea experience for them and others they serve.

SETUP

No. OF SESSIONS: 6

DURATION: 15-25 minutes

SCHEDULE:

The tests will be conducted between 31st of August and 4th of September in meeting rooms of a coworking space located in Berlin, DE.

EQUIPMENT:

- Inform Concept (HARD COPY)
- Description, Scenarios, Tasks (HARD COPY)
- Timer
- Camera for recordings with tripod
- Smartphone
- Laptop
- Notebook
- Water and treats for the participants

APPROACH (MODERATED IN-PESON)

GOAL:

The goal of this study is **to assess the learnability for new users** interacting with the first prototype of the mobile version of the app. We would like **to observe and measure if users understand** the project, its value, **detect possible errors while they complete basic initial functions** such as searching new locations and specific forecasts.

METRICS (Jakob Nielsen's Rating Scale) :

- 0 = I don't agree that this is a usability problem at all
- 1 = Cosmetic problem only: need not be fixed unless extra time is available on project
- 2 = Minor usability problem: fixing this should be given low priority
- 3 = Major usability problem: important to fix and should be given high priority
- 4 = Usability catastrophe: imperative to fix before product can be released

TEST OBJECTIVES:

- **Find common errors** while entering data and interacting with triggers or drag buttons.
- Test **how much time** it takes them to understand the drag button in the main screen.
- **Test the time it takes** each user **to search and save** a location.
- Test if the users manage to **finish each task** and in **how much time**.
- **Observe where exactly** they would look when they will be looking for particular weather forecasts.
- **Calculate the overall satisfaction rate** of each user.

SCENARIO

We are in Berlin, it is Saturday July 11th and you have decided to go on a surfing trip in Mexico. You arrive on Tuesday but you want to try a new app that provides you with an overview of various conditions (in this case VELA). It is good to be prepared so you want to have an overview, for the day after your arrival, of the tides around Playa Del Carmen area and when it is the best and safest time for you to try out your new surfer skills

TASKS

- 1) **Search** the forecast for **location Playa Del Carmen, Mexico**
- 2) **Save** location in **My Locations**
- 3) **Check Temperature state on 19.00**
- 4) **Check the Tide on Day 5 (Wednesday) at 19.00**

INFORM CONCENT - INTRODUCTION

Thanks again for participating. I am Kostas Drakonakis, today's facilitator and will be helping you throughout the test.

The main purpose of this research and tests is to get a better understanding of your experience with checking the weather. This research is for educational purposes and we do not represent the interests of any company that has to do with the topic of forecasting or sea sports in general so feel free to express your opinion and thoughts openly.

We will start by asking general questions about you, your background and this will lead us to more specific tasks related to checking the weather forecast with your smartphone. You will need to fulfil while using the test version of VELA (the weather app).

While you are working on the tasks, we'd like you to think out aloud, which means you give a running commentary of what's going on in your mind. You can talk about things you like or don't like. Feel free to say anything that comes to your mind; don't worry about offending us. Feel open to share your thoughts.

Your participation is voluntary and optional. We are not evaluating you in any way, but we are trying to improve weather forecasting for people like you. There are no right or wrong answers and actions.

See it more like an open discussion and if there is something you do not want to talk about or wish to answer just let us know. Just make sure you enjoy the session!

We won't use your name in connection with the recordings or the results. The recordings will only be used internally and never shared anywhere with anyone. How does that sound to you? Feel free to ask us anything regarding the aforementioned topics or anything else throughout the interview.

Let us know if you have any questions so far. Once again, enjoy!

BEFORE WE START WITH THE TASKS HAVE A LOOK AT THE CASE AND SCENARIO BELOW:

SCENARIO

We are in Berlin, it is Saturday July 11th and you have decided to go on a surfing trip in Mexico. You arrive on Tuesday but you wanna try a new app that provides you with overview of various conditions (in this case VELA). It is good to be prepared so you want to have an overview, for the day after your arrival, of the tides around Playa Del Carmen area and when it is the best and safest time for you to try out your new surfer skills.

TASKS

- 1) **Search** the forecast for **location Playa Del Carmen, Mexico**
- 2) **Save** location in **My Locations**
- 3) **Check Temperature state on 19.00**
- 4) **Check the Tide on Day 5 (Wednesday) at 19.00**

PARTICIPANTS (PAGE 1)

1. NAME:
Age Range: 21-25, 25-35, 35-45, 45<
Gender:
Special Needs:
Type of Sport(s):
Level:
Preferable device for forecasting:
Favorite app(?):

TASK 1 (time:)

Notes and observations

TASK 2 (time:)

Notes and observations

TASK 3 (time:)

Notes and observations

TASK 4 (time:)

Notes and observations

(WRAP UP) GENERAL NOTES:

Satisfaction rate:

2. NAME:
Age Range: 21-25, 25-35, 35-45, 45<
Gender:
Special Needs:
Type of Sport(s):
Level:
Preferable device for forecasting:
Favorite app(?):

TASK 1 (time:)

Notes and observations

TASK 2 (time:)

Notes and observations

TASK 3 (time:)

Notes and observations

TASK 4 (time:)

Notes and observations

(WARP UP) GENERAL NOTES:

Satisfaction rate:

3. NAME:
Age Range: 21-25, 25-35, 35-45, 45<
Gender:
Special Needs:
Type of Sport(s):
Level:
Preferable device for forecasting:
Favorite app(?):

TASK 1 (time:)

Notes and observations

TASK 2 (time:)

Notes and observations

TASK 3 (time:)

Notes and observations

TASK 4 (time:)

Notes and observations

(WRAP UP) GENERAL NOTES:

Satisfaction rate:

PARTICIPANTS (PAGE 2)

4. NAME:
Age Range: 21-25, 25-35, 35-45, 45<
Gender:
Special Needs:
Type of Sport(s):
Level:
Preferable device for forecasting:
Favorite app(?):

TASK 1 (time:)

Notes and observations

TASK 2 (time:)

Notes and observations

TASK 3 (time:)

Notes and observations

TASK 4 (time:)

Notes and observations

(WRAP UP) GENERAL NOTES:

Satisfaction rate:

5. NAME:
Age Range: 21-25, 25-35, 35-45, 45<
Gender:
Special Needs:
Type of Sport(s):
Level:
Preferable device for forecasting:
Favorite app(?):

TASK 1 (time:)

Notes and observations

TASK 2 (time:)

Notes and observations

TASK 3 (time:)

Notes and observations

TASK 4 (time:)

Notes and observations

(WRAP UP) GENERAL NOTES:

Satisfaction rate:

6. NAME:
Age Range: 21-25, 25-35, 35-45, 45<
Gender:
Special Needs:
Type of Sport(s):
Level:
Preferable device for forecasting:
Favorite app(?):

TASK 1 (time:)

Notes and observations

TASK 2 (time:)

Notes and observations

TASK 3 (time:)

Notes and observations

TASK 4 (time:)

Notes and observations

(WRAP UP) GENERAL NOTES:

Satisfaction rate: