

Usability Test Planning

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Test Objectives

- Test if users are able to accomplish the given tasks
- Understand how long it takes for users to complete each task
- Identify the features that generate difficulties and confusion when users are navigating through the website and completing a task
- Generate findings from testing results to shed lights on iterations for the next round

Test Subject

Mid-Fidelity, Mobile Prototype of Agape Acts

Methodology

Evaluative Research Methodology:

1. Think-Aloud Method: I will encourage each participant to adopt the think-aloud method, where they will talk about their thought process as they complete the task.
2. Usability Testing: Moderated, remote testing: A link to the prototype will be provided to the participants. I will set up zoom meetings with each of them, invite them to share their screen, and observe the task completion process.

Participants

Six participants will take part in the usability testing. They will be individuals with at least 3 of the following traits:

- Individuals who have performed acts of kindness
- Individuals who appreciate and recognize acts of kindness
- Users interested in community engagement and making a positive impact
- Individuals from diverse age groups
- Individuals from diverse cultural backgrounds
- Users with varying levels of tech proficiency
- Both frequent and occasional app users
- Users who have used similar recognition or community-focused apps in the past

Recruiting Plan

Recruitment will take place through Upwork to find beta testers who are a part of our target audience. The job post will include a description of the app's purpose and an outline of the task's participants will need to complete during the usability testing.

Beta Testing Upwork Job Post

Beta Testers Wanted for Kindness App - Spread Kindness!

We're seeking enthusiastic beta testers to try out our Agape Acts app, designed to celebrate and recognize acts of kindness. If you believe in the power of positivity and community engagement, we want to hear from you! As a beta tester, you'll play a crucial role in shaping the app's user experience.

Requirements:

We are looking for individuals who possess at least 2 of the following traits:

- Individuals who have performed acts of kindness.
- Individuals who appreciate and recognize acts of kindness.
- Users interested in community engagement and making a positive impact.
- Individuals from diverse cultural backgrounds.
- Users who have used similar recognition or community-focused apps in the past.

Testing Session Duration:

The usability testing session will take approximately 30 minutes per participant. Your insights will directly influence the app's development. Apply now to help us create a better world together.

Script Procedure

Hello (participants name), I'm Ashley, and I'll be moderating today's usability study of the Agape Acts app. Thank you so much for participating. Before we begin, I'd like to briefly explain what we'll be doing today.

The Agape Acts app is all about celebrating and recognizing acts of kindness. It's designed to inspire positivity and community engagement. Today, we'll be using a mid-fidelity mobile prototype of the app. As you interact with the prototype, I'll be observing how you navigate through the app and complete tasks. I encourage you to think aloud as you go along. Your honest feedback will be incredibly valuable in helping us improve the app.

To begin please share your screen. I will be recording the screen and audio as you complete the tasks to ensure I capture all the details accurately.

Let's get started! I'll present you with a series of tasks related to the Agape Acts app. Each task represents a scenario you might encounter while using the app. As you complete the tasks, please share your thoughts, emotions, and any challenges you face. Don't hesitate to let me know what you're thinking throughout the process.

Task 1: Nominate a Giver

Imagine that you've recently witnessed an incredible act of kindness. Your task is to use the app to nominate the person or group behind this act. Please think aloud as you navigate through the app to complete this task.

Task 2: Apply to an Opportunity

Now, let's imagine you're interested in contributing to a local initiative. Your task is to find and apply to a volunteering opportunity through the app. As you go through this task, remember to share your thoughts and feelings out loud.

Task 3: Accept a Nomination

Imagine that you've received a notification about being nominated for an exceptional act of kindness on the Agape Acts app. Your task is to navigate through the app and accept the nomination. As you complete this task, please think aloud, and share your thoughts and feelings along the way.

Great job! Now that you've completed the tasks, I'd like to ask you a few questions about your experience.

1. Could you tell me about any difficulties you encountered while completing the tasks?
2. Were there any parts of the app that were confusing to you?
3. Also, I'm curious to know your thoughts on the app's design, usability, and features.

Test Completion Rate:

We are aiming for a 100% completion rate, as all tasks are integral to the Agape Acts app's functionality. They have been designed using established user experience patterns. Participants who are familiar with similar apps should find these tasks comfortably accomplishable.

Error-Free Rate

We are expecting a 90% error-free rate due to the prototype's limited functionality and the lack of multiple alternative pathways for task completion. Participants might come across features that are not fully operational and may need to explore alternative routes to successfully complete the tasks.