

Usability Test Planning

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Introduction

The purpose of this usability test plan is to ensure that the CRHE website design meets the needs and expectations of its users. The CRHE website aims to provide educators and students with resources for integrating climate and health content into health education curricula. This document outlines the goals, methods, participants, and logistics of usability testing.

Test Objectives

- To evaluate the overall user experience of the CRHE website.
- To identify any usability issues, bottlenecks, or pain points within the website.
- To gather feedback and insights from users to improve the website's design and functionality.
- To ensure that users can easily access and navigate the educational resources provided by CRHE.

Test Subject

Mid-Fidelity, Web Prototype for CRHE

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. Participants will be selected based on the following criteria:

- Health professions, students, and educators.
- Diverse in terms of age, gender, and experience levels.
- Participants will be recruited through outreach via email and online platforms.
- Incentives, such as gift cards, may be offered to participants.

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 website's purpose and an outline of the task participants will need to complete during the usability testing.

Beta Testing Upwork Job Post

Beta Testers Wanted for CRHE Website - Help Shape the Future of Climate Education!

Do you have a passion for climate education and want to be at the forefront of a groundbreaking project? We are on the lookout for beta testers who align with our target audience to assist us in perfecting the Climate Resources for Health Education (CRHE) website. By participating as a beta tester, you'll assume a crucial role in enhancing the functionality and user experience of our platform, guaranteeing that it aligns with user needs.

Project Overview:

At CRHE, we are dedicated to advancing climate and health education. Our website is designed to be a comprehensive resource hub for educators and students alike. We are committed to making it as user-friendly and effective as possible, and that's where you come in. We need your insights to help us create an exceptional platform.

Roles and Responsibilities:

As a beta tester, your responsibilities will include:

- Exploring and interacting with the CRHE website.
- Completing specific tasks and scenarios as outlined in the testing process.
- Providing detailed feedback on your user experience, highlighting any issues or suggestions.
- Participating in post-test surveys to share your valuable insights.

Requirements:

We are seeking beta testers who meet the following criteria:

- A genuine interest in climate and health education.
- Alignment with our target audience (students and educators).
- Access to a computer or mobile device for testing purposes.
- The ability to provide constructive feedback.

What's in it for you?

- You'll have a direct impact on the development of a pioneering education platform.
- Gain early access to the CRHE website and its features.
- Help shape the future of climate education.
- Receive compensation for your time and dedication.

How to Apply:

If you are enthusiastic about advancing climate and health education and want to be part of an innovative project, we invite you to apply! To express your interest, please respond to this job post with your relevant experience and explain why you'd make an excellent beta tester for the CRHE website.

Testing Session Duration:

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

Script Procedure

Hello (participants name), I'm Ashley, and I'll be guiding you through today's usability study for the Climate Resources for Health Education (CRHE) website. Thank you so much for taking the time to participate. Before we dive in, let me give you a brief overview of what we'll be doing today.

The CRHE website is a hub dedicated to advancing climate and health education. Our aim is to create an intuitive and informative platform. Today, we'll be using a mid-fidelity version of the website for testing. While you explore the prototype, I'll be observing your interactions and how you complete specific tasks. I encourage you to think out loud as you navigate. Your candid feedback is invaluable and will guide us in enhancing the website.

I've shared the prototype link with you in the chat. Please go ahead, open the prototype, and start sharing your screen. I'll be recording both your screen and audio to ensure we capture every detail accurately. Just let me know when you're ready to begin. (Pause for participant confirmation)

Fantastic! Let's kick things off. I'll present you with a series of tasks related to the CRHE website. Each task mirrors a real-life scenario you might encounter while using the website. As you work on these tasks, please feel free to express your thoughts, emotions, and any challenges you come across. Don't hesitate to share your insights throughout the process.

Task 1: Create a profile

Your objective is to create a user profile on the CRHE website. This profile will serve as your virtual identity on the platform, allowing you to access a wide range of climate and health resources, engage with the community, and contribute your own insights.

Task 2: Download all resources for any curriculum

Your goal is to locate and download all the available resources for any curriculum on the CRHE website. These resources could include learning objectives, case studies, slide sets, and more, all related to climate and health education. Your objective is to navigate the website, identify the specific curriculum you choose, and efficiently download all the associated resources.

Task 3: Contribute to the resource bank

You will delve into the process of becoming a contributor to the CRHE platform. Your mission is to explore the platform's features and identify how individuals can actively contribute valuable resources related to climate and health education.

Outstanding! Now that you've completed the tasks, I'd like to ask you a few questions to delve deeper into your experience.

1. Could you tell me about any challenges you encountered while accomplishing the tasks?
2. Were there any aspects of the website that struck you as confusing?
3. I'm also interested in hearing your thoughts on the website's design, usability, and features.

Your feedback is incredibly valuable and will play a pivotal role in refining the CRHE website. Thank you for your participation and insights!

Test Completion Rate

Our goal is to achieve a 100% completion rate for all tasks, as they play a vital role in assessing the usability of the CRHE website. These tasks have been thoughtfully designed based on established user experience principles. Participants with prior experience using educational platforms should find these tasks reasonably straightforward to accomplish.

Error-Free Rate

We anticipate a 90% error-free rate, primarily because the prototype's functionality is limited, and there may not be multiple alternative pathways for task completion. Participants may encounter features that are not fully operational, which might require them to explore alternative methods to successfully complete the tasks. Your feedback on any encountered issues will greatly assist us in refining the user experience.