Usability Test for One Stop Prototype

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Purpose

The purpose of this document is to outline the plan for a usability study for the One Stop website.

One Stop would like to do early testing of the One Stop Prototype in order to test navigation and current site content.

Sessions will be recorded.

What do we want out of the study?

Study Objectives

- To better understand if the site navigation and architecture is set up in a way that is easy & intuitive for UT students to navigate.
- Get overall first impressions of the site design
- To uncover how the most important tasks are working for our users, and where there may be friction in the process.
    - Getting grades
    - Adding/Dropping a class
    - Financial Aid issues
    - Paying a bill
    - Tuition Rate information

How will we conduct the study?

Target Audience

Audience Profile

Current UT Students

Recruitment Numbers

Our goal will be talk with at least 7 people who fit the profile of our primary audience(s) as closely as possible.

Methodology

How Will We Recruit & Where Will We Test?

We will set up at the Financial Aid office in SSB and ask current students to participate in a 15-20 minute review of the One Stop Prototype

Recording the Study

All sessions will be recorded using Lookback
The recordings will include screen activity, sound, and facial expressions of the users.
Recordings will be archived after the study is complete and results are reported.

Compensation

Participants will be offered pizza and cookies as compensation for their participation.

What will we ask users during the study?

Consent

Present the consent form, ask them to read it, and if they agree to proceed, to sign it.

Thank you for participating in our usability review.

Please read the statements below and sign where indicated.

I am voluntarily taking part in a research study conducted by Hillary Berquist, University Communications for the purposes of a usability evaluation of the One Stop site. I understand that my participation will be recorded on digital audio and/or video.

I understand that data and information I share today will be handled confidentially and anonymously, to the extent possible. I understand that the recordings will not be used for any commercial purpose. The recordings may be part of information presented at internal meetings.

I will not be identified in the recording by name. My personal information will be protected to the extent possible; taking part in this study and the results from the study are not part of my student record. Any demographic information collected from me will also be rolled up with the rest of the data from the other study participants.

I waive any right that I may have to inspect or approve the final recordings and report. I discharge Hillary Berquist, University Communications from any liability for making, editing or using the recordings from this study according for the uses outlined above.

Printed Name: _____ Signature: _____

Date: _____

Test Script

Intro: Thank you so much for helping us improve the One Stop website. We are in the very early stages of building this site, so I am going to show you a high-fi prototype of the proposed homepage for One Stop, this means it's not a working website, but the design is very close to what we plan on having it look like when we do create the website. Do you have any specific questions for me at this time?

1. To get started, tell me a little about yourself, what year are you and what are you studying?

2. Hand user computer with https://projects.invisionapp.com/d/main#/console/17328659/363117424/preview pulled up

   a. I'd just like you to explore this page as you would if I wasn't sitting here next to you. As you are looking at it, talk out loud and give me some of your first impressions of this page we are on.

   Follow-up questions

   b. What stood out to you the most on this page?

   c. Was there information you would expect to find and didn't?

3. You can see there are three menu items at the top of the page and I'm going to ask you some questions about them.
   a. What information do you expect to find under "Registration and Degree Planning?"
      i. Go ahead and mouse over that menu item. Does the information match what you expected to find?
   b. What information do you expect to find under "Managing Costs?"
      i. Go ahead and mouse over that menu item. Does the information match what you expected to find?
   c. What information do you expect to find under "Student Records?"
      i. Go ahead and mouse over that menu item. Does the information match what you expected to find?

4. Now I'm going to give some scenarios to go through. Not all of the site has links that work, so while you are doing this talk out loud as you are completing the tasks.

    a. How would you add a class to your schedule for next semester
    b. How would you get help with a financial aid question?
    c. How would you pay your bill for the semester?
    d. What is your tuition rate?
    e. How would you find your grades?

5. Any other thoughts you have about this site that you'd like to share with me?

6. Any other questions for me?