

GENUITY™

[Project Name]

Usability Test

Final Report
Month/Day/Year

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Genuity

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Purpose/Synopsis

Explain the purpose of the test. This should be a high-level overview describing the issues and questions that you wanted to resolve. Provide any background information that is applicable. Give a brief outline of your findings. This should be a high-level overview describing

Problem Statement & Test Objectives

This section should include known issues and questions that require a resolution. Problem statements should be concise and unambiguous.

This section should only include several sentences.

User Profiles

Describe each of your testers. Outline their level of experience with the site being tested as well as any prior knowledge with the subject matter at hand. Describe the testers general knowledge of the web.

Examples of questionnaires that can be used to gather this information are included in Appendix B and Appendix C.

Test Environment

Describe the environment where the testing took place. Describe how the area was set up, what kind of hardware was used, and any distractions that may have been present.

Test Monitor Role

Explain the role of the test monitor in the testing process. Outline how the monitor interacted with both the tester and test subjects.

Method/Methodology

Provide a detailed description of the testing process that you used. Give an overview of each part of the test from the time the participants arrive until they leave.

The methodology should be detailed enough so someone who reads this portion of the usability test can easily replicate the test. This section should also be a good outline for test observers to follow the test.

Task List

Include the list of tasks that you gave to the participants. Define the criteria that you used to determine if a task was successfully completed. List the maximum amount of time that you allowed the participants to complete the task. A complete sample of a task list is provided in Appendix E.

MTC = Maximum Time to Completion

SCC = Successful Completion Criteria

Task Number

Task Description

1. Define task participant will complete.

MTC: 5 minutes
SCC: Define Successful Completion Criteria
2. Define task participant will complete.

MTC: 5 minutes
SCC: Define Successful Completion Criteria
3. Define task participant will complete.

MTC: 5 minutes
SCC: Define Successful Completion Criteria
4. Define task participant will complete.

MTC: 5 minutes
SCC: Define Successful Completion Criteria
5. Define task participant will complete.

MTC: 5 minutes
SCC: Define Successful Completion Criteria

Testing Results

List whether or not each participant was able to complete the various tasks and, if so, how long it took them to do so. An example is included below.

Legend

✓ Completed Successfully

F Failed (Considered Failure)

☒ Stopped (Considered Failure)

Task: Tester Number, Result, and Time Number

1	1. ☒ 0.00 (000)
	2. ✓ 0.00 (000)
	3. ✓ 0.00 (000)
	4. ✓ 0.00 (000)
	5. ☒ 0.00 (000)

Task Success Percentage: 00.0%

Task Failure Percentage: 00.0%

Mean: 0.00

Median: 0.00 (Tester X & X)

Range: 0.00 (Tester X&X)

**Overall Final Results for the Usability Test:
(000 total tasks, worth 0.0% each)**

Overall Success Percentage — Usability Test: 00.00%

Overall Failure Percentage — Usability Test: 00.00%

Task: Tester Number, Result, and Time Number

2

1. 0.00 (000)
2. ✓ 0.00 (000)
3. ✓ 0.00 (000)
4. ✓ 0.00 (000)
5. 0.00 (000)

Task Success Percentage: 00.0%

Task Failure Percentage: 00.0%

Mean: 0.00

Median: 0.00 (Tester X & X)

Range: 0.00 (Tester X&X)

**Overall Final Results for the Usability Test:
(000 total tasks, worth 0.0% each)**

Overall Success Percentage — Usability Test: 00.00%

Overall Failure Percentage — Usability Test: 00.00%

Task: Tester Number, Result, and Time Number

3

1. 0.00 (000)
2. ✓ 0.00 (000)
3. ✓ 0.00 (000)
4. 0.00 (000)
5. 0.00 (000)

Task Success Percentage: 00.0%

Task Failure Percentage: 00.0%

Mean: 0.00

Median: 0.00 (Tester X & X)

Range: 0.00 (Tester X&X)

**Overall Final Results for the Usability Test:
(000 total tasks, worth 0.0% each)**

Overall Success Percentage — Usability Test: 00.00%

Overall Failure Percentage — Usability Test: 00.00%

Task: Tester Number, Result, and Time Number

- 4
1. 0.00 (000)
 2. ✓ 0.00 (000)
 3. ✓ 0.00 (000)
 4. ✓ 0.00 (000)
 5. 0.00 (000)

Task Success Percentage: 00.0%

Task Failure Percentage: 00.0%

Mean: 0.00

Median: 0.00 (Tester X & X)

Range: 0.00 (Tester X&X)

**Overall Final Results for the Usability Test:
(000 total tasks, worth 0.0% each)**

Overall Success Percentage — Usability Test: 00.00%

Overall Failure Percentage — Usability Test: 00.00%

Task: Tester Number, Result, and Time Number

- 5
1. 0.00 (000)
 2. ✓ 0.00 (000)
 3. ✓ 0.00 (000)
 4. ✓ 0.00 (000)
 5. 0.00 (000)

Task Success Percentage: 00.0%

Task Failure Percentage: 00.0%

Mean: 0.00

Median: 0.00 (Tester X & X)

Range: 0.00 (Tester X&X)

**Overall Final Results for the Usability Test:
(000 total tasks, worth 0.0% each)**

Overall Success Percentage — Usability Test: 00.00%

Overall Failure Percentage — Usability Test: 00.00%

Details of the Actions of Each Tester

Outline the actions of each participant as they attempted to complete the tasks. An example is given below.

Legend

✓ Completed Successfully

F Failed (Considered Failure)

☒ Stopped (Considered Failure)

Participant # 1

General background of participant, and specifically their knowledge of the product (if any).

Overall Tasks 1

Task 1

STATUS: ✓☒ F

TIME: 0:00

1. Action 1.
2. Action 2.
3. Action 3.
4. Action 4.

Debriefing/Post Test Chat session

Include an outline of the details of any conversation that took place after the testing. Include the participant's thoughts about the test as well as any suggestions they make about improving the quality of the site being tested. A questionnaire that can be used for debriefing is included in Appendix D.

Participant # 2

General background of participant, and specifically their knowledge of the product (if any).

Overall Tasks 2

Task 1

STATUS: F

TIME: 0:00

1. Action 1.
2. Action 2.
3. Action 3.
4. Action 4.

Debriefing/Post Test Chat session

Include an outline of the details of any conversation that took place after the testing. Include the participant's thoughts about the test as well as any suggestions they make about improving the quality of the site being tested. A questionnaire that can be used for debriefing is included in Appendix D.

Participant # 3

General background of participant, and specifically their knowledge of the product (if any).

Overall Tasks 3

Task 1

STATUS: F

TIME: 0:00

1. Action 1.
2. Action 2.
3. Action 3.
4. Action 4.

Debriefing/Post Test Chat session

Include an outline of the details of any conversation that took place after the testing. Include the participant's thoughts about the test as well as any suggestions they make about improving the quality of the site being tested. A questionnaire that can be used for debriefing is included in Appendix D.

Participant # 4

General background of participant, and specifically their knowledge of the product (if any).

Overall Tasks 4

Task 1

STATUS: F

TIME: 0:00

1. Action 1.
2. Action 2.
3. Action 3.
4. Action 4.

Debriefing/Post Test Chat session

Include an outline of the details of any conversation that took place after the testing. Include the participant's thoughts about the test as well as any suggestions they make about improving the quality of the site being tested. A questionnaire that can be used for debriefing is included in Appendix D.

Participant # 5

General background of participant, and specifically their knowledge of the product (if any).

Overall Tasks 5

Task 1

STATUS: F

TIME: 0:00

1. Action 1.
2. Action 2.
3. Action 3.
4. Action 4.

Debriefing/Post Test Chat session

Include an outline of the details of any conversation that took place after the testing. Include the participant's thoughts about the test as well as any suggestions they make about improving the quality of the site being tested. A questionnaire that can be used for debriefing is included in Appendix D.

Discussion Section

Include information about the specific areas of the site that require further investigation and updating. Describe in detail any "hot spots" or areas that consistently caused problems. Describe any trends that you identified during the course of the testing. Provide suggestions for how to alleviate any problems.

Specific "Hot Spots"

There were several glaring "hot spots" uncovered during the testing, and they include the issues discussed below.

1. Difficulty in XXXX.

Describe the issue/hot spot here the participants encountered.

Question — Describe the question this hot spot related to.

Give percentages of success/failure rates to bolster issue.

2. Difficulty in XXXX.

Describe the issue/hot spot here the participants encountered.

Question — Describe the question this hot spot related to.

Give percentages of success/failure rates to bolster issue.

3. Difficulty in XXXX.

Describe the issue/hot spot here the participants encountered.

Question — Describe the question this hot spot related to.

Give percentages of success/failure rates to bolster issue.

Trends

Detail and discuss trends you saw in both the test and the way it was administered and the issues you uncovered from the test.

Usually one or two paragraphs.

Suggestions for Change

Repeat question that you used as a specific "hot spot"

Recommend solution to the question described above.

Appendix A - Orientation Script

Orientation Script

Hello_____. My name is [Insert Name] from ePubs, and I will be working with you and monitoring you in today's session. The [any other observers], will also be observing your testing today. Let me explain why we have asked you to come in today.

You will be performing some typical tasks participants might do to find specific information about the [specific software/Web site]. I ask you to please try to work and find the information in the way that you would normally work. For example, please try to work at the same speed and with the same attention to detail that you normally would do. Please do your best, but do not be concerned with the results: this is a test of the format of the [specific software/Web site], and not a test of you. We are trying to uncover the portions of the [specific software/Web site] that are both useful and need improvement. Please feel free to think or talk out loud while performing the various tasks that are part of the text.

You may ask questions at any time, but I may not answer them, since this is a study of the product and the documentation and the documentation format, and part of the test is seeing how the information works with a person such as yourself working independently.

During our session today, I will also be asking you to complete some forms and answer some questions. It is very important that you answer truthfully. My only role here today is to discover both the flaws and advantages of this product from your perspective. Please do not answer questions on what you think [observers] or I may want to hear. I need to know exactly what you honestly think.

The test today is divided into X, with each section having X tasks. The first section focuses on [section 1] and tasks related to that, the second section focuses [section 2] and tasks related to that, and the third section focuses on [section 3] and tasks related to that.

While you are working, both all the observers and myself will be sitting or standing nearby taking some notes and timing. Also, we will be recording your voice during the session to keep a record of your thoughts during the testing period.

Do you have any questions?

If no questions...then proceed to questionnaires.

Appendix B - General Background Questionnaire

Question	Possible Answers
General Computer Experience (non Internet)	0 to 2 years 2 to 4 years 4 + years
General Computer Experience (Internet specific)	0 to 2 years 2 to 4 years 4 + years
Computer Interaction Experience	Windows, GUI, or Web-based Character-based (keyboard commands, no mouse) Both
Education Level	High School Bachelor Degree Graduate Degree
Age	20 to 30 30 to 40 40 to 50
Gender	Male Female

Appendix C - Pre-Test Questionnaire

Pre Test Questionnaire (Tester #_____)

Software/Web Site Use Questionnaire

Question	Possible Answers
Did you ever use the [software/Web site] for [insert purposes]	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever used the World Wide Web before to view software documentation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you prefer obtaining information from books or online (World Wide Web or Help Files)?	<input type="checkbox"/> Books <input type="checkbox"/> Online (World Wide Web or Help Files)
Have you ever used the [software/Web site] before to obtain information about the [software/Web site]?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes above, how often do you use the [software/Web site] to obtain information about the [software/Web site] or particular tasks?	<input type="checkbox"/> Once a day <input type="checkbox"/> Once a week <input type="checkbox"/> Once a month <input type="checkbox"/> Never
Please rank in importance, from 1 to 6 (1 is most important, and 6 is least important), which sections of the [software/Web site] you use most often?	<input type="checkbox"/> First portion <input type="checkbox"/> Second portion <input type="checkbox"/> Third portion <input type="checkbox"/> Fourth portion <input type="checkbox"/> Fifth portion <input type="checkbox"/> Sixth portion <input type="checkbox"/> None (I don't use any portion)
Do you have an understanding of the basic [software/Web site] terminology prior to participating in this test?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please rate yourself on your knowledge of the [software/Web site] application.	<input type="checkbox"/> Never Used Before <input type="checkbox"/> New User (Used between 0 to 3 months) <input type="checkbox"/> Proficient User (Used between 4 to 6 months) <input type="checkbox"/> Expert User (Used between 7 to 12 months)

Appendix D - Sample Task List for Testers

ATS Usability Test

Tester # _____

This first set of tasks refers to information about the Cambridge Provisioning screen:

Task Number	Task Description	Answer
1.	Determine if the “CFA Send to LEC” field is derived.	
2.	Locate the Del (Delete) option in the Control Block. Record the option located before and after the Del (Delete) option.	
3.	Find the Secondary Fields in the Cambridge Provisioning screen and record the second field listed.	
4.	According to Keynote, what was the performance percentage rating of total successes for Genuity's Carteret, NJ data center and when was the information on that data center last updated.	
5	Locate the Selection Screen in Cambridge Provisioning Screen and record the exact screen names of the two fields.	

The second set of tasks refers to information about Reports:

Task Number	Task Description	Timing (Seconds)
1.	Locate and name the two types of IT&A Checklist Reports.	
2.	Determine and notate if Metrics - LEC Circuits Past Due is a report that is printed, saved, or both.	
3.	Locate and record the exact name of the template for the Red Team Report - AOL/GNI.	
4.	Open the Brio InsightWeb site from within this Web site. Write down the URL of the site.	
5	Produce and print a Metrics Tier 2 - Avg Time to Issue DLR Report (in Brio).	

The third set of tasks refers to information about the ATS User's Guide, Web site user interface:

Task Number	Task Description	Answer
1.	Open an Adobe Acrobat (pdf file) from within this Web site.	
2.	Locate the Del (Delete) option in the Control Block. Record the option located before and after the Del (Delete) option.	
3.	Return to the beginning of the document, showing the main title page of the document	
4.	Go to the index, find the BH Bill Comm Date field definition, and record the field just before this field.	
5	Send an email to the Documentation department complaining about the site, with wording "Test" in the subject line.	

