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## List Assist

### Usability Test Plan

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# Executive Summary

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ListAssist is an application being developed by mobiQuad for mobile devices. It is a list management tool for those who like being organized, those who are very busy, and even those who tend to be forgetful. ListAssist allows users to manage lists of items, categorize items, associate lists to specific locations, set reminders, share lists with others, and more. ListAssist 1.0 will accommodate users with normal cell phones.

Thus far, mobiQuad has researched and defined requirements, brainstormed and analyzed several conceptual designs, and prototyped a model based on one of the conceptual designs. We now enter the usability testing phase to see how potential users will react to the product, to record their comments and suggestions, and to find any possible improvements that can be made for the next iteration of the prototype.

This Usability Test Plan will document the process by which mobiQuad has decided to test the prototype and how information and feedback will be collected during the testing sessions.

# Methodology

Usability testing for mobiQuad's ListAssist will utilize the initial prototype. Testing will be conducted using five or more participants (as time permits) over the course of a 3-hour period. The only selection criteria for participants is that each is enrolled in DePaul University's Spring 2008 Usability Engineering course. Testing will be conducted by asking each participant to perform three ListAssist scenarios by interacting with a paper version of the prototype and simulating key presses on a paper mock-up of a mobile device's keypad.

Each testing session will have one mobiQuad testing facilitator, a prototype simulator, and a documenter. Although the facilitator will be the one primarily communicating with the user, other mobiQuad members will provide support by participating in any discussions with the user that arise.

The facilitator will follow the testing script to introduce the user to ListAssist and the scenarios, as well as asking post-scenario and post-test questions. As the user attempts to complete each scenario, the simulator will respond as the application would to the user's actions. The user will not be interfered with unless the user makes a comment that may reveal insights into the design, asks a question, or appears to have stopped making progress.

Users' responses, comments, and answers to questions will be recorded by the documenter using an online survey. The test script for the scenarios and post-task/post-test questions will be described later in this test plan.

After the testing sessions are completed, mobiQuad will analyze the collected data, identify commonalities in the feedback, and discuss findings. The results will be documented in a usability test report. The team will then begin work on refining the prototype based on the comments received, with a focus on eliminating the weaknesses that users had identified.

# Test Script

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- 1] Introduce the mobiQuad team and get the participant's name.
- 2] Describe ListAssist.
- 3] Explain the paper prototype and how the test will proceed.
- 4] Ask the user to think out loud during the process.
- 5] Scenario One (Add a new item to a new list)
  - 5.1] Tell the user what task he/she is to complete.
  - 5.2] Show the user the paper for the main screen.
  - 5.3] Ask the user to interact with the prototype, placing the correct papers in front of him/her as screens change.
  - 5.4] Ask post-task questions for Scenario One.
- 6] Scenario Two (Go shopping—mark off items and close the list)
  - 6.1] Tell the user what task he/she is to complete.
  - 6.2] Show the user the paper for the main screen.
  - 6.3] Ask the user to interact with the prototype, placing the correct papers in front of him/her as screens change.
  - 6.4] Ask post-task questions for Scenario Two.
- 7] Scenario Three (Share a list via SMS Text Message)
  - 7.1] Tell the user what task he/she is to complete.
  - 7.2] Show the user the paper for the main screen.
  - 7.3] Ask the user to interact with the prototype, placing the correct papers in front of him/her as screens change.
  - 7.4] Ask post-task questions for Scenario Three.
- 8] Ask the post-test questions.
- 9] Thank the participant for his/her time.
- 10] Discuss with mobiQuad team.

# Post-Task Questions

## Scenario 1

### *Add a New Item to a New List*

- 1] Did anything about the layout of the screens and/or menus stand out as being confusing or unclear?
- 2] Do you have any suggestions for making this scenario easier to complete?
- 3] Rate how strongly you agree [6] or disagree [1] with the following statements about ListAssist?
  - 3.1] It is clear that the Name and List fields are required fields.  
[1] [2] [3] [4] [5] [6]
  - 3.2] It is intuitive that you can create a new item prior to creating a new list by creating a new list from the new item's Item Details "List" field.  
[1] [2] [3] [4] [5] [6]
  - 3.3] It is obvious how to cancel a new item or list.  
[1] [2] [3] [4] [5] [6]

## Scenario 2

### *Go Shopping (Mark off items and close a list)*

- 1] Did anything about the layout of the screens and/or menus stand out as being confusing or unclear?
- 2] Do you have any suggestions for making this scenario easier to complete?
- 3] Is "Mark" appropriate terminology? [ yes ] [ no ]  
If not, what term would make more sense?
- 4] Is "Done" appropriate terminology for closing a list?  
[ yes ] [ no ]  
If not, what term would make more sense?
- 5] Rate how strongly you agree [6] or disagree [1] with the following statements about ListAssist?
  - 5.1] It is intuitive that the center navigation button is used to mark off/unmark an item.  
[1] [2] [3] [4] [5] [6]
  - 5.2] An "undo all changes" option would be useful.  
[1] [2] [3] [4] [5] [6]
  - 5.3] A "mark all" and "unmark all" option would be useful.  
[1] [2] [3] [4] [5] [6]

# Post-Task Questions

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## Scenario 3

### *Share a List via SMS Text Message*

- 1] Did anything about the layout of the screens and/or menus stand out as being confusing or unclear?
- 2] Do you have any suggestions for making this scenario easier to complete?
- 3] Is “via SMS Text” appropriate terminology?  
[ yes ] [ no ]  
If not, what term would make more sense?
- 4] Is “unmarked items” appropriate terminology?  
[ yes ] [ no ]  
If not, what term would make more sense?
- 5] Rate how strongly you agree [6] or disagree [1] with the following statements about ListAssist?
  - 5.1] It is obvious what “via ListAssist” implies on the share list menu.  
[ 1 ] [ 2 ] [ 3 ] [ 4 ] [ 5 ] [ 6 ]  
If not, what term would make more sense?
  - 5.2] A choice for searching for contacts by first or last name would be useful.  
[ 1 ] [ 2 ] [ 3 ] [ 4 ] [ 5 ] [ 6 ]
  - 5.3] It would be useful to be given an option to send lists of only marked items of a list.  
[ 1 ] [ 2 ] [ 3 ] [ 4 ] [ 5 ] [ 6 ]

# Post-Test Questions

- 1] Rate how strongly you agree [6] or disagree [1] with the following statements about ListAssist?
  - 1.1] ListAssist is easy to use.  
[1] [2] [3] [4] [5] [6]
  - 1.2] It is obvious how to return to the main screen of ListAssist.  
[1] [2] [3] [4] [5] [6]
  - 1.3] It is obvious how to exit the ListAssist application entirely.  
[1] [2] [3] [4] [5] [6]
  - 1.4] Aesthetically, ListAssist's appearance is appealing.  
[1] [2] [3] [4] [5] [6]
- 2] What is your overall impression of ListAssist?
- 3] What did you like most about the ListAssist application?
- 4] What did you like least about the ListAssist application?
- 5] What about the design of the user interface could be modified to make ListAssist easier to use?

# Contributions

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## **Carlos Delgado**

Methodology

## **Maggie Hong**

Executive Summary, Prototype  
images, document design/compilation

## **Melissa Schulte**

Post-task questions

## **Josh Varga**

Test script, Post-test questions

## **mobiQuad**

Everyone gave feedback on and edited  
all sections of this document, as well  
as feedback and suggestions on all  
prototype images.