

## P4. Usability Report Assignment sheet

### Project Overview

For this assignment, and as a team you will:

1. set up and perform 3 usability tests on your infographic
2. write a formal usability report about your findings

**The audience this project is your team and me.**

Files you will need:

- [Usability Forms](#) (resources) + [Test plan form](#)
- [Report examples](#) (resources/reports)

Deliverables

- **Test plan**
- **Usability Testing**
- **Report**
  - **Draft1 (Memo with data only)**
  - **Draft2 (Memo with data/video and text)**
  - **Final**
- **Video clips**

**Total Point Value: 200 Points total**

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## FAQ

### What drafts are there?

There are 2 kinds of projects with the drafts listed below:

- Draft 1: submit the data (raw and finalized) and the video links
- Draft 2: submit the unfinished/in process report prose and completed video clips
- Final

Video

- Draft and
- Final

### What goes in the report?

The report should be appropriately designed and include a table of contents, page numbers, headings, and footers where appropriate. All data, including outcomes, comments, and times must be in well designed and constructed tables. Visually represent the data, where appropriate.

- 1-page executive summary

## P4. Usability Report Assignment sheet

- Name your draft "Usability-Report\_0.Team name"
- Save your file as a .pdf to preserve its design.
- Location of, and brief overview of, video clips

The report should have correctly identified, numbered and captioned, and referenced images and tables. Pictures (taken from video) must be included to describe/show the user tasks.

**Do not double space or indent the report.**

**Do not use a ubiquitous and/or default fonts (i.e, Times -of any flavor-, Arial/Helvetica, Calibri).**

[Use this checklist to guide you](#)

### What is required for usability testing?

- Complete a test plan
- Organize and edit forms for your testing
- Test 3 participants (not including the pilot test)

- Video record:
  - 1) one complete walkthrough
  - 2) participants performing each of the tasks

*Try to get footage of each of your three participants across these requirements.*

### What do we do with the video?

Make the video into 3 clips:

- 1 clip of the usability test process including staff introduction, equipment overview, and recording setup, and facilitation from start to finish (note taking, testing, and debriefing process). (3-5min)
- 1 clip showing one user performing a task (30sec- 2min)
- 1 clip showing a different user performing a different task (30sec- 2min)

Post the video to Google Drive and share the links in the report.

(Note: Video is not for public consumption - set your permissions to private if you post it to Youtube.)

### How should I organize the data?

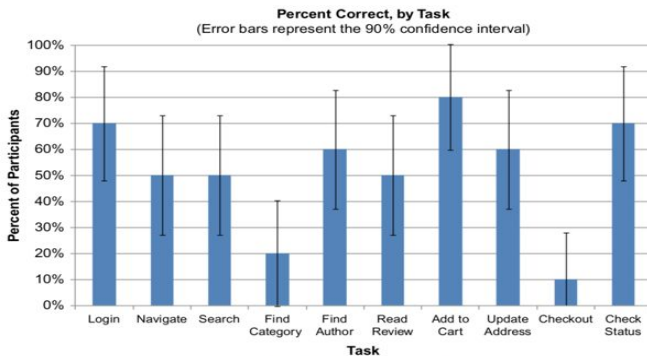
The data for the **drafts** should look just like the data going into the **final** report.

- **Organized raw data.** Provide all raw data including your notes. Make sure it is clear and legible. Include one of each form: User profile, Debrief, and Notes, Consent form, etc. Include FCR tables if you used them to help reach your conclusions. Most of this information goes in the appendix.
- **Tables and charts.** The tables and charts you plan to use in your report. At a minimum include:
  - Success and failure task data,
  - Task by task success information
  - Severity chart or ratings
  - user profile,
  - debrief data in the charts

## P4. Usability Report Assignment sheet

See some examples below.

	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	Task 9	Task 10	Average
Participant 1	1	1	1	0	1	1	1	1	0	1	80%
Participant 2	1	0	1	0	1	0	1	0	0	1	50%
Participant 3	1	1	0	0	0	0	1	0	0	0	30%
Participant 4	1	0	0	0	1	0	1	1	0	0	40%
Participant 5	0	0	1	0	0	1	0	0	0	0	20%
Participant 6	1	1	1	1	1	0	1	1	1	1	90%
Participant 7	0	1	1	0	0	1	1	1	0	1	60%
Participant 8	0	0	0	0	1	0	0	0	0	1	20%
Participant 9	1	0	0	0	0	1	1	1	0	1	50%
Participant 10	1	1	0	1	1	1	1	1	0	1	80%
Average	70%	50%	50%	20%	60%	50%	80%	60%	10%	70%	52.0%



	Few users experiencing a problem	Many users experiencing a problem
Small impact on the user experience	Low severity	Medium severity
Large impact on the user experience	Medium severity	High severity



Minor



Moderate



Major



Critical

### How should the report be designed?

Overall, the document should be easy to scan: it should display contrasted formatting of different information, consistent formatting of similar information, and consistent alignment.

The graphics should be included wherever readers would find them helpful or persuasive, and look neat and attractive. The document should include page numbers.

#### Prose Goals

The voice of the report should be direct, succinct, and formal. All grammar and punctuation should conform to the conventions of Standard Edited English.

## P4. Usability Report Assignment sheet

### What are you expecting from us and how will we be graded?

Exhibit the following skills and strategies:

- Coordinate and conduct an empirically-based usability test
- Synthesize participant data into understandable information
- Collect, craft, and present technical information in ways that convey a clear purpose
- Collaborate on artifacts that meet the needs of the audience
- Integrate graphics to achieve maximum clarity
- Design the artifact for speed, clarity and ease of use

Uses the report rubric shown in Canvas.

### Ok, I see the checklist (and [report template](#)), but can I have a template to identify exactly what we need to include?

The following is a general template for our usability report.

- Executive Summary
- Title page
- Table of Contents (generated automatically)
- Introduction
  - Description
  - Overview Test Objectives
- Methods (use images from the video to supplement your descriptions in this section)
  - Participants selection (remember to keep users anonymous)
  - Context of the product use in the test
    - Tasks (clearly list and explain the tasks used during testing)
    - Test facility (how was the lab or room setup, equipment, layout etc.)
    - Test Administrator Tools (software or other materials used)
  - Experimental Design (include images for the layout of the procedure)
    - Procedure
    - Participant General Instructions (review the general instructions provided. Refer to the script in the appendix)
    - Participant Task Instructions (talk about they process of how you collected data at each task)
  - Usability Metrics
    - Effectiveness: (Explain how you tracked completion rate, success/failures and tagged severity)
- Results
  - Data Analysis
    - Explain the data you collected and where the raw data is located.
    - Data analysis (explain the results of your measurements and what it means)
      - Success/failure chart
      - Task by task chart
      - Profile data
      - Debrief data

## P4. Usability Report Assignment sheet

- Satisfaction: (What did users like and dislike) Qualitative comments
    - Severity analysis
  - Summary task chart
- Presentation of results
  - Findings from your data and what it means in terms of redesign - briefly.
- Conclusions /Recommendations for redesign
  - Synopsis of the recommendations with severity identified in order
- Appendices
  - Your Test plan
  - RAW data
  - All **blank** forms used during the testing
  - Location of, and brief overview for, three video clips of 1) usability introduction and 2) two 20 sec clips of participant interaction