

Sport Club: Usability Test Planning

Test Objectives

- Test if users are able to accomplish the given tasks
- Understand how long it takes for users to complete each task
- Identify the features that generate difficulties and confusion when users are navigating through the application and completing a task
- Generate findings from testing results to shed lights on iterations for the next round

Test Subject

Mid-Fidelity, Mobile Prototype of Spot Club Application

Methodology

Evaluative Research Methodology:

1) Think-Aloud Method: I will encourage each participant to adopt the think-aloud method that they will talk about their thought process while they complete the task.

2) Usability Testing:

- **Moderated**, in-person testing: I will open the prototype on my cellphone and invite the participant to complete tasks. In the meantime, I will be sitting aside, observing and taking notes of the process.
- **Unmoderated**, remote testing: A link to the prototype will be provided to the participants. I will set up meetings through the google meet with each of them, invite them to share their screen, and observe the task completion process.

Participants

5 Participants who age between the target group of 18-60.

Script Procedure

Hi, (participant's name), thank you very much for taking the time and helping me with the test! My name is Arezoo, and I will be moderating the usability study today. What I will invite you to do is to navigate through sport club application to explore it complete some tasks.

Please note that the application is a prototype with limited functions, and some features are not active if you click on them. In the process of completing the tasks, I would like you to speak out to me what you

are thinking and how you are feeling. There are no right or wrong answers, so please feel free to share anything in your mind. The test should take about 8-10 minutes to complete.

** For participants through google meet: I would like you to share your screen while you are completing your tasks. To make sure I don't miss any details, I would like to record the audio for the process. Would that be okay with you? (expecting yes)