# [Name of Software Project] Test

**[Name of Report Writer]**

**[Report Date]**

## Introduction

[Include and introduction about the software project and its purpose.]

**For example:**

The iCanteen project is an online, school-canteen ordering app that allows students to call up the canteen menu and place an order using their mobile device. The canteen staff can obtain the orders for the day at any time from their desktop located in the canteen. iCanteen will eliminate the waiting time currently observed before school and at recess as students place their lunch orders.

[Provide a summary about who conducted the test and what they used. Include a brief summary about the session data.]  
**For example:**

Tests were carried out by the software developer with two students and one canteen staff member. Data was collected on the time taken to place an order using the online method as well as the results of an online questionnaire relating to the ease with which the app was used. Notes were made of the participants’ comments as well as their navigation choices and type of device used along with an overall satisfaction rating, questions and general feedback. The tests were carried out with the software developer present.

## Executive Summary

[The Executive Summary should describe when and where the usability test took place. Describe the purpose of the test. Include the number of participants and the length of the sessions. Provide any additional information about the test.

Provide a brief overview of the results. Include a glimpse of the overall ease of use and some of the participant demographic information. Provide a bulleted list of the problems.

Provide a paragraph describing what is included in the document.]

**For example:**

The tests were carried out on July 4th and 5th in the school canteen space. The tests were conducted to assess the usability of the iCanteen app interface design and information flow.

Two students and one adult, canteen staff member participated in the tests. The tests lasted approximately 12 minutes each.

In general all participants found the iCanteen app to be clear, straightforward, and all thought the app was easy to use.

The test identified only a few minor problems including:

* + The school logo taking up too much screen space.
  + Lack of a log out option

This document contains the participant feedback, satisfactions ratings, task completion rates, ease or difficulty of completion ratings, time on task, errors, and recommendations for improvements. A copy of the scenarios and questionnaires are included in the Attachments’ section.

## Methodology

### Sessions

[Describe how the participants were recruited. Describe the individual sessions – length of time and what happened during those sessions. Explain what the participant was asked to do and what happened post test session. Describe any pre- or post-test questionnaires. Include the subjective and overall questionnaires in the attachments’ section.]

**For example:**

The canteen staff were asked to nominate one person to participate in the test and two students were chosen at random from the canteen line at recess. Each test took approximately 12 minutes to conduct. During the test the software developer explained the test session and asked the participant to use the app either to place an order in the case of the students or call up student orders in the case of the canteen staff member. Participants were then asked to complete the online questionnaire.

The online questionnaire asked the participants to rate the app by responding to a series of statements on a 5-point scale from Strongly Disagree to Strongly Agree. The statements are included in Attachment A and gave an indication of the users’ perceptions of:

* Ease of use
* Frequency of use
* How easy it would be for most users to learn to use the app
* Look & feel appeal

In addition, the software developer asked the participants the following overall questions:

* What the participant liked most.
* What the participant liked least.
* Recommendations for improvement.

See Attachment B for the overall questionnaires.

### Participants

[Provide a description of the participants. Include the number of participants, dates and the number of participants on each testing day.

Provide a summary of the results from the demographic/background questionnaire and display this information in a table.]

**For example:**

All participants were members of the school community. The adult canteen staff member was a female in her 40s with little IT experience. The two students were both in year 11 and although not undertaking IT subjects, considered themselves to be proficient users of technology. Both students were female.

### Evaluation Tasks/Scenarios

[Display the task titles in a bulleted list.]

**For Example**

The student participants were asked to:

* Log in using their iCanteen username and password (supplied)
* Call up the menu
* Place an order for lunch
* Edit one item in their order

The canteen staff member was asked to:

* Log in using their iCanteen username and password (supplied)
* Call up the day’s lunch orders
* Print the orders
* Edit the menu

## Results

### Task Completion Success Rate

[Outline the participants’ ability to complete the tasks without prompting. The task success rate is the number of successes divided by the number of participants completing the task.

Describe the results by: explaining any task that had 100% completion rates. Follow this with the tasks that had the next highest completion rates. Then describe the tasks with the poor completion rates. Display the task completion rates in a table that shows the participant by task completion rates (see example table).]

**For example:**

All student participants successfully completed Task 1 (log in), Task 2 (call up the menu) and Task 3 (place an order for lunch). One of the students experienced difficulty in editing their order.

Task Completion Rates

| Participant | Task 1 | Task 2 | Task 3 | Task 4 |
| --- | --- | --- | --- | --- |
| 1 | √ | √ | √ | - |
| 2 | √ | √ | √ | √ |
| Success | 2 | 2 | 2 | 1 |
| Completion Rates | 100% | 100% | 100% | 50% |

### Task Ratings

After the completion of each task, participants rated the ease or difficult of completing the task for five factors:

* It was easy for me to log in to the app.
* It was easy for me to call up the menu on the screen.
* It was easy for me to navigate through the menu to find different items.
* It was easy for me to complete a lunch order.
* It was easy for me to make a change to my lunch order.

The 5-point rating scale ranged from 1 (Strongly disagree) to 5 (Strongly agree). Agree ratings are the agree and strongly agree ratings.

#### Ease in Logging In

[Describe the results for this rating variable. Begin with the highest mean rating tasks followed by the lowest mean rating tasks.]

**For example:**

All participants agreed it was easy to log in to the app with a mean rating of 4.5

#### Ease of accessing menu

[Describe the results for this rating variable. Begin with the highest mean rating tasks followed by the lowest mean rating tasks.]

**For example:**

All the participants found it easy to access the menu with a mean rating of 4.5

#### Placing an order for lunch

[Describe the results for this rating variable. Begin with the highest mean rating tasks followed by the lowest mean rating tasks.]

**For example:**

All the participants agreed it was easy to place an order for lunch although the mean rating of 4 suggested that it may require further onscreen instruction or redesign of the navigation menu.

#### Editing a lunch order

[Describe the results for this rating variable. Begin with the highest mean rating tasks followed by the lowest mean rating tasks.]

**For example:**

Not all the participants agreed it was easy to place an order for lunch with one student recording Disagree whilst the other recorded Agree giving a mean rating of 3.

### Time on Task

The software developer recorded the time on task for each participant. Some tasks were more difficult to complete than others and is reflected by the average time on task.

[Provide a task by task description – include the task title or goal and the mean time to complete. Provide the range of completion times.]

**For example:**

Task 1 required the participants to log in to the app and was completed quickly (mean time = 15 seconds) with a maximum time of 18 seconds.

Task 3 required participants to find place a lunch order and took the longest time to complete (mean = 115 seconds). However, completion times ranged from 65 (approximately 1 minute) to 165 seconds (almost 3 minutes).

[Display the time data in participant by task table and include the mean total time by task.]

**For example:**

Time on Task

|  | P1 | P2 | Avg. TOT |
| --- | --- | --- | --- |
| Task 1 | 12 | 18 | 15 |
| Task 2 | 130 | 370 | 186.4 |
| Task 3 | 65 | 165 | 115 |
| Task 4 | 65 | 150 | 129.6 |

### Errors

The software developer recorded the number of errors participants made while trying to complete the task scenarios.

[Describe the task in which participants made the most errors. Describe any tasks that were made without a non-critical error. Provide the results in a table showing number of errors by participant and task. A non-critical error is an error that does not prevent successful completion of the scenario.]

### Summary of Data

The table below displays a summary of the test data. Low completion rates and satisfaction ratings and high errors and time on tasks are highlighted in red.

For example:

**Summary of Completion, Errors, Time on Task, Mean Satisfaction**

| **Task** | **Task Completion** | **Errors** | **Time on Task** | **Satisfaction\*** |
| --- | --- | --- | --- | --- |
| **1** | 2 | 1 | 15 | 4.5 |
| **2** | 2 | 2 | 186.4 | 4.5 |
| **3** | 2 | 2 | 115 | 4.0 |
| **4** | 1 | 6 | 129.6 | 3.0 |

\* Satisfaction = Mean combined rating across three post-task measures: ease of finding the information, ability to keep track of location in site, and site information prediction accuracy.

### Overall Questionnaire

#### Overall Ratings

After the task session was completed, participants rated the app for eight overall measures (See Attachmentinsert attachment letter here). These measures were:

* Ease of use
* Frequency of use
* Difficulty of keeping track of where they were in the app
* How quickly most people would learn to use the site
* Getting information quickly
* Relevancy of site content
* App organization

[Describe the highest percent of ‘agreed’ satisfaction ratings first. Combine the strongly agree and agreed ratings into an agreed ratings. Then describe the variables that received the lowest satisfaction ratings. Display the results in a table]

**For example:**

Most of the participants (92%) agreed (i.e., agree or strongly agree) that the website was easy to use. The majority of participants (85%) agreed they would use the site frequently and that the site’s content would keep them coming back. Even though participants’ average agreement rating was 3.9, only 54% (due to 5 neutral and 5 strongly agree responses) agreed that the homepage’s content would make them want to explore the site.

See table below.

**Post-Task Overall Questionnaire**

|  | **Strongly Disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly Agree** | **Mean Rating** | **Percent Agree** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Thought iCanteen was easy to use |  |  | 1 |  | 1 | 4 | 50% |
| Would use iCanteen frequently |  |  |  | 1 | 1 | 4.5 | 100% |
| Found it difficult to keep track of where they were in the app | 1 |  | 1 |  |  | 2 | 0% |
| Thought most people would learn to use iCanteen quickly |  |  |  | 1 | 1 | 4.5 | 100% |
| Can get information quickly |  |  | 1 |  | 1 | 4 | 50% |
| Site’s content was all that I needed |  |  |  |  | 2 | 5 | 100% |
| iCanteen is well organized |  |  | 1 |  | 1 | 4 | 50% |

*\*Percent Agree (%) = Agree & Strongly Agree Responses combined*

#### 4.6.2 Likes, Dislikes, Participant Recommendations

Upon completion of the tasks, participants provided feedback for what they liked most and least about the website, and recommendations for improving the website.

**Liked Most**

The following comments capture what the participants liked most:

[insert liked most comments here]

**Liked Least**

The following comments capture what the participants liked the least:

[insert liked least comments here]

**Recommendations for Improvement**

[insert recommendations here]

## Recommendations

The recommendations section provides recommended changes and justifications driven by the participant success rate, behaviors, and comments. Each recommendation includes a severity rating. The following recommendations will improve the overall ease of use and address the areas where participants experienced problems or found the interface/information architecture unclear.

[Provide the task title and an overview of the task. In a table, present the change, justification for the change and the severity rating for the change. Do this for each recommendation]

**For example:**

**Find Organizational or Individual Funding Information (Task 2)**

Task 2 required participants to find organization funding (Test 1) or individual funding (Test 2).

| **Change** | **Justification** | **Severity** |
| --- | --- | --- |
| * Add onscreen help. | Some participants found it difficult to make changes to an existing lunch order. | High |

## Conclusion

[Provide a short conclusion paragraph. Begin with an overall statement of what the participants found and what is key about the Web site/application].

**For example:**

All of the participants found iCanteen to be well-organized, comprehensive, clean and uncluttered, very useful, and generally easy to use. Having an online canteen ordering system was found to be highly valued by all of the participants. Implementing the recommendations and continuing to work with users will ensure a continued user-centered app.

[Add Attachments. Attachments may include: Background Questionnaire, Post-Task Questionnaire, Post-session Overall Subjective Questionnaire, Task Scenarios, etc]

This template was adapted from:

U.S. Department of Health and Human Services, Improving the User Experience 12/06/2013 'Report Template: Usability Test'. https://www.usability.gov/how-to-and-tools/resources/templates/report-template-usability-test.html (accessed 25/06/2016)