

Lab Web Usability Testing Plan

Logistic

1. Testing Plan for moderator and note taker
2. Plain Tasks List for users
3. Post-test questionnaire
4. Cards
5. Post-it notes
6. Pens
7. Invision APP installed on mobile phone
8. Send out both team and interviewees the invision sharing link with hinting disabled
9. Laptop for desktop prototype (in case link doesn't work)

Protocol

For Participants:

1. Think aloud;
2. No right or wrong actions; Do as what you would like to do;
3. Notes and data will be used only for research;

For Moderators:

1. Follow the script on the task part, but **be flexible on follow up questions**;
2. Remind participants to think aloud (speak out thinking process);
3. Prompt without leading questions; Appropriate examples:
 - a. Why do you click on this button?
 - b. What would you expect to happen next if you click on this label?
 - c. How do you think about this widget?
 - d. What do you think this icon stands for?
 - e. What are you going to do now?
4. Be aware of user's body language or facial expression;
5. Ask participants if they need a break;
6. Ask follow up questions after **each task**;
7. Provide post-test questionnaire after **each test**;

For Note takers: (what to record)

1. User Profile
2. Success rate for each task: (does user complete this task as...?)
 - a. Success by themselves;
 - b. Success by prompts;
 - c. Fail (even with prompts).

To see which sections need more improvement on instructions or interaction design.

3. Number of Prompts in each task (if any);
4. Verbal feedbacks;
5. Facial expression & Body languages.

[Script]

Ice Breaker

Team introduction;

Tell more about yourself?

1. Role
2. How long have you been at lab
3. How often do you access lab web/ inside pnnl?

Study Objectives (Easy? Useful? Intuitive? Label, interaction, navigation make sense?)

Based on research findings, we redesigned the information architecture, visual layout, and interaction of the Lab Web and Inside PNNL newsletter. To validate our redesign, our primary research questions for the usability study is following: How intuitive and efficient is the end-to-end experience in reading Inside PNNL articles and using Lab Web as a whole.

- How easy it is for users to accomplish the tasks?
- What usability issues do users encounter on the desktop version and the mobile version?
- Are navigation labels and functionality icons intuitive?
- What is the overall ease of use of the redesigned Lab Web and Inside PNNL newsletter?
- What is the overall usefulness of the redesigned Lab Web and Inside PNNL newsletter?

Test is divided into 2 parts:

You will conduct a series of tasks around inside PNNL and Lab Web;

You will do card sorting with content samples from inside PNNL.

Set Expectations

1. It's just a prototype and is not fully functioning; don't feel surprising if you click somewhere but nothing happens;
2. Think aloud;
3. No right or wrong actions; Do as what you would like to do;
4. Notes and data will be used only for research;

A. Usability Testing

Scenario

You are receiving the most recent email newsletter from Inside PNNL in your email inbox. You want to read more about the first article. After reading it, you want to share it with you colleagues. Besides, since the Lab Web is redesigned, you want to try those new features.

Task 1 inside PNNL

With Inside PNNL newsletter presented, both mobile and desktop version.

First, you are going to access a specific article on Inside PNNL

- a. You decide to read more about the first article: Fast-growth cyanobacteria. How would you like to access the full article?

[Observe]

- i. Would user prefer to open a new tab in browser or click on “read more” button in email?

[Follow up]

1. How do you think about the format?
2. More text? More visual?

- b. You feel this article would be useful to your colleague, so you are going to share it with him/her.

[Follow up]

1. How do you think about (IM) icon next to the email icon?

You are now on the homepage. Wait a second, don't click, just take a look.

[Follow up]

1. What stands out?
2. What's exciting?
3. Anything you expect is missing?

- c. Please customize your Inside PNNL news feed. Where would you go to customize it?

- d. Remove the “Lab News” category from your personalized feed.

[Follow up]

1. How do you think about the labeling “My News”?
2. How do you think about the customization?

Task 2 Topic Index

Please find more information about “Managed Software Program” by using the Topic Index.

[Follow up]

1. If user tried to use search bar: In this prototype the search is not functioning, could you figure out another way to do it?
2. Topic Index was on the top navigation bar and in another separate page, how do you think about this new layout?

Task 3 My Links

Please customize your links:

- a. Remove the “Life@PNNL”;
- b. How would you add another internal PNNL link?
- c. Please add an external link: <http://www.Google.com>

[Observe]

1. Is “My Links” findable?
2. Is “trash bin/ del” button intuitive?
3. Is the process of customizing “My Links” intuitive and efficient?
4. Does user feel the customization helpful and useful?

[Follow up]

1. How do you think about the process of customization?
2. How do you think about the layout of the links? (as a row of buttons?)
3. What links would you like to add into this section?
4. How do you think about the different categories of PNNL internal links?

Task 4 Events

- a. Please find a workshop event happening today;
- b. Add this event into your calendar.

[Follow up]

1. Were you aware of the [calendar] icon on the upper right corner?
2. What would you expect for that?
3. How do you think about the categories of events?

Task 5 Widgets

- a. Please remove the widget under the event widget ;
- b. Please add a new widget: “Social Media Links”.
- c. What do you think the button on the upper left corner of this widget could be used for?

[Observe]

Q(c): Is the drag/resize icon intuitive?

[Follow up]

1. After you remove one widget, the event widget expanded and filled the space. Is that what you expect?
2. What widgets would you like to see?

Task 6 Navigation

- a. Where would you go to submit a story to Inside PNNL?
- b. Please find an event on the Central Calendar;
- c. Please find the most recent post in Whiteboard.
- d. Please find an Inside PNNL article posted on July.

[Observe]

Will user find a previous article by searching or by using archive?

[Follow up]

1. How do you think about the labeling of "Central Calendar"?
2. Usually, how would you like to find a past article? (search or archive)

Please complete the post-test questionnaire. Thank you for your feedback!

B. Card Sorting (Information Architecture Testing) 10 mins

***The result could be used for renaming the categories of articles and creating filters for the calendar.**

Tasks

1. Please group the contents that you feel should be in the same category, and there is no limitation of number of categories.
2. Please name each category with the word you feel appropriate.