

# Esports MTStats Usability Test Plan

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# Test Outline

The test will take place in a quiet, distraction-free environment where the participant can concentrate on the task at hand. The administrator will provide the link for the app and ask the participant to complete the scenarios on their own while thinking out loud. A working computer or mobile device will be provided for the participant's use during the test, along with any necessary peripherals like a mouse or keyboard.

During the test, the administrator will be present to answer any questions the participant may have about the scenarios or the app. If necessary, the administrator may provide additional instructions or clarifications to the participant. After the scenarios are completed, the participant will be asked to complete a post-scenario survey and participate in a brief interview to provide additional feedback on their experience using the app. The entire test is expected to take approximately 30-45 minutes.

## Pre-Test Questions

1. Are you interested in the testing of this application? (Yes/No)
2. Have you ever participated in a usability test before? (yes/no)
3. Please let us know which device you are using for the usability test:
  1. Laptop
  2. Mobile
  3. Tablet
4. Have you ever used an application before, in which you enter your game scores? (yes/no)
5. How frequently do you use similar applications? (daily, weekly, monthly, rarely, never)
6. On a scale of 1-10, how comfortable are you with technology or browsing? (1 = not comfortable at all, 10 = very comfortable)
7. Do you have any visual or physical impairments that may affect your ability to use the application? (yes/no)

# Test Scenario 1: Match/Game/Event entry tool

**Test Scenario Name:** Input Test

**Test Goals for the Scenario:**

- To evaluate the time required to create a match/game/event.
- Evaluate the ease of inputting match/game/event information.

**Software or Equipment required:** Laptop or desktop computer with mouse and internet connection. Live link of the app to run in browser

**Quantitative measurement list:**

- Time taken to create a new match/game/event.
- Number of clicks required to create a new match/game/event.

**Scenario Description:** Welcome to our usability testing session. As a team manager, your task is to create a new match or game for your team using our app. You will be given access to the app via login credentials provided by the administrator. Once you log in, you will need to navigate to the "Match/Game Entry" tool in the app's navigation menu. From there, you will select the option to create a new match or game. You will need to provide the name of the event, the date and time it will take place, the location, and any other relevant details. Throughout the task, we encourage you to think out loud and share your thought process with us. Let's begin.

**Task List:**

1. Open the app and log in to your account.
2. Navigate to the match/game/event entry page.
3. Click on "Add Match/Add Game/Add Event" button.
4. If clicked on Add Event, fill out the required information, such as Event name, start date, and end date.
5. Or else If clicked on Add match, fill out the League, and Opposing school information.
6. Otherwise, If clicked on Add game, fill out the required information, such as Player name, stage, Player character, Opponent character, stocks taken, and stocks remaining.
7. Click on "Submit" button to save the new match/game/event.

**Qualitative measurement list:**

Participant's ease of use of the match/game/event entry tool.

Participant's understanding of the information required to create a new match/game/event.

**Potential observations of participant:**

- **Participant struggling to find the match/game/event entry tool:**

During the scenario, the participant will encounter difficulty in finding the match/game/event entry tool. The participant might spend a significant amount of time searching for the tool in different sections of the app or may even ask the administrator for assistance. The administrator should take note of any frustration, hesitation or confusion displayed by the participant. Observations to make include where the participant clicks or taps, any specific wording or iconography they might be looking for, and how long it takes them to find the tool. This observation can help identify any issues with the app's navigation and menu structure.

- **Participant confused about the information required to create a new match/game/event:**

During the scenario, the participant will encounter confusion about what information is needed to create a new match/game/event. The participant might ask the administrator for clarification on what is required or might make assumptions about the type of information required, leading to errors or incomplete entries. The administrator should note any confusion or hesitancy displayed by the participant when entering the information. Observations to make include what specific pieces of information the participant is unclear about, how long it takes them to enter the information, and if they make any mistakes in the process. This observation can help identify any issues with the app's data entry process or the clarity of the information required for a match/game/event entry.

### **Test Set up Details:**

The test will be conducted in-person in a quiet room with no distractions. The participant will use their own laptop or desktop computer with a mouse to access the app.

## **Post-Scenario Interview and Questionnaire Questions:**

1. How easy or difficult was it for you to create a new match/game/event?
2. Were there any steps in the process that were confusing or unclear to you?
3. Is there anything you would suggest to improve the match/game/event entry tool?
4. Did you encounter any errors or technical issues while using the match/game/event entry tool?
5. How long did it take you to complete the task of creating a new match/game/event?
6. Were the instructions and labels on the app clear and easy to understand?
7. Was there any missing or redundant information required when creating a new match/game/event?
8. Did you feel confident that you provided all the necessary details when creating the new match/game/event?
9. Did you find the process of creating a new match/game/event intuitive or confusing?
10. Were there any features or functionality that you expected to see in the match/game/event entry tool but were missing?
11. Did you encounter any issues or challenges when inputting information into the various fields?
12. Was the match/game/event entry tool visually appealing and easy to navigate?

# Test Scenario 2: Listing Events by: upcoming, current, past

**Test Scenario Name:** Navigation Test

**Test Goals for the scenario:** Evaluate the ease of navigation within the app's events section on Home page.

**Software or equipment required:** Smartphone or desktop computer, link to application.

## **Quantitative measurement list:**

- Time to locate upcoming events.
- Time to locate current events.
- Time to locate past events.

**Scenario description:** Hello, in this scenario, you will be using the app to find out about events. You will be asked to locate information about upcoming events, current events, and events that have already happened in the past. To do this, you will need to navigate to the app's events section. Once you are there, you will be asked to find the upcoming events and the past events. The goal of this test is to see if you can easily find the relevant information about events in the app. Please let me know if you have any questions before we begin.

## **Task list:**

- Open the app's events section.
- Locate the upcoming events and note the time it took to find them.
- Locate the past events and note the time it took to find them.

## **Qualitative measurement list:**

- Ease of use,
- Satisfaction with navigation,
- Attention or focus required to use.

## **Potential observations of participant:**

- **Mouse or finger movement:** Observe the participant's mouse or finger movement as they navigate through the app. This can give an indication of how easily they can find and interact with different elements on the app.
- **Facial expressions:** Watch the participant's facial expressions as they use the app. This can give insight into their emotions and reactions to different parts of the app.

- **Verbal comments:** Listen to the participant's verbal comments as they use the app. This can give an indication of their thoughts and opinions on different elements of the app, as well as any frustrations or confusion they may experience.

**Test Set up Details:**

The test will be conducted in-person in a quiet room with no distractions. The participant will use their own laptop or desktop computer with a mouse to access the app.

## **Post Scenario interview and questionnaire questions:**

1. How easy was it to locate the upcoming events?
2. How easy was it to locate the past events?
3. Did you experience any difficulties during the navigation process?
4. Was there anything about the navigation that you found particularly frustrating or satisfying?
5. Were the labels for the different sections (upcoming events, current events, past events) clear and easy to understand?
6. Did you have to spend a lot of time searching or scrolling to find the information you were looking for?
7. Was the information about each event (date, time, location, etc.) presented in a clear and organized way?
8. Were there any features or information that you were expecting to find in the events section that were missing or hard to locate?
9. Do you have any suggestions for how the events section could be improved to make it more user-friendly or informative?
10. How would you rate the overall usability and user-friendliness of the events section on a scale of 1 to 10?



# Bug Report Form

Bug Number: \_\_\_\_\_

Bug Name: \_\_\_\_\_

Bug Description: \_\_\_\_\_

\_\_\_\_\_

Steps to reproduce:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_



# Computer User Interface Usability Testing

You are being invited to participate in a research study to determine the usefulness and usability of computer user interfaces. This study is being conducted by Dr. Robert Pastel of Michigan Technological University Computer Science Department and Dr. Pastel's Human-Computer Interaction (HCI) courses. The students are performing the usability tests as part of their project and to fulfil the HCI course requirements.

There are no known risks if you decide to participate in this research study. There are no costs to you for participating in the study. The information you and the tasks that you will perform will determine the usefulness and usability of user interfaces. The questionnaires and the tasks should take less than an hour to complete. The information collected may not benefit you directly, but the information learned in this study should provide more general benefits.

The questionnaires and tests are anonymous. No one will be able to identify you and your answers, and no one will know whether or not you participated in the study except for the instructor of the class who is giving you credit for participating. Should the data be published, no individual information will be disclosed. Your participation in this study is voluntary. By completing the questionnaires and performing the tasks, you are voluntarily agreeing to participate. You are free to decline to answer any particular question you do not wish to answer or not to perform a task for any reason.

The testing may make use of video conferencing software which will record your tasks on computers screen and from your webcam. The webcam recordings will not be shared, and you may mute the webcam at any time. Before sharing your screen, you should clear your desktop of any open apps except your browser. Also you should clear your desktop of any icons or widget that you wish not to be observed. If you have any questions about the study, please contact Dr. Robert Pastel, Associate Professor, Computer Science Department, Michigan Technology University, Houghton, MI 49931.