

USABILITY TEST PLAN

Esports MTStats

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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. Please indicate your level of agreement to the following statement: I am very interested in the testing of this application.

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

2. Please indicate what type of device you are using to perform this test:

- a. Desktop with mouse
- b. Laptop with touchpad
- c. Laptop with mouse
- d. Tablet with touchscreen
- e. Other

3. Have you ever used an application before, in which you enter your game scores?

(yes/no)

4. How frequently do you use similar applications?

(daily, weekly, monthly, rarely, never)

5. On a scale of 1-10, how comfortable are you with technology?

(1 = not comfortable at all, 10 = very comfortable)

6. Do you have any visual or physical impairments that may affect your ability to use the application?

(yes/no)

7. Have you ever participated in a usability test before? (yes/no)

Usability Test Scenarios:

1.

Test Scenario Name: Export button testing in profile page

Test Goals for the Scenario: When clicked on the export button, the user should be able to have excel downloaded in the system and when opened, it should properly display the 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: Satisfaction level

Scenario Description: The participant is an authorized user who is using the app for the first time. The participant who wants to see the excel to analyze the records. The participant has the application access and valid username and password. The participant will click on the “Events” tab to see the “Export” button and then excel will get downloaded.

Task List:

1. Open the app and log in to your account.
2. Click on the event tab.
3. Click on the export button
4. After excel is downloaded, see to it that necessary information is as required

Qualitative measurement list: User Feedback and User Expectations and Content Accuracy

Potential observations of participant:

- Participant struggling to find Event tab:

Observations to make include where the participant clicks or taps, and how long it takes them to find the tool. This observation can help identify any issues with the app's navigation.

- Participant confused about the information in excel:

Observations to make include what specific pieces of information the participant is unclear about. This observation can help identify any issues with the excel and then feedback can be taken to know what is missing and what information can be added.

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 export the excel?
2. Were there any steps in the process that were confusing or unclear to you?
3. Is the information you need for analysis available to you in excel?

2.

Test Scenario Name: Login and Logout testing with forgot password option (Testing of creating a new user can be also done additionally)

Test Goals for the Scenario: The user should be able to properly login and logout of the application after navigating to all the tabs of application. The login, logout and if the user forgets the password, then resetting option should work successfully with utmost time efficiency. All the possible ways to get the application access should work the same.

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: Timely completion and without any error

Scenario Description: The participant is an authorized user who is using the app for the first time. The participant will login and then navigate to all the tabs of the application and is trying to check multiple times login logout if it works smoothly. The participant also wants to reset the password, hence trying the Forgot Password? Option. The participant is trying to login in all the ways given by application. **Additionally, User can try to create a new username and password to check the same**

Task List:

1. Open the app and log in to your account.
2. Navigate to all the function tabs of application and logout.
3. Reiterate the above steps multiple times and with all the ways
4. Try the Forgot Password option.

Qualitative measurement list: User Feedback and User Expectations and Suggestion

Potential observations of participant:

- Participant struggling to login:

Observations to make is how much time is needed to login. Is the successful login showing any message or toaster for the same. If the password or username is entered wrong, then is the message shown properly. If logged out, then is the proper message shown

- Participant confused about the Forgot Password:

Observations to make is if the user gets any one time code or any other steps to follow how to reset the password. Is it time consuming?

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 use the application?
2. Were there any steps in the process that were confusing or unclear to you while resetting the password?
3. Is the information you need to create a new user sufficient?

Bug Report Form

Bug Number :

Bug Name:

Bug Description:

Steps to reproduce the bug:

Testing Challenges

Challenge Name:

Challenge Number:

Challenge Description:

Consent Form

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 fulfill 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.