



Usability Test Outline

Contents:

1/ Test Objectives	Pg. 1
2/ Test Subject	Pg. 1
3/ Test Methodology	Pg. 1
4/ Participants	Pg. 1
5/ Recruitment Plan	Pg. 1
6/ Tasks	Pg. 2
7/ Script	Pg. 3 - 4

1/ Test Objectives

- Is the experience, as presented, enjoyable?
- What is the user experience with regards to complexity - is it too complex?
- Do changes made increase learning/ comprehension?

2/ Test Subject

- BRWR app prototype

3/ Test Methodology

- Moderated Usability Test - Task Analysis

4/ Participants

- 3-5 participants

5/ Recruiting Plan

- Have industry contacts
- Re-use previous interview participants
- Ask Co-Workers
- Ask fellow students
- Ask on Reddit r/coffee

6/ Tasks

- (i.) Proceed through welcome flow
- (ii.) Add a coffee
- (iii.) Connect user's smart gear
- (iv.) Find and add a Chemex Recipe
- (v.) Inspect a recipe's details
- (vi.) Choose to brew the added Chemex recipe
- (vii.) Proceed through brewing flow

7/ Script

– Introduction –

Thanks for agreeing to help me with this usability test today.

The format for a usability test is I will give you a scenario and ask you to complete a series of tasks using a click-through prototype of an app I'm working on. The scenario is intended to give you some context into why you're using the app. While completing each task, please speak out loud what you're thinking. This helps me understand your thought process.

Second, this isn't testing you, this is testing the design. That means there are no right or wrong answers. What I'm looking for is your real experience and your real feedback on using the prototype. Truthful answers help me improve my designs and create a better experience. Please don't worry, you can't hurt my feelings.

Last, I'll be recording this session so I can listen back in my analysis. It also helps me be more present in our discussion.

Last, if you need to stop, for any reason, please let me know.

Are you alright with everything I've said?

– Begin –

– Scenario –

You've recently begun making coffee at home and while you're happy with your results, you want to improve. A friend recommended trying out BRWR app. You've downloaded it, and are trying it out for the first time.

– Task (i.) *"Proceed through welcome flow"* –

(a.) Navigate through the welcome process until you reach the main app. Please describe your impressions of and experience with the app as you navigate your way along.

(b.) on the home page, please describe what you see, and what actions you think you can make.

– Task (ii.) *"Add a coffee"* –

(a.) You understand BRWR can track how much coffee beans you have. How would you go about adding your current coffees to track?

– Task (iii.) *"Connect user's smart gear"* –

You own some smart devices (a bluetooth enabled coffee scale and bluetooth kettle). How would you go about connecting your devices?

– Task (iv.) *"Find and add a Chemex recipe"* –

(a.) Now, you want to make a coffee and own a Chemex brewer. How do you expect to be able to do this?

(b.) Your friend Matt suggests trying out his Chemex recipe, how would you go about finding his?

– Task (v.) *"Choose to brew the added Chemex recipe"* –

(a.) Before you brew Matt's recipe, you notice the recipe makes 750g of coffee. That's too much for you. How would you go about changing this recipe so it makes 500g of coffee instead?

(b.) After you change this, save keep the saved changes, rather than save as new.

– Task (vi.) *"Proceed through brewing flow"* –

(a.) Now you can brew the recipe. Please describe your observations and experience as you navigate through the brewing instructions.