

EH-301 Technical Writing

To: Heather Armstrong
From: Kyle Miller
Subject: Usability Test Report
Date: 6 March 2021

Introduction: The purpose for this memo is to share my data gathered from the usability test. The test gauged the clarity, conciseness, and effectiveness of my user manual detailing how to create a Twitter profile.

Methodology: The participant for this study was one of my roommates. They sat at our kitchen table with my laptop in front of them. I asked them to read through the user manual and if there were no issues to begin. I kept track of how long each task took to complete, how long the total process took, and noted if there was any confusion following the tasks.

Findings: During the test, the user had no major difficulties understanding the manual. There was one typo that was pointed out, but it did not hinder the test. Following the read, they had no issue accessing the internet, navigating to the search bar, finding the website, and following along with the instructions to set up their profile. At no point did the user need to backtrack on any step. Below is a table containing the time each step took:

| Task # | Time to Read | Step 1 | Step 2 | Step 3 | Step 4 | Step 5 | Total |
|-----------------------|---------------------|---------------|---------------|---------------|---------------|---------------|------------------------------|
| Time (seconds) | 71.30 | 8.22 | 1.52 | 1.86 | 12.36 | 65.59 | 160.85 (2 min, 40 sec) |

Recommendations: Proper inspection for typos going forward. It did not cause an issue, but it could in another test. For a less tech-savvy individual, an issue may arise while locating the browser. Including where to find the browser into the user manual could be a useful revision.