

Usability Test Plan

Purpose:

Opentrolly.com.sg wants a usability test to find out if its book search, account registration, add-to-cart, and checkout steps work. So that they can fix it if it does not work before website goes live.

Test Goals:

- 1. Users can search up books on the Opentrolly.com.sg website*
- 2. Users can fill in all the details on the registration page and register for an account on Opentrolly.com.sg website*
- 3. Users can add items to their cart and proceed to check out on the Opentrolly.com.sg website.*

Test Participants User Profile:

User type: Young working adult.

Age: 18-25

Occupation: Part-time employed (students)

Online shopping experience: Has bought a product online in the past 3-6 months.

Device: Smartphone / Laptop

Exclusion: Has not shopped on Opentrolly.com.sg

Number of Test Participants:

We target to interview 10 participant. 5 polytechnic students and 5 young working adult.

Length of Test Session:

The total length of each session will be 20 minutes, including:

- Welcome & pre-test briefing: 2 minutes
- Test session (tasks): 15 minutes
- Post-test questionnaire: 2 minutes
- Post-test briefing: 1 minutes

Note: Usual test sessions last for a maximum of one hour as it is hard to recruit users who are willing to spend more than an hour. Another reason is participants tend to get tired and thus try to rush through the test to get over with it.

Test Location and Environment Set Up

*The usability testing will be conducted at classroom .
Participants will use mobile phone or laptop
We will use camera in phone to capture the session.*

Metric Data Collection:

The following data will be collected during the usability test session:

- Task Time
- Number of Errors/Mistakes
- Usability Problems Observed

Usability Scenarios

This section is to define the scenarios that the test participants will be required to attempt in the test session. The scenarios are written based on the purpose and test goals specified in the test plan.

Test participants will be required to search for books and set up an account on the website. They are also required to take steps to purchase the items.

Post Task Questionnaire

For each test scenario, you should conduct a post task questionnaire, to understand user perception of the task they've just completed.

1. How easy was the task you just did?
2. Was it easy for you to complete the task?
3. Was it hard for you to navigate through the website?
4. How satisfied are you too with the process of completing the task?
5. Did you encounter any problems with completing the task?

6. What would you improve about the task or interface?

Post Test Questionnaire

When the test participants have completed all the test scenarios, you should conduct a post-test questionnaire to understand user perception of the overall product.

1. What did you find most frustrating or difficult?
2. Rate it yourself from 1-5, 1 being strongly disagree, 5 being strongly agree.
 1. The product was easy to use overall.
 2. The product's layout and design were clear and intuitive.
 3. I would like to use this product in the future again.
 4. I would recommend this product to others.
 5. The product met my expectations.
3. Do you have any additional comments or suggestions?

Moderator Script

Hi, my name is Danish Amani Bin John Makam, and I'll be guiding you through this session.

Thank you so much for coming today. Before we get started, I want to tell you a little about what you'll be doing and give you a chance to ask any questions.

Today, we're asking you to try out Opentrolley.com.sg and complete a set of tasks. Our goal is to see how easy or difficult it is to use the site.

I'll be recording your reactions and comments as you use Opentrolley.com.sg. A colleague will also be helping by taking notes and observing your interaction with the site.

I want to make it clear that we're testing the **website**, not you. You can't do anything wrong here. We really want to hear exactly what you think, so please don't worry about hurting anyone's feelings. Your honest feedback will help us improve Opentrolley.com.sg

As we go along, I'll ask you to "think aloud"—just say what you're thinking as you work through the tasks and screens, even if it's something like, "I'm drawing a blank." This helps us understand your experience.

If you have any questions, feel free to ask. I might not be able to answer them right away, since we're interested in seeing what people do without extra help—but I'll answer any remaining questions at the end.

Do you have any questions before we start?

(Wait for questions, then continue.)

Moderator:

I'm going to give you a series of tasks, one at a time. Just go through each task as you normally would, and please let me know when you're done.

Task 1 (Read to participant):

"Here's your first scenario: You are looking to buy a cooking book online from Opentrolley.com.sg. You've heard they offer a wide range of titles at good prices. You want to find a book, create an account to make a purchase, add your book to your cart, and complete the checkout process."

"Remember to say your thoughts out loud as you work."

(Wait and observe. Only help if the participant is completely stuck. Take notes.)

Answer Path (for moderator validation):

- Search for "cooking book" on Opentrolley.com.sg
- Select a cooking book from the search results.
- Click "Add to Cart."
- Proceed to checkout.
- Create an account before checking out.
- (Optional: Review cart contents.)
- Confirm delivery address and shipping method.
- Ready to proceed to payment page.
- Fill in checkout details
- Complete check out process by clicking "Check Out"

Post-task question:

How easy or difficult was it to complete this task?

- 1 - Very difficult
- 2 - Moderately difficult
- 3 - Neither easy nor difficult
- 4 - Moderately easy
- 5 - Very easy

Please explain why you gave that rating.

Moderator:

Thank you. Now let's move on to the next one.

Post-test questions:

1. Rate your overall satisfaction with Opentrolley.com.sg
 - 1 - Very unsatisfied
 - 2 - Unsatisfied
 - 3 - Neither unsatisfied nor satisfied
 - 4 - Satisfied
 - 5 - Very satisfied
2. Please explain why you gave that rating.
3. What did you like most about your experience with Opentrolley.com.sg?
4. What did you find most difficult or frustrating?

Moderator:

Thank you. Your feedback has been very helpful. Do you have any questions for me about what you just worked with?

OK, we're finished.

Thank you for participating in this evaluation session. Your feedback has been very useful to us.

Participant Script

(This is what the participant receives—either as printed handout, onscreen text, or verbal instructions from moderator.)

Scenario 1:

You are looking to buy a cooking book online from Opentrolley.com.sg. You've heard they offer a wide range of titles at good prices. You want to find a book, create an account to make a purchase, add your book to your cart, and complete the checkout process.

Task:

Using the Opentrolley.com.sg website, add a cooking book to your cart and proceed to checkout. You will be prompted to create an account before checking out.

Scenario 2:

You are ready to buy the cooking book and want to complete the purchase without mistakes.

Task:

Complete all required information (address, shipping, and payment option) on the checkout page.

Scenario 3:

You are ready to click check out after completing all required information.

Task:

Click on check out.

Please do each task in order. If anything is confusing, just do your best and share your thoughts.

Usability analysis report

Akid Akasha

It seems to be easy. He successfully completed everything under 3 minutes.

Post task qns

1. Rating is 3
2. because very basic
3. the buttons are easy to find and use.
4. some buttons are confusing.

Arrifin

No difficulties shown. Knew how to use search bar as if its intuitive.

1. 4
2. Overall checkout process was smooth. A bit annoying bcs need fill out info
3. Liked how he can searched for the book easily.
4. Filling out the required info as time consuming

Cody Chua

Seems like he knew what he was doing from the start and was not confuse.

1. 5
2. All the steps were clear and obvious especially all the main steps.
3. The search bar is very big and clear so its easy for users to see
4. The required information is quite troublesome to fill out.

Zafran

Did not use the search bar unlike others, looked quite confuse at first

- 1.4
2. Its quite simple and it is very easy to checkout
3. The checkout layout is very simple and straightforward
4. Scrolling through the categories as he could not find the cooking book section.

Collection and Analysis of data

Name/ Rating	Observations	Notes
Akid/ 3	Looked like he was reacting to the interface well, and it was natural for him to navigate through the website.	Buttons easy to find and use, too many buttons.
Ariffin/ 4	Same as Akid, he completed the task without any trouble.	Navigation to search the book is easy. Finds that there is too much input fields.
Cody/ 5	Although he took longer than the previous 2, but he still managed to complete the task.	Input fields is troublesome.

Zafran/ 4	Looked confused throughout the task and did not use the bar like the rest.	Navigation to search for a book is a hassle because the book section is not helpful.
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Task time- Most participants completed the task quickly with Akid finishing in under 3 min showing that the process was generally fast and efficient. Others also completed the task smoothly without much problem except Zafran, who took slightly longer as he spent extra time browsing through categories instead of using the search bar.

Number of errors- Akid and Cody showed no clear mistakes, completing all steps confidently. Arrifin made no major errors, although he expressed frustration at filling in required information. Zafran was slightly confused at the beginning and did not use the search bar, leading to a small delay when trying to locate the correct section.

Usability problem- Filling out required information during checkout is the common usability problem amongst the participants