

Scope and purpose of my usability test:

The goal is to test how well the average user is able to navigate the forum. They should be able to understand the structure of the forum and intuitively follow the directions to complete whatever task they require. These tests should address all of the potential behavioral permutations. It should be simple for users to create and contribute to threads and to edit some parts of their own user information. It should also be intuitive and easy for admins to engage with the content moderation systems and approve content as needed. Admins must also understand how adding new users works.

Participants:

To test the non-admin side of the forum I would bring in a variety of people from different age groups. Some of them should be parents and those might bring their kids as well to test the children's forum pages. Other adults should also be included especially those who are retirement age as they are likely to struggle the most. I would like to recruit about 30 people for these tests and I would find them via the living science center. For example, I might put up a sign and have employees mention it to people who attend events there.

For the admin side recruitment should be based on the kind of people who work or volunteer at the center. I would either recruit employees and volunteers or people who represent their key demographics.

Data:

I will collect data on how long it takes them to navigate the site and how difficult they find it to complete certain tasks. I will also note any errors that seem to come up often. I will also assess their level of satisfaction with the site and how good they think it looks.

Usability test plan:

- Task 1:
 - You are an employee at River Legacy Living Science Center. A woman named Delia Smith has come up to the front desk and wants to join the forum to find composting tips. You need to make her a new account.
 - Your login information:
 - Username: test
 - Password: password
 - Her new login information:
 - Username: Deila445
 - Password: test1234
 - Make up whatever else you want to add
 - Not an admin
 - Not a trusted user

- Parent ID: 0
 - Forum access: other
 - Log out
- Task 2:
 - You are Delia Smith. Log into your new account. You want to create a new thread to ask if you can compost used tea leaves.
- Task 3:
 - You decide you don't like your User Name and want to change it. You may choose to edit other information while on this page.
- Task 4:
 - You see a thread called "I want to make a grilled cheese sandwich. You are a grilled cheese coninsure and can provide valuable input on this topic.
 - Log out
- Task 5:
 - You are a River Legacy Employee. It is now the point in your shift where you need to check on new forum posts.
 - Your login information:
 - Username: test
 - Password: password
 - Approve or reject posts that as you see fit. Make sure to approved Delia's posts.
- Task 6:
 - You have received a complaint about an offensive post on the "I like to listen to podcasts" thread. Go remove it.
- Task 7:
 - Delia's posts are acceptable and you think it's time to make her a trusted user.
 - Log out
- Task 7:
 - You are Delia Smith again. You rethought your post about grilled cheese and want to suggest something different.
 - After editing your post, you realize that you don't think it's humanly possible to find the right words to describe how you feel about grilled cheese sandwiches.

| Problem | Severity | Tester 1 | Tester 2 | Tester 3 |
|--|----------|----------|----------|----------|
| Information on incorrect login was not specific enough | 1 | No | No | yes |
| Put space in username or password when creating new user then got confused trying to log in as that user | 3 | Yes | Yes | no |
| Could not find the place to edit their own user information | 2 | Yes | Yes | yes |
| Edit user non-admin page was not fully updated | 3 | Yes | Yes | yes |
| Message saying "user added" showed after user information was changed. This confused participants. | 1 | No | Yes | yes |
| Participants did not know what information to put into input fields such as parent ID for new user form | 2 | Yes | Yes | yes |

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|--|---|-----|-----|-----|
| Zip code field was not saved on Admin version of form | 3 | Yes | Yes | yes |
| Non admins do not know why the thread list shows as approved thread list on Nav | 2 | No | No | yes |
| User was confused about the concept of a forum | 1 | No | Yes | no |
| Users did not know that to register you need to visit the center in person | 3 | No | No | yes |
| If the new thread form submit is clicked with no information in it that creates a glitch | 3 | No | No | yes |
| Admins can but should not be able to edit other users posts | 2 | Yes | Yes | yes |
| Users found admin nav confusing | 2 | Yes | No | yes |