

Usability Test Plan

# enCore b5

**Developed by: May Seminar Team, Summer 2005**

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## **Project Sponsors:**

Daniel Jung and Lennie Irvin of enCore

## **Development team:** (assignments for the test and responsibilities)

Kendall -

Pam -

Locke? - Should we put this list at the bottom of the plan???

Barbara -

Tommy -

Charlotte -

Pete -

Sally -

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## **Software application or program:**

EnCore b5 MOO interface.

## **Date of Test:**

Pilot Testing: May 20

Participant Recruitment: May 21

Usability Test: May 22

Usability Test: May 23

## **Purpose**

The purpose of this usability test is to collect data about the ease-of-use of the new features of the **enCore b5** interface and will provide data related to the success of user tasks. The target test participants will be those users who are teachers with moderate experience in teaching in the MOO. The test will capture live feedback obtained from these representative users performing actual sample tasks.

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The usability test will offer accurate information about how well the Graphical User Interface works in specific situations. Test facilitators will note where users have problems or where users get confused. With this information, the program can be revised to resolve problems with design or content to better suit the needs of the users.

What is learned from this test may be considered in future designs of the MOO interface. Feedback from the usability test will inform information developers about the ways in which users use the software and what specifically interferes with their ability to attain their goal in independently using **enCore b5** to teach a class. With these objectives in mind, the usability test will use specific scenarios, tasks, and questionnaires to emulate situations real users encounter in their work environment and to allow the facilitators to record important information from those situations.

### **Potential user of enCore b5:**

The potential users of enCore b5 are teachers and students in distance-learning or on-site programs. The teachers will have a moderate amount of general computing skills and possibly a moderate level of skill with the earlier versions of enCore. The students will approach enCore b5 as novice users.

### **Participants:**

For the purposes of this test, our user will be a teacher with a moderate level of skill. We will recruit four test participants from a pool of teachers that have taught at least one class with an earlier version of enCore b5.

### **User Analysis:**

The teacher with a moderate level of skill has a certain degree of proficiency with technology. They may be teaching at the university/college level or at the high school level. The predominant classes taught by the teachers are in the fields of Composition and Language Learning.

These teachers are able to do certain known tasks, but may not have explored the full possibilities of the program and may need help using new functions.

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## **Test Goal:**

To be able to independently set up and use the enCore b5 Learning Environment to teach any assigned class.

## **Test Protocol**

### **Length**

1. The test will be completed in one hour
2. Each feature being tested will be completed in two minutes.
3. Each participant will get three attempts before the task is considered a failure.

## **Methodology and Task List:**

The usability test will run in four sessions; one participant will be tested during each session. Each individual session will consist of a point and click test of the new interface, designed to gather information about navigation and skills needed to be an independent user of enCore b5. This will be accomplished through a set of tasks within given scenarios, and interviews/questionnaires designed to gather information from the participants. Participants will be asked to verbalize their thoughts as they perform the tasks, allowing the facilitator to gather information as they reason through each task. Data will be collected via direct observation of participants and through data analysis.

## **Tasks to be Tested:**

The following is a list of tasks that will best test the new functions of enCore b5. This list includes functionality that the client would most like to have tested and is presented in a chronological order that is logical for teacher application.

## **Teacher Preparation**

1. Set preferences
  - a. Description

- 
- b. Screen size and layout

### **Class Preparation**

1. Create a Slide Projector
2. Prepare two slides for presentation—one text, one a webpage.
3. Place Slide Projector in the room
4. Edit the Slides

### **Class Meeting**

1. Greet student
2. Find out who “Bob” is
3. Start recorder
4. Chat with students
  - a. To
  - b. Emote
5. Show slides with slide projector
6. Stop recorder
7. View and email transcript

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## **Orientation [Green Room]**

Thank you for agreeing to participate in our usability test. I am \_\_\_\_\_, and behind you is \_\_\_\_\_ who will be observing today.

Today we are testing a new version of the enCore Learning Environment. You are a university professor who teaches distance classes in the English Department's enCore MOO. You are setting up a new course and conducting the first class session using enCore beta version 5.

We're going to use the think-aloud protocol. This means that you will tell me why you are doing each task. Let's practice now. [Hand him the book.] Use this book to tell me what affinity diagramming is.

## **Sign the consent form [Green Room]**

## **Hand the participant the pre-test [Green Room]**

### **Pre-test Questionnaire [Green Room]**

1. How much experience do you have teaching with the Texas Tech English MOO (or how many years/semesters have you taught using enCore v4?)
2. Specifically what features do you/ have you used?
3. What features do you most value?
4. How much time do you spend (on average) setting up your classroom (virtual space) for a class meeting?

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5. How satisfied are you with using the English MOO interface for the online classes you teach?
  
  6. With which functions do you use the English MOO to teach (for ex., chat only, project slides/images, etc)?
  
  7. How many hours per week do you spend working on a computer?

### **Script [Evaluation Room]**

Please sit down and make yourself comfortable.

We are going to be evaluating some new features of the enCore b5. We are not testing you but the features. The new enCore b5 makes all commands clickable, so please attempt to perform all tasks by clicking.

Carter's Studio will be the starting point for your evaluation. Now let's begin the evaluation of enCore.

#### Scenario 1: Setting Preferences

1. In the enCore b5 Learning Environment, you can change your settings such as your "description" or your layout of the program. Where would you go to change these settings?
  
2. Please describe yourself briefly.

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3. I'd like you to set one more options—modify your screen size.

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4. We are now ready to prepare for class. The first thing you need to do is create a slide projector.

5. Now you need to prepare two slides for presentation. Please create one slide containing text and one slide containing a URL.

6. Put the slide projector into your classroom.

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~~7. You have decided to change one of your slides. Please edit one slide.~~

8. We've finished preparing your room, and you will now start class. In order to get class started, clear the right pane so you can begin.

9. Welcome your student(s).

10. Who is the student who just arrived?

11. Please start the recorder.

12. Now it's time for a project presentation. Please present your two slides to your class.

13. Class is now over. Everyone is gone. It's time to shut the recorder down.

14. Please email this transcript to yourself.

Thank you.

## **Post-test Questionnaire [Evaluation Room]**

1. What did you find most difficult as you were using the program?



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2. What did you find easy to use?
  
  3. How does this version compare to the previous versions of the program?
  
  4. Would you upgrade to enCore b5?
  
  5. As a teacher, what changes would you suggest be made to enCore b5 to help in the classroom?

### **Evaluation Measurements:**

**Quantitative Measures:**

**Qualitative measures:**

### **Test Environment and Equipment**

#### **Usability Evaluation Room**

The usability evaluation room is designed to allow participants to operate in a laboratory setting. It is supplied with the following equipment:

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## **Workstation**

- Each workstation consists of a computer desk with a pullout keyboard shelf and an office chair that allows for adjustable seating.

## **Computer**

- The workstation is furnished with a Pentium 4 computer that operates using Microsoft's 2000 Professional operating system. Using Microsoft Internet Explorer, the computer is equipped with an Ethernet connection with ample bandwidth in a local-area network.

## **Camera**

- A ceiling mounted camera and three desktop cameras will allow for each participant to be viewed from multiple viewpoints while they work.
- In addition to video cameras, a PC-to-TV scan converter will allow for each participant's actions on the computer screen to be recorded.

## **Microphone**

- Each workstation is equipped with a boundary microphone in order to capture participants' verbal responses in real time.

## **Usability Control Room**

A usability control room, that is adjacent to the usability lab, will be used to record the participant's actions on video. The room contains the following equipment:

### **Video Monitor**

- Multiple video monitors will permit the camera operator to view and record the participant from numerous directions.

### **Microphone Mixer**

- The mixer will be used to ensure that the audio levels are adequate to capture all of the participant's utterances as well as any instruction from the test administrator.



**Results:**

**Recommendations for improving the document:**

**Appendix:**

