Example –Usability Study Tasks & Success Criteria

The objective of defining tasks is to focus and structure a test that focuses on the core use cases and issues planned for the test and define a clear success criteria for each task. The objective is to perform each test exactly the same so that we can measure "apples to apples"

Preliminary questionnaire *(5 min.)*

- *General demographic - Age/Gender/Name?*
- *1-2 technological assessment questions to assess the type of the users and their use of mobile devices at work and home.*

Short intro *(5 min.)*

- *What are we testing? A bit about HPA and the study we are doing.*
- *This is not a test – "you are not being tested" speech.*
- *Explain the subject that it is important to think aloud and explain their thought, expectations and questions while performing the tasks.*
- *Short disclaimer that this is a low fidelity mockup. We are performing the study on a desktop, but testing the interface of the tablet and smartphone apps.*

Core Tasks

Your company has decided to work with HPA platform and has downloaded it to your tablet. We will give you a few tasks to perform, as if working in HPA on your tablet. After launching HPA and logging into it, you arrive at its landing page.

Task no.1 - Intro + My Apps & Workspace *(10 min.)*

1. *Open "My Projects" app, and afterwards open "My Approvals" app in another tab.*
2. *Take a few minutes and get to know the different elements on the screen. Feel free to click and state your thoughts aloud. Try and give a name or description to the different elements you see on the screen [not all elements will work. This is only a prototype ☺].*

Purpose of the task	- Getting familiar with the product.
	- Checking the understanding of working in "My Apps" and the workspace.
Criteria	- Identifying and understanding the different elements on the screen: Activity handle, arrow on tab, Front Page handle, back button of app.
	- Understanding how to open an App via My Apps.
	- Understanding how to open another app in a new tab via the "+" tab.

Task no.2 - Related Activities and User collaboration *(15 min.)*

You are a manager and need to approve your employee's expense reports through "My Approvals" app.

1. *Go to "Trip to Vegas" report, and write Ben (your employee), you can't approve this report because it is not filled in correctly.*
2. *This reminds you of the "Lunch with Partners" report, you had difficulty approving yesterday. Open "Lunch with Partners" report and explain out load what the collaboration around that report was? [The user will see 2 activities on this report. One with the employee asking for approval and the other with your boss to consult about this issue].*
3. *You now notice the number on the badge on the left has changed. What do you think you should do? [Hopefully the user will open the FP handle].*
4. *Open the new/unread item in this page.*
   What happened? What do you see on the screen? What did you expect to happen? [A new tab with the "Trip to Vegas" report will open in the workspace, with Ben's answer on the timeline].

Purpose of the task	To check the understanding of the activity concept and the collaboration lifecycle (post in activity > Front Page > workspace).
Criteria	- Understanding the activity concept: collaboration about an object. - Understanding the master/detail model. - Understanding how to open the activity timeline, add a participant and post. - Understanding the concept of the front page, what is an activity tile and its connection to the workspace.

Advanced Tasks

Task no.3 - Multiple Contexts ("pinning" scenario) *(10 min.)*

Ben asked you what wasn't filled in correctly in his report.

You remember Ben just filled out the "Trip to London" report properly.

Open the "Trip to London" report from the reports list, to see if it's a good example.

Tell Ben he can use this as a reference for correcting his report.

[- Let's see if he understands he can pin. If he does, a message will appear after adding the post of "context added" and there will be a visual indication like: flying into the context list.

- Let's see how the user choses to navigate to another report (button on app, arrow on tab, "+"].

Purpose of the task	To check the understanding a multiple context activity.
Criteria	- To check the understanding of pinning an activity, recommended apps, and attaching objects to an existing activity.

Task no.4 - Smartphone *(10 min.)*

Flip between the smartphone screens and identify out load items you recognize from the previous tasks you performed on the tablet screens.

Purpose of the task	Understanding the different elements, functionality and behavior in the smartphone interface.

Criteria	Identifying key elements: my apps, workspace, tabs, activity, actions bar, pinning, viewing context.

Concluding questionnaire *(5 min.)*

- *How would the user rate his understanding of HPA platform (1-5)? What more and what less? (Focus on terminology, specific elements in the system).*
- *What did users like about it? What didn't they like about it?*
- *Ideas for improving, making things more clear.*