Name of system/service

Usability test Report

Your name and liu-id - and date for report



Technicalities:

* Please proofread and spellcheck your text.
* Use an accepted reference and citation standard, for instance APA: <https://owl.english.purdue.edu/owl/resource/560/02/>, <https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/in_text_citations_the_basics.html>
* Use numbered chapters and subsections in your document (no need to use the layout provided here, but use something legible).
* When using tables or figures, describe what they illustrate.
* Present numerical data using diagrams or tables, explain what they show and remind the reader of the range of values in the questionnaire/similar.
1. Executive summary

This is a one to two pages summary (i.e. slightly longer than you are used to) of your test with a focus on the findings and the recommended changes.

Audience: the boss who is responsible for allocating resources to the developer's continued work on the system/service.

* Introduce the system using a few sentences, perhaps a picture
* Present the research questions and the answers
* Deduced causes for problems requiring major revisions
* Recommended revisions.
* Good example: http://unilearning.uow.edu.au/report/4bi1.html
1. Introduction

This is the foundation of your report; what is it you are dealing with? The system and your focus.

'Audience: peers (course leaders).

* Present the system you are testing, in enough detail that the unfamiliar reader understands what the test subjects are facing. Use pictures, screenshots and other illustrations so that the reader understands enough of the system to understand your tasks and results.
* Present the research questions you (or someone else) raised with sufficient motivation so the reader understands why this is interesting to test.

  

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1. Method

This section describes how the research questions are operationalized.

Audience: peers/another UX researcher/tester who should be able to replicate your test and understand why you did what you did.

* First enumerate the chosen methods (esp. data collection methods) and motivate why the data collected will provide answers to your questions. You may also compare with other methods. (Use your test plan here but change to past tense). Cite the course literature in your arguments. Remember what you read for the first set of seminars!
* Describe and motivate your test tasks, data collection methods in more detail (including your technical tool). Use your test plan here (but change to past tense). Cite course literature.
* Describe and motivate choice of participant type and number. Recruiting method if you have decided. Cite course literature.
* Discuss any ethical issues including chosen consent form (and remember GDPR).
* After you describe the initial plan, present any changes you made after the pilot test and later (with motivation).
* Describe the final detailed test procedure and activities during the test session. Include the exact test instructions in this section but questionnaires, interview guides, observation protocols etc should be provided as appendicies. Another test leader should be able to read this and replicate your study.
1. Results

When discussing results, you should allow the reader to draw their own conclusions from your data. In order to do this you must present the data. That is what this section is for!This section can be organised either by type of data collected or by test task/part of system (and then by test task). The data you collected using a technical tool goes into whatever part it belongs to, if manipulation/condensation/extraction was necessary, mention such treatment briefly here.

Audience: peers/UX researchers

* Start with the particulars about the participants (eg. numbers, demographics, pre-test questions if any, etc.)
* Then for each part/task/type, present the data collected:
	+ for quantitative data use diagrams, tables etc and provide reminders about the questions asked or activities performed and the range/possible values used. Also consider how reliable your data is (use confidence intervals if suitable).
	+ for qualitative data present the identified categories, use quotes when appropriate. If necessary use images/screenshots to illustrate (using something to identify what aspects of the user interface is being talked about).
	+ Present the observations you make of the data by highlighting properties of the data you collected (ex: the ratio of women to men ended up 9:1, the most problematic task was X or most users did Y in task Z). Do NOT draw conclusions yet.
* Provide enough reminders about the test tasks, screens/system parts for the reader to identify which you are talking about at each stage.

 

1. Findings, Recommendations

This is where you present your conclusions and the deductions that are based on the observations you made.

Audience: the developers, the curious executive as well as the tester/UX researcher. Make this section usable for all!

* For each problem identified:
	+ Present your deduced cause (referring back to your previous observations).
	+ Provide recommendations for redesign. Use screenshots or sketches of the new ideas (the old versions should be available in previous sections, refer back to them).
* Summarise an answer to your research questions (and motivate the answer). Make any additional more general recommendations.
* Note: If one design change is a solution to several problems those problems may be grouped together. Make sure each change is traceable back to a problem.
* Future research - if necessary, what else would you need to research to answer your questions?
1. Discussion and self-critique

This is your reflection on your own work that identifies things to do differently next time.

Audience: your future self (and the course leaders).

* Summarise your experiences during the test - from planning to report writing. What went well, what did not go according to plan? Did the methods give you the result you expected? What was more complex than you expected?
* Now analyse your methods and choices and critique them. This is where you learn from what you did. What would you do different if you did it again (or what should be exactly the same)? What do you need to remember in your next usability test? Answer the following questions:
	+ What could or should you have done differently?
	+ Why? (cite the course literature here)
	+ How would the result differ? (and/or here)

References

Appendicies

Instructions for the final presentation

Your presentation should be about 15 minutes including a few minutes for questions.

Contents of the presentation:

1. The system - briefly, then your research questions.
2. Method, participants, measurements and tasks. When presenting the tasks, show what the system looks like during that task (demo the system if possible).
3. Results and problems. Visualise the results using graphs and figures.
4. Conclude with redesign suggestions.