Usability Test Plan| Add A Feature: Trello

Test Objectives
- Observe how easily users interact with the feature
- Determine if users can complete all tasks, and with how many errors
- Identify any gaps in task flow or necessary information
- Identify pain points / frustrations for users during the task flow
- Test overall usability of the feature

Test Subject
Trello board toggle views feature for low-fidelity prototype (desktop)

Test Methodology
Moderated remote testing via Zoom video calls, 20-25 mins, with screen share to observe how users accomplish each task, session recording

Participants
5-6 participants
20-35 yo
Experienced with Trello and other productivity tools to manage daily life and work project tasks

Recruiting Plan
Participants will be recruited via personal network

Script Procedure
Thank you for taking the time to meet with me and test my prototype for a new feature I'm adding to Trello. If you are comfortable with it, I would like to record and transcribe our session today for my note-taking purposes only. May I have your permission to do so? *[participant response] [Record and transcribe, if participant gives permission]*

Great, thank you! Could you let me know your age, profession, preferred pronouns, and short description of how you currently or previously used Trello? *[participant response]*

Thank you for sharing these things. Let me start by giving a brief explanation about what to expect today: I'll be giving you some tasks to complete and asking questions throughout the process. We'll be working with a website prototype for Trello.

A couple of things to remember:
First, we are testing the prototype, not you. I want to know if you find anything confusing, hard to find, or you just don't like.
Next, since this is only a prototype, some areas will be clickable and others will not yet. You might see that some aspects of the prototype look like Trello and some aspects are missing.

Throughout the process, it would be helpful if you could "think out loud" as much as possible. For example, if you are looking at a page and find something you'd like to click on, you might say "This caught my eye, so I'm going to see what it is." If something you'd like to click on is not clickable, feel free to tell me what it is and why you'd like to click on it.

If at any point you want to take a break or stop the session, please just let me know and we can work around it. Do you have any questions before we begin?

[send link to prototype and ask participant to share screen]
*https://www.figma.com/proto/PfQnxwSnjwFwnV3L9Y647H/Trello-Prototypes?page-id=0%3A1&n
ode-id=19%3A2440&viewport=134%2C388%2C0.06009157747030258&scaling=contain&starti
ng-point-node-id=19%3A2440&hide-ui=1*

When you're ready, please click on the link that I just sent you and share your screen with this prototype website. Please try to open it in full screen. If you see the Options button on the top right corner, please click on it and uncheck everything except "Show hotspot links on click". And if at any time you get stuck and need to return to the beginning, press the letter "R" on your keyboard and it will restart the prototype.

Now that we're all set-up, I'll go through some task scenarios for you to complete.

Tasks
1. Observe the Trello board.
   a. What do you see on the Trello board?
   b. What are your first impressions?
   c. What might be the first actions you would take when you open a Trello board?
   d. Imagine you feel overwhelmed by seeing all the lists on the board
      i. Why might you be feeling overwhelmed?
      ii. What would help?

2. Choose the Table of Contents view and open just List 1. Then, close it.
   a. What did you observe?
   b. Was this task scenario how you expected it to be?
   c. Was this task easy or difficult on a scale of 1 to 5 (1 being very easy; 5 being very difficult)? If difficult, what was unclear?

3. Let's say you already have some lists open. Click anywhere in the All Lists tile. Please now open: first List 8, second List 6, and then, lastly, close List 3.
   a. What did you observe?
   b. Was this task scenario how you expected it to be?
   c. Was this task easy or difficult on a scale of 1 to 5 (1 being very easy; 5 being very difficult)? If difficult, what was unclear?
   d. Toggle back to the default/classic view

4. Choose the Grid view and move List 8 to the right side of List 1. Then toggle back to the default/classic view.
   a. What did you observe?
   b. What are your impressions of the interface while completing this task?
   c. Was this task easy or difficult on a scale of 1 to 5 (1 being very easy; 5 being very difficult)? If difficult, what was unclear?

5. Choose the Wall view. First, move List 4 below List 1, second move List 5 above List 8. Lastly, toggle back to the default/classic view.
   a. What did you observe?
   b. What are your impressions of the interface while completing this task?
   c. Was this task easy or difficult on a scale of 1 to 5 (1 being very easy; 5 being very difficult)? If difficult, what was unclear?

Post-Test Questions:
- What was your overall impression of the toggle view feature?
- Which of the 3 toggle views could you see yourself using and why?
- How would you like your experience with the toggle view feature to be improved?
- How would you compare this experience with other productivity tools you have used?

Test Goals
- Identify pain points for the user during the test which will be incorporated into iteration of hi-fi mock-up
- Identify common and high-impact usability issues across multiple users
- Understand the users' paths to accomplish the tasks
- Receive user feedback on things they liked and didn't like

Test Completion Rate (the percentage of tasks the user was able to complete)
Goal completion rate is 100% (user able to complete 100% of the tasks)

Error-free Rate (the percentage of tasks completed without errors or hiccups)
Goal error-free rate is between 75-90% (75% to 95% of tasks completed without errors)