

Testing script - Student Digital Showcase

Journey and Copy

1. Background

1.1. Project Background

2. Research Goals

2.1. Main Goal

2.2. Hypothesis

3. Test script

3.1. Introduction

3.2. Pretest First Interaction

3.3. Front End Journey

3.4. Log In and Submit Showcase

1. Background

1.1. Introduction

The currently does not exist a suitable place for creative students to showcase their work but not display a whole portfolio, just a snackable enticement to an external student portfolio.

2. Research Goals

2.1. Main Goal

Validate that users recognise and understand positioning within tested mechanisms, instructive copy and to test possible solutions to form inputs.

2.2. Hypothesis

IF... the user journey, mechanisms and navigation recognised, understood and retained.

THEN... users will be comfortable self serving their access to information and to have confidence that their showcase has been submitted correctly.

3. Test Script

3.1. Introduction

The University of Lincoln is producing a digital showcase to allow third year creative arts students to show off a piece of their best work. Today, you will be using a clickable prototype of this and asked to complete a few short tasks. It's important to note that this is a prototype, so not everything will look like the final product, nor be clickable as you may expect.

We want to hear exactly what you think, so please don't worry that you're going to hurt our feelings. We want to improve our platform, so we need to know honestly what you think and any issues you have. There are no wrong answers and you yourself are not being tested so please don't hesitate to voice your thoughts.

As we go along, can you please think out aloud when you are asked to do something, so that we know why you are doing things the way you do.

Do you have any questions before we begin?

Lastly I just need to inform you that this session is being recorded, and that you consent to that?

Present user with consent form

----- Testing Begins -----

Present user with full prototype

3.2 Pretest First Interaction

“I’d like you to imagine you are a student coming to the student digital showcase to view other work on the platform, and generally see what other students in the school of arts have been up to.”

Questions:

- Can you talk me through where you find yourself?
- Can you talk me through what you think you can do from this page?
- Is there anything you’d expect to be able to do from this page that you can’t find?
- a scale of 1 to 5, 1 being not at all and 5 being completely; where would you rate your understanding of what you can do from this page?

3.3 **Task 1** - Front End Journey

“Can you find and view the showcase work belonging to Cade Schumm.”

Questions:

“Just before you begin...”

(Before interaction)

- What are your expectations around how you might carry out this task?

“Can I now ask you to carry out the necessary steps to complete the task [repeat task if needed]”

(When user reaches the showcase piece page)

- Can you talk me through where you now find yourself?
- How does this compare to your expectations?
- How would you find more work on the digital showcase, that is similar to the one you are viewing now?
- What would you do to find more work by this specific creative?
- How would you navigate back to the front page from here?

Reset prototype

3.4 *Task 2* - Log In and Submit Showcase

“Can I now ask you to submit your own showcase piece.”

Questions:

“Just before you begin...”

(Before interaction)

- What are your expectations around how you might carry out this task?

“Can I now ask you to carry out the necessary steps to complete the task [repeat task if needed]”

(When user reaches Wordpress login)

- Can you talk me through where you now find yourself?
- How does this compare to your expectations?

“Can I now ask you to carry out the necessary steps to complete the task [repeat task if needed]”

(When user reaches UoL login)

- Can you talk me through where you now find yourself?
- How does this compare to your expectations?

“Can I now ask you to carry out the necessary steps to complete the task [repeat task if needed]”

(When user reaches Profile/Showcase submit)

- Can you talk me through where you now find yourself?
- How does this compare to your expectations?
- What would you say the two buttons at the top of this page do?
- Can you talk me through what you think you can do from this page?
- Is there anything you'd expect to be able to do from this page that you can't find?
- On a scale of 1 to 5, 1 being not at all and 5 being completely; where would you rate your recognition to what has happened?
- On a scale of 1 to 5, 1 being not at all and 5 being very; where would you rate your level of satisfaction at this point?

“Can I now ask you to carry out the necessary steps to complete the task [repeat task if needed]”

(When user completes Profile form section)

- On a scale of 1 to 5, 1 being not at all and 5 being completely; where would you rate your understanding of the input boxes on this page?
- On a scale of 1 to 5, 1 being not at all and 5 being very; where would you rate your level of satisfaction at this point?

“Can I now ask you to carry out the necessary steps to complete the task [repeat task if needed]”

(When user completes Showcase form section)

- On a scale of 1 to 5, 1 being not at all and 5 being completely; where would you rate your understanding of the input boxes on this page?
- On a scale of 1 to 5, 1 being not at all and 5 being very; where would you rate your level of satisfaction at this point?
- What would you now do in order to complete the task?
- What would you expect to happen once you have done this?

“Can I now ask you to carry out the necessary steps to complete the task [repeat task if needed]”

(When user completes Showcase form section)

- Can you talk me through where you now find yourself?
- How does this compare to your expectations?
- What would you expect to happen if you clicked on the button “Edit my Showcase”?
- What would you expect to happen if you clicked on the button “Back to Homepage”?
- On a scale of 1 to 5, 1 being very hard and 5 being very easy; where would you rate your ability to carry out this task?
- On a scale of 1 to 5, 1 being not at all and 5 being completely; where would you rate your recognition to what has happened during this task?
- On a scale of 1 to 5, 1 being not at all and 5 being very; where would you rate your level of satisfaction at this point?