

Pockets Usability Test Plan

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Introduction script

“Thank you for being a participant involved with testing out the application I am working on. The application is called Pockets [Insert background] I have put together an interactive prototype for you to use and complete tasks to test the functionality of the design. I will be providing the task for you and make observations and notes on your thoughts and success rate. Feel free to comment on the visual layout, interactions and process taken to accomplish each task. The most important thing for you to remember is that I am not testing you, WE are testing the product.”

Project background

The project named pockets is a financial management application that allows people becoming financially independent to better organize and spend their money in order to alleviate the burden and stress of delegating money to expenses.

Objective of test

The main objectives of the test is to document the success rate of accomplishing red route actions such as:

- Utilizing mobile pay
- Accomplishing split payments
- Using recent pay to use a pocket for a debit card transaction
- Adding content to user profile
- Interacting with pockets

Other objectives are to understand how the user feels about the layout of the interface, including transitions, copy, and heuristics to understand if anything is confusing to the user.

Tasks

1. As a shopper at your local grocery store, you have concluded that you have everything you need and head to the checkout counter. The last step before leaving is paying of course. *Using the pockets application, use mobile pay to complete the transaction at the grocery store.*

2. Considering the above scenario at the grocery store, you are at the checkout counter and notice that your grocery tab is a bit higher this week due to abnormal purchases in the entertainment and retail section. *Using the pockets application, use mobile pay to complete the transaction with the knowledge of the grocery pocket not having enough balance in order to complete the transaction.*
3. You're having dinner tonight at Outback steakhouse and due to lack of mobile payment, you put the tab on the debit card connected to your pockets account. *Knowing that pockets is used as a payment tool in order to organize money, use the application to pay for the restaurant transaction using the pocket labeled 'food'*
4. You have just recently purchased a car. With that purchase comes the responsibility of a car payment. *Use the pockets application to keep track of your car payments.*
5. You also recently started renting a storage unit and you're wondering when your next bill is going to be due. *Using the Pockets application, Find out when your storage bill is due and pay the expense.*
6. Your storage unit has been paid, now *browse through your bank accounts and find the storage transaction under your blue card account.*

Participant characteristics

The participants for the test should remain true to the target audience to kickstart the project off. Our participants should be at least 18 years old and have a part time job with financial responsibilities that must be considered in their daily lives. Other acceptable participants can include people up to the age of 30 with a full time job and full time financial responsibilities.

Schedule

2/9/22

- Usability test created
- User assessment testing to ensure quality of prototype
- Start pooling together prospective testers (looking for 5)

2/10/22

- Make first contact with participants for user testing.

2/11/22 - 2/13/22

- Waiting period for participant responses and date scheduling

2/13/22-2/18/22

- Conduct usability test
- Synthesize results
- ideate/ incorporate changes