

Test Plan for EQ 4 “Jumpstart” Manual

Summary:

EQ4 is the latest update for our Electric Quilt product. This iteration adds several extra features which significantly increases the functionality and complexity of the product. The user interface is significantly different and the user’s manual may need to be completely rewritten as apposed to merely updating is as we did during the upgrade from EQ2 to EQ 3.

User Profile:

The typical user for this product is an adult female who is interested in fiber arts in general and quilting in particular. What they all have in common is that they will be using this product to design quilt block patterns. These are printed out as pattern pieces for quilt tops. In general, our customers are slightly more computer literate than the average population but unless we can get them up and running quickly they will stop using our product. This type of product is very susceptible to word of mouth feedback, both good and bad.

Tasks:

The tasks/instructions I want to test are:

1. Installation procedure.
2. Lesson One.
3. Lesson Two.
4. Deciding when to use “EasyDraw” vs. when to use “PatchDraw.”

Questions on each task:

1. Installation procedure
 - Is this instruction straightforward or confusing?
 - What additional information should be put in the instructions?
2. Questions for Lessons One and Two
 - Are the instructions clear and easy to follow?
 - Are all of the lesson objectives met?
 - Are the drawings and screen printouts readable and useful?
 - Is the sequence of task natural to a quilt-maker?
3. Deciding when to use “EasyDraw” vs. when to use “PatchDraw.”
 - Is this a good way to introduce the customer to the two drawing methods?
 - Should it be in this location or elsewhere in the manual
 - Should the language be made more approachable?
 - Is the terminology familiar to the user?

Methodology

The testers will be experienced quilt makers who have never used our product before. They have various levels of PC skill.

One subject will be observed at a time. I am allotting 20 minutes for the first task, and forty minutes each for the second two. I will schedule a ten minute break for the tester between these latter two segments. I will have the tester read the “EasyDraw” vs. “PatchDraw” article if s/he is able to complete the two lessons in the time allotted. Then I have allotted one hour for questionnaire and interview. This is a total of three hours. I will return to the room at the end time for each of the segments or when the tester completes the task.

Test Monitor Role

After bringing the tester into the room and answering any questions, I will be observing the tester by video from another room. The video will record, for my reference while preparing the testing reports, and will then be erased.

Materials to Prepare

This testing will require a pair of PCs with installed printer for the test subject’s use. One will be set up with either EQ2 or EQ3 installed but without any preparation made for EQ4. The second will have EQ4 installed and ready to start. This guarantees a clean setup of EQ4 for the Lesson evaluations in case the tester has problems with the installation process. The test room will need a closed circuit video camera through which I can observe from my post outside of the room. This should be unobtrusively installed so that the tester does not feel as if she is being observed.

I will also need an intercom system so that the tester can contact me for questions or other assistance.

Data to Collect

I will be observing the testers’ reactions to the instructions, including nonverbal cues for both understanding and frustration. I will observe how they follow the instructions and will be using all this information to compose questions for use in the interview portion of the process in addition to my other reports. No individual names will be released in my reports unless a tester specifically requests it.

Reports Planned

1. The questionnaire. This will include background information about the user’s computer knowledge and ask how the user felt about the usability of the software.
2. My observations on the testers during the process. This will be subjective and I am still defining criteria.
3. My interview notes.
4. My summaries and comments
5. Recommended revisions to the instruction manual based on this testing.