

# ***E-Learning Usability Test***



IA Design & Usability

---

**Topic: Expertise and Professional Qualifications  
For Doing User-Centered Design and User/Design Research**

---

**By Steven Heitman, MAIA / MAEd  
Senior User/Design Researcher  
Information Architect / User Experience Designer**

[www.stevenheitman-ia.com](http://www.stevenheitman-ia.com)

Copyright ©—May 1, 2018.  
All rights reserved.  
Last updated: May 1, 2018.

---

## **TABLE OF CONTENTS**

|  | <b>Page</b> |
|--|-------------|
| <b>WHITE PAPER</b>                                   |             |
| Formative Evaluation Test Plan .....                 | 2           |
| I. Problem Statement.....                            | 2           |
| II. Representative Sample of End Users.....          | 2           |
| III. Usability Testing Environment.....              | 3           |
| IV. Data Collection .....                            | 3           |
| Task 1: First Impressions.....                       | 3           |
| Task 2: Structured Exploration.....                  | 4           |
| Task 3: Navigating—E-Learning Module .....           | 4           |
| Task 4: Complete a Task .....                        | 5           |
| Task 5: Post-Test Interview .....                    | 5           |
| Task 6: Retention after Structured Exploration ..... | 5           |
| Task 7: Results? .....                               | 6           |
| Conclusions from Usability Testing Session.....      | 7           |
| Findings and Recommendations for Change .....        | 8           |

## Formative Evaluation Test Plan

### I. Problem Statement

For our formative evaluation and usability testing, we will observe end users and collect data from end users with regard to our working prototype:

This is our Formative Evaluation Test Plan of action.

- We plan to observe end users to see if they can complete tasks and absorb information.
- We will provide a working prototype of the e-learning module.
- We have developed these questions and will review them with end user at time of usability testing.
- The usability expert will document and collect notes to ascertain what changes need to be implemented in the final e-learning module.
- We will recruit end users from our pool of colleagues in class.

### II. Representative Sample of End Users

Name: \_\_\_\_\_

Time and date of usability testing: \_\_\_\_\_

- We are using colleagues at The University as end users for testing.

### III. Usability Testing Environment

The testing will be done at The University in the computer laboratory. Colleagues will be asked to go through an e-learning module and give feedback. At the time of the formative evaluation and usability testing, end users will go through an e-learning module, giving us their opinions about the module:

### IV. Data Collection

Our team will make observations about end users as they view and interact with a sample of our e-learning module. The usability expert will take notes and collect data, using the questions below. After the formative evaluation is completed, a usability issues report will be done and information analyzed. At the end of the process, Steven Heitman will create a document detailing any necessary and/or required improvements to e-learning modules taken from the questions below:

#### Task 1: First Impressions

1. Have you ever seen this e-learning module before?
2. Please look at the layout and communicate if you understand how to use it?
3. What are your first impressions about the layout?
4. Do you feel the overall design and layout make sense to you?
5. Do you feel the content is appropriate for teenagers?

## Task 2: Structured Exploration

I am giving you 10 minutes to explore the first e-learning module. Instructions are provided to you to help get you started when you are ready to start. The e-learning will be open and ready to explore. Please feel free to speak aloud and talk about what you are doing. Look at the e-learning module and do some exploration of it.

Observations about end user:

## Task 3: Navigating—E-Learning Module

1. Was end user able to complete task?
2. How easy or difficult was it for you to accomplish this task?
3. Do the navigational systems work?
4. What barriers did you encounter? (Please discuss with us any issues that come up for you.)

#### **Task 4: Complete a Task**

Please go through the first module.

1. Did the e-learning module enable you to complete a task?
2. Was end user able to complete task?
3. Did end user need any hints on how to perform task assigned?

#### **Task 5: Post-Test Interview**

1. What is your impression after completing the e-learning module?
2. What are the three things you liked best about this e-learning module?
3. What are the three things you liked least about this e-learning module?

#### **Task 6: Retention after Structured Exploration**

1. Did the end user retain the information absorbed from e-learning module?
2. Was the end user able to pass any quiz at the end of the e-learning module?

**Task 7: Results?**

1. What did the usability testing reveal?
2. What observations about the usability testing did team observe?
3. Was it easy for end user to complete e-learning module?
4. Was the e-learning module entry-level enough for a beginner?

## Conclusions from Usability Testing Session



## Findings and Recommendations for Changes

