NETO Test Plan Checklist

What do you want to achieve?
1. Is the wording of the scenarios clear?
2. How long does it take to complete each module?
3. Where are the breakdowns? Where do they have trouble with the interface, the content, and the format, etc.?
4. Do users learn? (The learning goals and evidence of learning needs to be fleshed out)
5. Do users type their responses?
6. Do users read through the answers?
7. What information did users need that they did not have in the modules?

Where and when will testing take place?
Testing should in the volunteer’s cube in order to simulate actual user conditions.

How long is each session?
Each module should take between 15-20 minutes with the talk aloud protocol. There will also be a debriefing session. The total time is between 30-45 minutes.

What computer support is needed?
A laptop or desktop computer with network access.

What are the software needs?
A web browser

What should the state of the system be at the start?
URL will be loaded on an open web browser.
We are not testing if the user can find the NETO on the network. We are assuming that they will be able to find it on the Intranet (big assumption).

What are the system and network load and response times?
N/A

Who will participate in testing?
1st round of testing - 5 users will test course with proscribed answers.
2nd round of testing – 5 users will test course without the answers.

Who are the test users, and how are they to be contacted?
1. Volunteers will be solicited at NEO’s – next two (we will find out when these are from Spike and Greg). Also new employees from acquired companies. Active Voice and Exio (Vista Montana 1 on 1st St.)
2. Volunteers will schedule, ideally within the next week, to do the testing.

How many testers are needed?
Ideally, 10 in total.
What tasks will they perform?
Give about 15 minutes for each scenario. See how far they get.
   1. NT server scenario
   2. Meeting Maker scenario

Which criteria will determine if tasks are completed correctly?
   1. Compare the user’s answers to the assessment with the proscribed answers. This includes both the choice (A, B, or C) and the “why”s.
   2. If users understand the interface without asking for help. Navigation issues.

What user aids will be available?
No user aids.

To what extent will the experimenter be allowed to help the users?
No help.

How will the test results be recorded and measured?
The test should include:
   1. A test script providing an intro – what is going on, what is the purpose, directions, framework of the test
   2. the test itself
   3. debriefing – this may be the time for self-report. Ask users what they liked, what they didn’t like, problems, suggestions, etc. This may or may not be very reliable, depending on the experimenter’s observations. The self-report should be triangulated against the observations and actions.

Audio recording?
Experimenter should take notes on actions and statements.
Talk aloud protocol may be used.

What are the criteria for pronouncing the course a success?
   1. Users understand how to use the interface.
   2. Users can make the right choice and explain the why’s.
   3. Users would come back again to try another module.
   4. Users would remember NETO and use it as a resource.
   5. Users learned something new.
   6. Users found the experience potentially helpful for their work.
   7. Users found the experience interesting and engaging.
(We need to check these against the goals)