

Mockstarket Usability Testing Plan

Last Revised 11/18/2018

Preamble

The first thing I would like to make clear is that I will be testing the design of Mockstarket, not you. You can't make any mistakes here and it is the fault of the system if you or anyone else is unable to use the website.

As you use Mockstarket, I'm going to ask you to try as much as possible to think out loud, to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to me when I am trying to narrow in on areas for improvement.

Lastly, please don't worry that you might hurt my feelings. I am doing this to improve the site, and would greatly appreciate your honest reactions and comments.

If you have any questions as we go along, I will do my best to help answer them, but I specifically cannot help you perform any of the tasks themselves.

With your permission, I will be recording what happens on the screen and our conversation. The recording will only be used to help me figure out how to improve Mockstarket, and it won't be seen by anyone except the people working on this project.

Pre-task Questions

Feel free to ask me any questions you have about Mockstarket or the usability test so that I can help clear up any underlying confusion you may have before we begin.

Task 1

- **Context**
 - Account Creation
- **Statement**
 - You recently heard about Mockstarket from a friend and have chosen to check it out for yourself. Please create a your new account on Mockstarket.
- **Success Criteria**
 - Users creates an account

Task 2

- **Context**
 - Viewing Stocks
- **Statement**

- Now that you have created your own account, please take as long as you need to explore what stocks are available to buy.
- **Success Criteria**
 - Users navigates to Stocks tab

Task 3

- **Context**
 - Accessing Account Details
- **Statement**
 - Before buying your first stock, it is helpful to make sure that you have enough money to afford the purchase. Please let me know how much cash you currently have available to use in order to buy stocks.
- **Success Criteria**
 - Users correctly reports that they have \$10,000

Task 4

- **Context**
 - Buying Stock
- **Statement**
 - Now that you know how much cash you have, please go ahead and attempt to purchase your first stock.
- **Success Criteria**
 - User correctly opens the Transaction Modal

Task 5

- **Context**
 - Using Transaction Shortcuts
- **Statement**
 - Using the Transaction Modal, please find out how much 10 shares of this stock will cost to purchase. Next, see if you can tell me the maximum amount of stocks you can purchase at the moment. Now that you know a little more about the stock, go ahead and buy as many shares as you would like.
- **Success Criteria**
 - User adds 10 shares of the stock using either the shortcut buttons and then reports the correct price using the transaction details information. User then clears the amount and uses the "Max" button to report the maximum amount. User then successfully completes a purchase.

Task 6

- **Context**
 - Using the Dashboard
- **Statement**
 - Now that you have bought your first shares of stock, please navigate to the dashboard and tell me what your current profit is on the stocks you just purchased
- **Success Criteria**

- User correctly navigates to the Dashboard and uses the information in My Stocks table to report their profits.

Task 7

- **Context**
 - Configuring the Settings
- **Statement**
 - You have decided that you would rather view your profits in a percentage format. Please navigate to the Settings page and change the setting to view your profits as percentages instead of dollars.
- **Success Criteria**
 - User correctly changes their account setting to view profits as percentages

Task 8

- **Context**
 - Exploring the Store
- **Statement**
 - Now that you have some stock, navigate to the Store and see what items are available to purchase.
- **Success Criteria**
 - User correctly reports that there are levels and items to purchase in the store.

Task 9

- **Context**
 - Researching a stock's performance
- **Statement**
 - You are interested in seeing how your stock has been performing lately. Using the Research tab, attempt to chart the performance of the stock you just bought. If possible, tell me what the highest price of the stock was in the last couple of hours.
- **Success Criteria**
 - User successfully enters the name of the stock they own and then reports the highest price

Task 10

- **Context**
 - Viewing other Players
- **Statement**
 - You are interested in seeing how your friend is doing in Mockstarket. Please use the Investor tab to locate your friend and then use the Research tab to compare your performance to their's.
- **Success Criteria**

- User successfully finds “Jennifer” in the Investors tab and then uses the research tab to chart their performance compared to Jennifer’s.

Task 11

- **Context**
 - Using Chat
- **Statement**
 - You see that there is another user currently online. Please use the chat feature to send a message to the other players currently online.
- **Success Criteria**
 - User successfully finds the chat window and sends a message.

Task 12

- **Context**
 - Viewing other Players
- **Statement**
 - You are interested in seeing how your friend is doing in Mockstarket. Please use the Investor tab to locate your friend and then use the Research tab to compare your performance to their’s.
- **Success Criteria**
 - User successfully finds “Jennifer” in the Investors tab and then uses the research tab to chart their performance compared to Jennifer’s.

Task 13

- **Context**
 - Selling Stock
- **Statement**
 - After some deliberation, you choose to sell all of the current stock you own. Please sell all of your shares of stock.
- **Success Criteria**
 - User successfully uses the transaction modal to sell all of their shares.

Task 14

- **Context**
 - Logging off
- **Statement**
 - After a long day of trading stocks, you decide it is time to log off of Mockstarket. Please attempt to log out of your account.
- **Success Criteria**
 - User successfully logs out of their account and is brought back to the login page.

Wrap up

- That concludes the task portion of the usability test. If it's alright with you, I would like to ask a few closing questions to get a better understanding your experience using Mockstarket.
- **Questions**
 - Overall, were there any aspects of the user interface that were confusing to you?
 - Was there anything that seemed missing from the interface?
 - Can you think of any type of feature that could be added to Mockstarket in order to improve the overall experience?
 - Looking back on the tasks you just completed, which one was the most challenging and why?
 - Overall, was the navigation in Mockstarket intuitive?
 - Was there any information missing from the Mockstarket interface that you would have liked to be able to see?

Conclusion

- I'd like to thank you again for taking the time to help us improve Mockstarket by completing our usability test. If you are interested in viewing any of the recordings from during the testing session, I would be happy to share them with you once the testing trials have concluded. Lastly, if you have any questions or concerns regarding your role in this usability test, please feel free to reach out and contact me at any time.