

# Usability Test Plan

## Research goal

- How quickly and easily the user add homes to the favorite list and use compare feature to compare between two homes
- How easily the user is able to see the neighborhood scores
- Receive feedback and Identify the struggle / pain point on completing the task

## Methodology

1. In person
2. On a zoom / google hang-out video call

## Participants

- 7 Participants
- Have moved to a new place / planning to move to a new place
- Ages between 20s - 40s

## Task flow

- Search Function > select home > add to favorite > close the tab > select another home > add to favorite > select compare home (moves to a compare page) > select home from the drop down > select another home from drop down > view comparison of 2 homes
- Search Function > select home > view neighborhood score > view details

## Success metrics

- The user is able to search home and add homes to the favorite lists
- The user is able to compare homes from personalized favorite home lists
- The user is able to see details of neighborhood scores.

## Script

### Intro.

Thank you for your time to test the product. Your feedback and reviews will be a big support for me to improve the project. It will take about 10 to 15 minutes of your time, and there is no right or wrong answer to please test it as freely as you can.

### Task 1. Checking neighborhood score

**Scenario A.** You are searching for a new place to move because recently you heard more crime news around the neighborhood. You want to move to a place that is more safe than your current place, or somewhere that has security that you feel more secure.

**Task 1 Questions.**

- How easy or how difficult was this task to complete?
- Was it difficult to find the view neighborhood score tab? Or view details tab?
- How was the legibility on seeing the neighborhood score?
- Would you like to see the neighborhood score somewhere else?
- Was there any confusion on completing the task?
- Any comments or feedback on completing the task?

**Task 2.** Adding 2 Homes to the favorite list and comparing them.

**Scenario A.** You live by yourself and the lease contract is about to expire and you need to find a new place. This time, you want to limit your budget on monthly rent payment so you can save up money, but limiting budget means you have to sacrifice some of the amenities that are provided from the apartment. You want to make a list of homes around the neighborhood and compare the amenities to make a decision.

**Task 2 Questions**

- How easy or hard was it to add a home to your favorite list?
- Was there confusion when you were trying to compare homes for the first time?
- Was there any confusion on selecting 2 homes to compare on the compare page?
- On a scale 1 to 10 how challenging was comparing homes?
- How was the legibility on seeing the compared lists of 2 homes?
- Was there any confusion on completing the task?
- Any comments or feedback on completing the task?

Thank you, that is all the test and I would like to ask a couple more questions about the product.

**Overall Questions**

- How was the overall colors or legibility on using the product
- What was the biggest challenge or confusion on completing the task
- Was there a part that was different from what you expected?
- What would you like to see more or other feature on the product
- What did you like or dislike about the product?

Any final comments you want to add about the product?

Thank you again for your time to participate