Tambic Usability Test Plan

Version 0.3

UTA	Project Work	Usability team
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VERSION HISTORY

Version	Date	Authors	Comment (modifications,corrections…)
0.1	13.1.2010	Juhani Vainio	Methods, roles and schedule
0.2	19.1.2010	Juhani Vainio	Tasks and layout
0.3	5.2.2010	Juhani Vainio	Appendix added

Table of content

1. Introduction

1.1 Purpose
This paper is produced for the purposes of the client and the developers of the Tambic-projectwork, presenting the usability test plan.

1.2 Product & scope
Development work in progress is the new TamBiC system, which will provide users with an easy-to-use, on-line access to the Tampere Bilingual Corpus database that contains a large number of Finnish and English texts which are accompanied by their translations into the other language.

1.3 References
TamBic Project plan v. 1.0

Tambic Usability Analysis v. 0.3

User survey for syntax on Tambic v. 1.1

1.4 Overview

Chapter 2 introduces the usability test methods and procedures. Chapter 3 explains roles of test personnel. Chapter 4 has the planned dates of the tests. Tasks of the study are listed in chapter 5.

2. Methods

2.1 Methods

Participants will take part in the usability test in the Usability Laboratory at University of Tampere. A computer with the Tambic-application and supporting software will be used in a typical office environment. The participant's interaction with the application will be monitored by the facilitator seated in the same office. Note taker and data logger will monitor the sessions in observation room through a one way mirror. The test sessions will be videotaped.

2.2 Participants

Students of English linguistics at University of Tampere.

2.3 Procedure

The moderator will brief the participants on the Tambic-application and instruct the participant that they are evaluating the application, rather than the moderator evaluating the participant. Participants will sign an informed consent that acknowledges: the participation is voluntary, that participation can cease at any time, and that the session will be videotaped but their privacy of identification will be safeguarded. The moderator will ask the participant if they have any questions.

Participants will complete a pretest demographic and background information questionnaire. At the start of each task, the participant will read aloud the task description from the printed copy and begin the task.

The moderator will instruct the participant to 'think aloud' so that a verbal record exists of their interaction with the application. The moderator will observe and take notes on user behavior, user comments, and system actions.

After all task scenarios are attempted, the participant will complete the post-test questionnaire.

3. Roles

The roles involved in a usability test are as follows. An individual may play multiple roles but a minimum of two people is needed.

3.1 Moderator

- Provides overview of study to participants

- Defines usability and purpose of usability testing to participants

- Assists in conduct of participant and observer debriefing sessions

- Responds to participant's requests for assistance

3.2 Data Logger
- Records participant's actions and comments

- Video equipment

- Takes notes

3.3 Test Observers
- Assists the data logger in identifying problems, concerns, coding bugs, and procedural errors

- Takes notes if needed

4. Schedule

Pilot test on February 5th 2010. Testing all participants on February 10th 2010.

5. Usability Tasks

5.1 WARM-UP TASK 1:
Start-up a web browser and go to some search engine web page (for example, www.google.fi). Look for word corpus.

Go to the first search result page.

5.2 WARM-UP TASK 2:
Go to web page http://www.cs.uta.fi/~tambic. To get a "worm" character press Alt Gr –key and ~ -key simultaneously, and then press spacebar.

Click the Start using TamBiC! -link.

5.3 TASK 1:
You want to know which word, cat or kitten, is more commonly used.

Use the TamBiC corpus to find out.

5.4 TASK 2:
You want to study, where word however typically occurs in an English sentence. Also, you want to investigate, when and why word however is translated into Finnish word kuitenkin.

Use the TamBiC corpus to find suitable examples for your study.

5.5 TASK 3:
According to dictionaries, that = tuo and this = tämä.

Sometimes, however, sentence that start with That... is translated as Tämä...
You want to study, what is the linkage between the cases where this kind of
translation is done.

Use the TamBiC corpus to find suitable examples for your study.

5.6 TASK 4:
Normally, the Finnish Perfekti and the English Present Perfect are said to
correspond. For example, olen syönyt = I have eaten. Similarly, the Finnish
Imperfekti is said to equal to the English Past Simple. For example, söin = I
ate. Sometimes, however, one finds examples like the following:

- Erityisesti 1990-luvulla on ollut huomattavasti lämpimämpää.

- Especially during the 1990s the climate was considerably warmer.

You want to study, in what kind of situations the Finnish Perfekti is translated
using the English Past Simple.

Use the TamBiC corpus to find suitable examples for your study.

5.7 TASK 5:
Often the Finnish Conditional is translated with would ... For example, söisin =
I would eat. Sometimes, however, Finnish Conditional is translated in some
other way . You want to study, in what kind of situations the word would is not
used, and what the translations are like, then.

Use the TamBiC corpus to find suitable examples for your study.

5.8 TASK 6:
The Finnish word taivas can be translated as heaven or sky. Correspondingly,
the English words heaven and sky can both be translated as taivas. You want
to study, is the relation between words taivas and sky somehow different,
depending on what was the original language of the text.

Use the TamBiC corpus to find suitable examples for your study.

5.9 TASK 7:
This is a free-form exercise. Use the TamBiC corpus to find material for any
kind of study you like.

6. Appendix

Video permission form (in finnish)

Pre-test information sheet for participants

Pre-test questionnaire

Post-test questionnaire

Test script

6.1 Video permission form (in finnish)

Tambic 2010

Käytettävyyslaboratorio / Tietojenkäsittelytieteiden laitos / Tampereen yliopisto

Käytettävyystestin tallennuslupa

Pyydämme teitä osallistumaan käytettävyystestiin, joka on osa Tambic projektia. Osallistumalla tähän käytettävyystestiin autatte meitä tutkimaan verkkopalvelun käytettävyyttä.

Käytettävyystestissä teitä pyydetään tekemään arvioitavalla palvelulla erilaisia tehtäviä. Testitilanne tallennetaan videolle. Lisäksi pyydämme teitä täyttämään kyselylomakkeita ja haastattelemme teitä palvelun käyttöön liittyen.

Testin aikana tulemme tallentamaan tietokoneen näyttöä ja sen tapahtumia, videokuvaa kasvoistanne sekä ääntä. Testissä tallennettua materiaalia käytetään arvioidessamme tutkittavan palvelun käytettävyyttä.

Voitte halutessanne lopettaa testitilanteen missä tahansa vaiheessa.

Allekirjoittamalla tämän lomakkeen, suostutte yllä oleviin ehtoihin.

Paikka ja päivämäärä: _____

Allekirjoitus: _____

Nimen selvennys: _____

6.2 Pre-test information sheet for participants

TAMBIC USABILITY TEST 2010

The TamBiC system is a bilingual corpus, which means that it is a collection of large exerts of published texts both in Finnish and in English.
The system contains two parts: one corpus contains texts that were originally written in English combined with the Finnish translation. The other corpus contains texts that were originally written in Finnish - combined with the English translation.
The purpose of this test is to evaluate the usability of the TamBiC corpus search engine.

Note that we're by no means testing *you,* but the TamBiC system.

- You will be given tasks, printed on paper, one by one.
- Before you start doing a task, please read the task aloud.
- After you think you're done with a task, just tell that you're done.
- There's no need to hurry, so just concentrate on doing the tasks in your own pace.
- **The test moderator will not help you with the tasks.**
- You can end any task if you feel it is too difficult, and move to the next one.
- You can terminate the testing session at any point.

Please think aloud!

- This is important for us, so that we know why you do the things that you are doing.
- Thinking aloud means that you speak your thoughts aloud, while you're executing a given task.

6.3 Pre-test questionnaire

Age: _____

Major subject in Tampere University: _____

Years of linguistic studies: _____

Sex: [ ] male   [ ] female

How would you rate your computer skills?

[ ] Excellent; I have extensive experience in working with computers.

[ ] Good; I use computers on daily basis for different purposes.

[ ] Average; I know my way through the basic programs, such as e-mail.

[ ] I'm somewhat a beginner in using computers.

How often do you use Internet to search for some information?

[ ] Daily, or almost daily

[ ] A few times a week

[ ] A few times a month

[ ] Less that once a month

What web search engines have you used?

[ ] Google

[ ] Yahoo! Search

[ ] Bing (formerly MSN Search and Live Search)

[ ] Ask.com (formerly Ask Jeeves)

[ ] Cuil

[ ] Other; I've used: _____

[ ] I don't know

Do you have previous experience on using any corpus?

[ ] No

[ ] Yes, I've used: _____

Do you have previous experience on using any bilingual corpus?

[ ] No

[ ] Yes, I've used: _____

Have you participated the Tampere University Library's "Basics of Information Seeking" -course (i.e. "Tiedonhankinnan perusteet")?

[ ] Yes

[ ] No

6.4 Post-test questionnaire

How would you rate the TamBiC corpus system?
Scale is from 1 (*dissatisfactory/difficult*) to 5 (*good/easy*).

How would you rate the outlook of the system?

_____

How easy was it to select the right corpus and language?

_____

How easy was it to figure out how to use search keywords?

_____

How easy was it to use the right search operands (AND, NOT etc)?

_____

How would you rate the way the search results are presented?

_____

How easy was it to handle and navigate the search results "sheets"?

_____

How intuitive was the "refined search" feature to use?   _____

How would you rate the search results you got from TamBiC system?

_____

How easy would it be to learn to use the TamBiC system?

_____

Give an overall grade to the TamBiC system: _____

Did you spot something particularly good or bad you'd like to mention?

Do you think there's something missing from TamBiC system? Is there some feature or functionality you'd like to see that corpus?

How intuitive did you find search engine to use?
- o Was it difficult to know how to start executing a given task?
- o Was it difficult to select what keywords and tools etc. to use?
- o Was the search engine flexible to use, or do you feel like you had to learn to do the "exactly right thing" to get results?

When executing a task, how easy was it for you to keep on track what you've been doing so far, and where your latest search results are?

Did you like the outlook of the TamBiC search engine?

Free word?

6.5 Test script

START-UP

Hi, and welcome! I'm <NAME> and these guys here are <NAME2> and <NAME3>. I'll be personally guiding you through the whole usability testing session, while <NAME2> and <NAME3> will stay in this room, observing the tests through that window there.

Do you have your mobile phone with you? I'd like to you to turn it to "silent" mode for the duration of the testing. (?) Now we can move on to the testing room.

➔ FILL IN BACKGROUND INFORMATION and give intstructions:
   Before we start the actual testing session, I'd like you to fill in this background information sheet for me. Also read these instructions.

THE INSTRUCTIONS

The purpose of this usability testing is to evaluate the usability of the TamBiC corpus search engine - we're trying to find out how easy the system is to use, and how it could be improved. Note that we're by no means testing *you*, but the TamBiC system. Your input is important for us in determining how the system could be further developed.

ABOUT TAMBIC

The TamBiC system is a bilingual corpus, which means that it is a collection of large exerts of published texts both in Finnish and in English. The system contains two parts: one corpus contains texts that were originally written in English - such as news articles from e.g. "Sunday Times" - and each English phrase is combined with its Finnish translation. The other corpus contains texts that were originally written in Finnish - such as pages from book "Tuntematon Sotilas" - combined with the English translation. The corpus system has a search engine, which you can use to find out examples on how different words are used. For example, if you search for English word "play", you can see how the word has been used in English texts, and also, how it has been translated into Finnish words, e.g. "soittaa" or "leikkiä", in different contexts.

TEST PROCEDURE

When the test starts you will be given tasks, printed on paper, one by one. Before you start doing a task, please read the task aloud. After you think you're done with a task, just tell that you're done. We have reserved some 45 minutes for this testing session, so there's plenty of time. There's no need to hurry, so just concentrate on doing the tasks in your own pace.

If you have problems with the tasks, try to figure them out like you would normally do. Don't ask for help even though you know we are listening.

You can terminate the testing session at any point, if you feel like it, and you don't need to explain us why. Likewise, if a certain tasks should feel too difficult or complex to carry out, and you don't want to continue fighting with it, you can always move on the next task.

PLEASE THINK ALOUD

This is important for us, so that we know why you do the things that you are doing. Thinking aloud means that you speak your thoughts aloud, while you're executing a given task. However, you don't need to explain what you're *doing*. Just say aloud all the things that pop into your head, and never mind what comes out - just talk freely, like you were alone, talking to yourself.

➜ GIVE AN EXAMPLE ON HOW TO THINK ALOUD:
  For example:
  - "I'm now putting my mobile phone to silent mode:"
  - "Let's see, keypad lock off, menu, profiles, silent, select - there!".

➜ GIVE THE WARM UP EXERCISE
  Before we start with the actual test task, let's practice this thing a bit - I'll give you a warm-up exercise, and we can try how this thinking aloud and executing a task goes...

START THE ACTUAL TEST

Okay, now we can start for real. Now I'll give you your 1st task on paper. Read it aloud, please, and then start doing it. Once you're ready with it, just tell me so and give me the paper back. And please try to remember to keep thinking aloud.

DURING THE TEST

Remind the user about thinking aloud if/when needed
- "remember to think aloud"
- "what are you thinking now?"
- …keep sympathetic noises (mm-mm) to support thinking aloud…

Interrupt the testing, if there's some severe technical problem with the TamBiC system, or the user gets lost from the search engine web page.

If the users seems to be "stuck" with some exercise, COUNT TO TEN before offering your help or reacting in any other way:
-   "what are you trying to do?"
-   "what did you try to do?"
-   "is there some problem?"

If some task needs to be started from some certain state, guide the users to that state (if he/she is in wrong page/view etc).
-   "please move to... task N".

➔ FILLING IN THE POST TEST -QUESTIONARY
I'd like you to fill in this questionary form for me, please. It' about how to felt about using the TamBiC system…

➔ INTERVIEW THE USER

ENDING

Do you have any comments or thoughts you'd like to share with me?

Is there something you'd like to ask about this testing session, or about TamBiC?

Thank you SO much for your participation!