
HF750: Testing and Assessment Programs
Assignment One: Usability Test Report

Task One: Proposal for Testing MonsterTRAK

Group One: "Use This" Consulting Corporation
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Introduction

This proposal is the first deliverable for conducting and reporting on a usability test. The purpose of this proposal is to describe the product to be tested by “Use This” Consulting Corporation (UTCC) and to outline the test design.

Product to Be Tested

MonsterTRAK is a job posting web site supported by Monster.com. The site provides generic employment resources (for example: company profiles, resume development advice, career advice) and job postings/internships for college students, staff, and alumni.

Test Objective

The purpose of the test is to evaluate and diagnose the usability problems in specific areas of the MonsterTRAK web site. UTCC will perform a heuristic evaluation to find problems that may prevent users from completing tasks in a timely manner. The results of this evaluation will determine the areas the usability test will address. UTCC will then conduct a series of usability tests with the help of participants who meet the criteria defined in the “Test Participants” section of this proposal.

Test Participants

The MonsterTRAK test participants will be divided into two user groups:

1. Bentley students who are experienced in using job posting web sites (e.g. Monster.com, Careerbuilder.com, hotjobs.com, internal company web sites).
2. Bentley students who have never used a job posting web site.

There will be at least two participants in each user group. The team will solicit six to seven volunteers, with the expectation that four to five will actually participate in the usability test. Research has shown that four to five participants is a sufficient number to uncover 80% of the usability problems in the MonsterTRAK web site.

Note: UTCC will also recruit two additional participants that fit the inexperienced group profile. UTCC expects that this effort will result in one participant who will help UTCC conduct the pilot test.

Portions of MonsterTRAK are customized for Bentley students; therefore, the focus of the recruitment effort will be Bentley students. The team expects that graduating (undergraduate and graduate) students might meet the criteria for the first group, while other students may meet the criteria for the second user group. UTCC expects to utilize various Bentley resources (such as the Center for Career Services) to help recruit participants.

Control of Web Site Content

Because MonsterTRAK is a web application, its contents may be unstable. To control the environment for the purpose of our usability test (and reduce the number of potential interruptions/errors) UTCC intends to download the relevant portions of the MonsterTrak application to a CD. If it is not feasible to save the application to a CD, UTCC will conduct the usability test using the online application. UTCC will also have screenshots (online or in paper form) available in case:

- a. the online application is not available when a usability test is scheduled
- b. the online application changes during testing period

User Experience Data

UTCC will recruit participants who have experience using the Internet and who meet the criteria described in "Test Participants" section of this proposal. To screen potential test participants, UTCC will develop a questionnaire that will be distributed to potential test participants (via e-mail or via a paper copy). UTCC may also use the questionnaire as script to interview potential test participants by telephone.

Conclusion

Monster.com has not tested the MonsterTRAK application since it was acquired a few years ago. Therefore, UTCC plans to submit the results of our usability test to a contact at Monster.com. UTCC is hopeful that our findings and recommendations will assist Monster.com in making improvements that will benefit present and future Bentley students.