**Ocean KTV Test Plan**

**Purpose**

The purpose of the *Ocean KTV User Test* is to collect feedback about how users use the Ocean KTV in their home environment, what problems they may encounter using the software, and what improvements they would like to see to make it easier to enjoy the experience of using the software in their home. Succinctly it is a qualitative explorative test to gauge user reaction to task completion. Beyond the scenerio’s we hope to have the test open ended in order to gauge general user reaction to using the software.

This test plan describes:

* problem statement and test objectives
* user profile
* testing methodology and tasks/scenarios
* test environment
* plans for data collection and reporting
* project deliverables
* questionnaires and other materials to be used in testing, in appendices:
  + Appendix A: Post-test questionnaire
  + Appendix B: System Usability Scale (SUS)

**Problem Statement and Test Objectives**

This usability test of the Ocean KTV mobile app will provide qualitative and quantitative data addressing QNAP’s interest in understanding users’ experience in using their products as used in their intended environments. We will assess the users’ experience with selecting, cataloguing, and singing songs, as well as their general satisfaction with the software. Soft goals include gauging general user reaction. Tasks for testing Ocean KTV include:

1. Install microphone into NAS and attempt set-up.
2. Spend a few minutes exploring the app. As you go, please say 3-5 words or phrases you would use to describe the app to a friend or family member.
3. In the top right corner of the playing screen, there is a small icon with three horizontal lines. Please briefly explain what that button indicates to you.
4. The other icons on the screen, what do they indicate to you?
5. Search for a specific male singer and select the song to sing. Share your thoughts out loud as you go.

Was anything difficult or frustrating about this process?

1. Find a Japanese song and select it to sing after the one you just selected. Share your thoughts out loud as you go.
2. Go to the song lists, change the name to anything you like and add 3 songs to it.
3. Search for your favourite song and add it to that same song list. (Error recovery) [Try finding that song using other means.] Find this song [ ] and do the same.
4. Find a song that was sung on (set-time) and select the song to sing.
5. Adjust the background music sound level.
6. Adjust the echo to less than it is now.
7. Read or sing a song’s lyrics from the iPhone screen. (after a period of time) [Observe behavior] Share your experience using the device to read lyrics and sing.
8. While the song is playing add a [clap] sound effect.

These questions were devised from my assessment of potential usability problems resulting from my heuristic evaluation of the software

This usability study will be designed to allow us to obtain mostly qualitative data. The focus of the study will be task-oriented and directed toward how the users subjectively responds to the tasks listed above. Participants will be given a post-test questionnaire to obtain detailed and specific feedback, and allow for open ended discussion of the software experience.

Atmosphere will be relaxed and fun, but the first hour will be scheduled for the completion of all scenerio’s and post-test questionnaire.

The test will be conducted in a participant’s home with a range of users. Logging and recording of the session will be done with camera, video camera and observer

**User Profile**

At this point there hasn’t been a great of data presented that would give us some firm indication of who the actual users of this product will be. Because it’s a new product without any hard user data we need to make some assumptions. While not ideal, for the purposes of this test, this profile will still allow us to find participants that will help us gain some valuable data with the regards to the usage of this software. To recruit prospective test participants who represent the product’s suspected users, we created profiles and personas which were reviewed previously.

A general description of the user characteristics is as follows:

* must be able to speak and read Chinese as well as English
* first language must be Chinese
* should have experience with KTV systems as seen in various KTV locations through-out Asia.
* should enjoy singing
* should have no prior experience using our Ocean KTV system
* need a mix of female and male
* must have experience using mobile devices and have computer literacy
* preferably be between the age of 22-36

**Number of Participants**

We plan to test a total of six participants, but this is variable. As this is a group session the number of participants could range from 4 to 8, but should not exceed 10.

**Length of Sessions**

The total length of each session will be an hour; including:

* *Welcome and explanation:* 10 minutes
* *Task scenarios:* 60 minutes
* *Post-test questionnaire:* 10 minutes
* *Post-test scenerio: 60 minutes +*
* **Test Procedure**

The test will begin with an overview briefing, followed by the scenarios described below and a post-test questionnaire.

**Overview/Briefing (10 minutes)**

The moderator will welcome the participants and explain the process that is to follow. In this session there isn’t a need for a video/photography consent form as most of these participants are know to the moderator and the have previously given their consent.

**Scenerio 1**

You’ve arrived at your friends place (or in this case our office) and you would like to sing a few songs together after dinner. Grab your friends iPad and launch the Ocean KTV app. Spend a few minutes exploring the app. As you go, please say 3-5 words or phrases you would use to describe the app to a friend or family member.

**Scenerio** **2**

As you are familiarizing yourself with the app., look to the top right corner of the playing screen, there is a small icon with three horizontal lines. Please briefly explain what that button indicates to you.   
  
The other icons on the screen, what do they indicate to you?

**Scenerio** **3**

Now that you have spent some time familiarizing yourself with the software it’s time to start finding a song to sing. Start from the home screen and search for a male or female singer named ( ) and select a song to sing. Share your thoughts out loud as you go. Was anything difficult or frustrating about this process?

**Scenerio** **4**

Ok perhaps that song isn’t your favourite and you would like to find something else to sing. Leave the song playing, find a Japanese song and select it to sing after the one you just selected has finished. Share your thoughts out loud as you go.

**Scenerio** **5**

It’s now time to start creating some playlists so that you can remember your favourite songs for later. But first we need to create the list itself. Go to the song lists, change the name to anything you like and add any 3 songs to it.

**Scenerio** **6**

Now we need to fill out that list with more songs that you might want to sing. Search for more of your favourite songs and add it to that same song list. Find the following songs listed below and do the same.   
  
Now some of those you might not like so much. That’s ok, why don’t you delete the songs you don’t like.  
  
**Scenerio** **7**

Your friends have been using this computer to sings songs for quite some time. They tell that there was a song that they sang last weekend that was really great but they can’t remember the name. Find a song that was sung on (set-time) and select the song to sing.

**Scenario** **8**

Great, now we can continue singing. But just one problem, I would love to hear more of your voice. Please adjust the background music sound level.

**Scenario** **9**

Sometimes it’s fun to play with different effects when you sing. Please adjust the echo to suit your taste. You can either add more echo or reduce the amount of echo.

**Scenerio** **10**

Your friends large screen monitor makes everything on the screen look big and beautiful. One of the advantages of having a mobile device is there portability. Stand up and read or sing a song’s lyrics from the iPad screen while you are grooving to the music.   
  
Share your experience using the device to read lyrics and sing.

**Scenerio** **11**

Now it’s time to let someone else sing a song. I’m a terrible singer but our assistant [ .. ] would love to try. She/he is going to sing the next song coming up. While the song is playing add a [clap] sound effect to show how great her/his performance is.

**Closing (5–10 minutes)**

Moderator will ask the participant to complete the post-test questionnaire.

**Testing Environment**

We’ll use an uncontrolled setting to conduct the session. The study will take place in a participant’s home to best simulate the software’s usage in it’s intended environment.

Participants will use a QNAP NAS 453a with Ocean KTV preinstalled and all settings preconfigured. We will be primarily testing their interaction with the Ocean KTV iOS app (build #...) on a 2nd generation iPad. The NAS will be connected via HDMI to a large screen TV and via an analog connection to a home stereo system. Participants are expected to be primarily using the iPad while sitting on a couch or while standing.

Session recording will be entirely analog. Due to privacy concerns participants have opted not to have the session recorded. We’ll be writing observation notes as the session progresses.

**Plans for data collection and reporting**

**Project deliverables**

* A test plan (this document) describing the general approach for the study.
* Draft and final copies of the session checklist (a script that I also use for note taking during the sessions and observers can use to follow along).
* Dry run of the session.
* 1 usability study session of 60 minutes.
* Completed post-test questionnaire and System Usability Scale (SUS).
* Summary of post-test questionnaire (SUS data will be included in another study report).
* A final written report of complete findings.
* A presentation of findings and recommendations.