To: Dr. Guler

From**:** David Peirce

Date**:** October 28, 2015

Subject**:** Usability Report

This memo details a usability test on a manual that outlines how to benefit from international trade. The objective of the manual is to educate the adult population on international trade and how benefits can always be incurred by trading.

**Test Objectives:**

The objective of performing the usability test was to determine how easy the information was to comprehend. The subjects were used to point out areas that need revision. The subject’s comments and evaluations will be used to revise the manual into a final user friendly edition.

**Audience:**

The primary audience for the manual is the adult population. Anyone who is interested in understanding our economy better and specifically the reason why we trade internationally are included as the manuals primary audience. The secondary audience is anyone employed or involved in business or the economy. The secondary audience will use the manual for reference or to further their knowledge of international trade.

**Test Subjects:**

When performing the usability test, three subjects volunteered to participate. The subjects had a range of knowledge about international trade that helped to determine the level of bias wording used in the manual. The first subject was, Kristina Rogers, a friend with a minor in business. The second subject was Chris Haysmer, a friend majoring in business. The third and last subject was, Jeff Taylor, also a friend majoring in economics.

**Task:**

The subjects and I all gathered around a table to conduct the usability test. I was at the head of the table proctoring the test. I began the test by asking a few background questions to each subject. The subjects were then instructed to think allowed when using the manual. The first task the subject did were assessing the cover of the manual and answers a few questions about its appearance and possible content. Second, the subjects looked at the table of contents and introduction sections of the manual. After answering questions on those sections, the subjects moved on to the first unit of the manual. I instructed them that from now on the questions at the end of each section will be used to assess the comprehension of the information presented. Once the subjects indicated they had finished reading the section, questions were asked for a baseline knowledge check. Lastly the subjects read through unit two of the manual, and questions were asked to assess how much they learned.

**What Happened:**

Overall there was positive results for the manuals usability test. Kristina and Chris held their interest in the manual longer than Jeff was able too. Jeff, as another economics major saw no flaws in the information and was content to stop participating after checking the validity of the manual. Kristina was the only subject to use the manual to answer questions I asked at the end of each section. She was the only subject to have taken a usability test before and knew what she doing.

**Comments from the Subjects**

Kristina was the most verbal subject, pointing our two key issues for revision. First, the format and design of the manual needs to follow a more consistent format from beginning to end. Especially the headers of each section are the most inconsistent part of the design of the manual. The second issue is the figure 2.1. The image was stretched when designing the manual and presents an extorted image when in print form.

**Plans for Revision**

The data collected from the usability test shows a fair comprehension of the information presented. I intend on revising all sections, manly focusing on wording of paragraphs. The manual could even further simply the topic of international trade and be even more comprehensible by the general adult population. Additionally I intended to added and remove (figure 2.1.) so to create more visual interaction for the user.