

4.3 - Usability Test Plan

Usyra Financial Web App

Introduction

The **Usyra** Financial Web App's primary features and user experience are assessed in this moderated usability test. Usyra gives secure money transfers, integrated banking, and smart notifications.

Prepared by - Md Mahadi Hassan Rabbi

Stakeholders - Mentor (Course Instructor), Md Mahadi Hassan Rabbi (UX Designer) and Target End Users

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Background

Usyra Financial Web App is an early-stage digital solution that streamlines online financial transactions. Registration/login, digital money transfers, transaction history and notifications are important. The usability test tests first-time users' use of these basic features.

Goals

- To evaluate **Usyra's** interface's learnability and intuitiveness for new users.
- To find issues in critical financial workflows.
- Get customer feedback on design, flow and satisfaction.

Test Objectives

- Determine if users can intuitively log in or sign up.
- Observe how users navigate the dashboard and access key features.
- Test if participants can perform a money transfer without guidance.
- Identify if users can locate and interpret security alerts and notifications.
- Gather user perceptions of trust, ease and usefulness.

Methodology

The study will use WhatsApp, Zoom or Google Meet for moderated remote testing with screen sharing and vocally think-aloud ways. Each session will begin with a brief introduction, task-based testing and a post-test interview.

Participants

A total of **3 participants** will be selected from the original pool recruited in **Task 4.1**. These include Freelancer, Small business owner and Government employee users within metropolitan areas. Participants are selected based on alignment with Usyra's target audience.

Schedule

Usability sessions will be conducted between **June 1–5, 2025**, with one participant scheduled per day in the morning or afternoon.

Sessions

Test sessions last 10 -15 minutes. Sign-up, dashboard navigation, fund transfer and alert reading will be required. With authorization, the facilitator will observe, take notes and record sessions.

Equipment

Device - *Participant's personal laptop or smartphone.*

Software - *WhatsApp / Zoom / Google Meet.*

Recording - *screen recording software such as, Loom / ApowerSoft + Session audio.*

Backup tools - *Google forms for follow-up survey if needed.*

Metrics

0 – Not a usability problem = *I don't agree that this is a usability problem at all.*

1 – Cosmetic issue = *Cosmetic problem only: need not be fixed unless extra time is available on project.*

2 – Minor usability issue = *Minor usability problem: fixing this should be given low priority.*

3 – Major usability issue = *Major usability problem: important to fix and should be given high priority.*

4 – Usability catastrophe = *Usability catastrophe: imperative to fix before product can be released.*

Script

TBD (To Be Determined).

Tasks

TBD (To Be Determined).