UX Research Study — Plan

Introduction	● **Title:** The Review Environment ● **Author:** Federica Maio, UX/UI Designer at Codean Email: federica@codean.io ● **Stakeholders**: Codean' s CEOs & founders ● **Date**: 22/02/20223 ● **Project background**: I'm designing new features for the Review Environment that could help the security experts work faster and better. I am also building a design system that was essential for the brand identity and consistency of the product. The company has created a product that is unique, and it doesn't have competitors in the market for what it does. I want to design a product that could improve the sales and increase the user's satisfaction. ● **Research goals**: I would like to figure out what specific difficulties users encounter when they try to complete the core tasks of the Review Environment when reading the code, analyzing it, and making a new codemark. The entire flow: from the activation of the codemark layers, filter what codemarks type what to see, show the authors of those codemarks selected, specify what author would like to see that make that specific codemark, when he did it, all the income and outcome links, committed codemarks, first and the last committed codemark made.
Primary research questions	● Is the new feature and the new interface helpful? ● Will the new features and the new interface make the security expert's work faster? ● Are users able to successfully complete the codemark flow? ● What can I learn from the steps users took to complete the flow? ● Are there any parts of the flow process where users are getting stuck? ● Is the new feature easy to use and understand?

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KPIs	- Conversion rates: how many users complete the tasks and the full experience. - Drop off rates: How many users abandon the experience. - User error rates: How often users get stuck trying to filter options. - System Usability Scale: a questionnaire to evaluate customer feedback
Methodology	- Unmoderated usability study - Location: The Netherlands, remote (participants will go through the usability study in their own homes) - Date: Sessions will take place between February 22-28. - 2 participants will open the Review Environment and make a codemark flow. Each participant will then complete a questionnaire on their experience. - Each session will last for 30 minutes
Participants	- Participants are security experts. - Participants need to know how to ready code and experience with that - Participants are between 18 and 35. - Participants should have different abilities including: ○ English is not the primary language for both users

Script	- Prompt 1: You are now on the new interface of the Review Environment. Take a moment to visualize the tool bars, the icons and all the new elements. Assume you have already opened a project file, from the layer tool bar, click on the menu icon to drop down the filter panel to start the flow.
	    ○ Prompt 1 Follow-Up: How easy or difficult was it to individuate the layer tool bar and the menu icon? Is there anything you would change about it?
	
	- Prompt 2: From the layer tool bar, click to activate the codemark layer to see all the codemark in this code.
	    ○ Prompt 2 Follow-Up: How easy or difficult was this task to complete? Is it intuitive enough?
	
	- Prompt 3: You now see all the codemarks in this code. As a security expert you would like to see who made those codemarks.

Click the checkbox of "Show author" from the sublayer section of the panel at the bottom of the interface. You have seen all the authors. Click again on the check box to disactivated this option.

- Prompt 3 Follow-Up: How easy or difficult was this task to complete? Is it intuitive enough?

- Prompt 4: you now see all the codemarks in this code. As a security expert, you realize that line 141 has a piece of codemark. Select the text you think is a new codemark. It is going to appear a tool bar with all the icons color, follow by tool tips for each color, to create a new codemark. Click on the yellow color (attacker controlled) to create a codemark.
    - Prompt 4 Follow-Up: How easy or difficult was this task to complete? How difficult was to select the text? How intuitive is the tool bar to make a new codemark? Is there something you would do differently?

- Prompt 5: You have now all the codemarks in this code. You want to see only Codemarks Asset. From the panel, in the filter selection, click to activate only asset.
    - Prompt 5 Follow-Up: How easy or difficult was this process?

- Prompt 6: You see now only the asset codemark. You want to see how made them. Click on the "show author" from the panel sublayer.
    - Prompt 6 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 7: You see now all the authors that have made those codemarks. You want to see only the assets codemark made by Kevin. Click the Kevin check box to see them.
    - Prompt 7 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 8: You see now the codemarks made by Kevin only. You want to see only the assets codemark made by Thomas as well. Click the Thomas' s check box to see them.
    - Prompt 8 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 9: You see now the codemarks made by Kevin and Thomas only. You want to see only the assets codemark made by Abhi's as well. Click the Abhi' s check box to see them.
    - Prompt 9 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 10: You want to see some of the incoming links. Drag the slider (it's already set to of a specific percentage of link to show and it cannot be changed).
    - Prompt 10 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 11: You want to see some of the outcoming links. Drag the slider (it's already set to of a specific percentage of link to show and it cannot be changed).
    - Prompt 11 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 12: You want to see now only the created committed. Check the third checkbox box to activate this filter.
    - Prompt 12 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 13: You want the specified the date when those were created. Click on the icon calendar of the date creating section and click on the date from 6 to 9 January.
    - Prompt 13 Follow-Up: How easy or difficult was it to complete this task? Did you get stuck?

- Prompt 14: You want to see now the last modified committed. Check the first checkbox box to activate this filter.
    - Prompt 14 Follow-Up: How easy or difficult was it to complete this task?

- Prompt 15: You want the specified the date when those were created. Click on the icon calendar of the date creating section and click on the date from 6 to 9 January.

o   Prompt 15 Follow-Up: How easy or difficult was it to complete this task?

Have the participant complete the System Usability Scale at: https://www.menti.com/alqgb3bva5ii

Participants are asked to score the following 10 items with one of five responses that range from Strongly Agree to Strongly disagree:

- o   I found the interface unnecessarily complex.
- o   I found the layer tool bar difficult to use.
- o   I found the drop menu filter panel difficult to find.
- o   I found the codemark flow easy to use.
- o   I think that I would need the support of a technical person to be able to make this flow.
- o   I found the filter features very useful.
- o   I think the new feature will make the security expert's work faster.
- o   I felt very confident using the review Environment new features.
- o   I needed to learn a lot of things before I could get going with this flow.
- o   I found the tasks flow frustrating.