Memo report on usability test for collecting debt from friends

   The goal of my resent WikiHow article how to collect debt from a friend, and my targeted audience are people from diverse background and different ages that have friends that owe them money. My goal of the usability test that I conducted was to see if my readers will have any problem understanding what I wrote, if I missed a step, or didn't write enough tips and warnings. I have tested this on two people because I thought they had more information on the subject than I do. The usability test showed me that I should include more in terms of warnings for the whole procedure and include more steps in my second part, the readers also recommended more tips on what to expect while performing each part. The research that I conducted was a response to a request that I found on wikihow.

   The goals of my usability test were to find the missing links needed to perform everything in the article safely and inform my readers as much as possible with information on how to perform it safely and warn them about what will happen when performing and after performing it. I performed my usability test on two friends of mine since I knew that they have people who owe them a substantial amount of money. My friend has people owing him more than a thousand dollars and some of them under a hundred dollars. I used an understandability test because it was hard to make a performance test and observe what will happen, since my test required different locations like court and a restaurant. The test required the performer to demonstrate some acting skills and that wasn't going to be possible to observe. My test was somehow successful because my readers had some ideas that I missed in steps, tips, and warnings.

   The usability test that I performed was on two of my friends where I chose them both for different reasons. Ahmed and Mohammed both have friends who are in debt to them. Ahmed has a friend who owes him a lot of money for a long time, so I wanted to see why he did not take this guy to court since he is in need of the money. Mohammed has people that are in debt to him and he is in debt to others as well, so I wanted to test what he thinks of these methods and will they be able to work on him or for him. I used the understandability test because I was not able to make anyone perform it in person and even if I did find one, it would be hard to observe and see where my article will fail.

   The usability test I made was designed to show the flows I had in my article. The two people that read the article and took the usability test had some experience in dealing with collecting debt from their friends. I started the test by asking each person some questions about them having friends who are in debt to them mainly to see if my test would get the most information possible. Then, I opened the website wikihow.com and asked them to look at it while I observed their reaction and thoughts when they were reading and looking through the main site. I asked them to think out loud and explain what they observed. After that, I showed them

the article and told them to read and understand it to be able to answer the following questions. After answering some questions about the subject I gave them a few scenarios to see if the steps are easy to remember and perform from each part. My last question in the scenario was asking them if there are mistakes that I did or steps that I forgot and they each presented their own thoughts on how my article is missing some crucial warnings and steps that everyone should know. In the second part of my article they advised me to add a step on how you should give your friend a financing choice where he can pay it in smaller amounts in time. This showed me that my article needs a few changes in each part either with adding more steps or warnings and that is what I was trying to find from my usability test. The test showed me that my article was easy to understand and if possible to be performed since both readers had no problems explaining the steps in their own words.

After getting feedback from the readers I found some problems that need to be revised and added. Some of the miner issues were adding more tips and warnings. The tip had to be about how not to laugh whenever you look at your friends face by thinking about something different from what he is doing. Talking to his friend normally might take away his suspicion of something wrong and asking questions about what is happening. The warning should talk about not lying because it is morally wrong. This warning is placed there to tell my readers that my article doesn't encourage lying, but it might be a necessary step in getting back your money. The article had a major issue in part two where it needed an extra step; this step was about the person in debt and his intention of paying his loans back. For the sake of helping a friend out of his predicament he should have the option of financing and paying back his debt in smaller amounts and that will help distinguish a good friend from a person who is just using him for the money he has.

This article was written as a response to a request on the website, while the test that I conducted was to make sure that my readers get the most out of my article. The usability test was designed to reveal the mistakes and missing links to my article in terms of warnings, tips, and steps. The two people helped me identify those mistakes and missing links.