

## MyMechanic Evaluation Procedure

### Read the following:

Hello, my name is Chase and I'm going to be interviewing you today about an upcoming application designed to improve mechanic-customer communication. As a (Car owner / Mechanic) your feedback is important to us as we move forward in the design and implementation stages of development. As we proceed through this interview, please remember we are not evaluating you, but are evaluating the design. Please say whatever pops into your head, even if you think it isn't useful or relevant. Do not worry about hurting my feelings, this is just a prototype. Any suggestions or concerns are very valuable for us to hear.

This test will be done using an actual mobile device running our prototype. As you interact with the prototype, the app should be fully functional. Please interact with our app as you would any other mobile application.

During this process, we will present you with a series of tasks. For each task, just do whatever actions you think should result in you achieving the task. If you think a certain button should complete the task, just tap that button. After each of these tasks, you will be asked a number of follow up questions regarding your experience while doing the task. Additional metrics about your completion, such as time to complete, may be measured. Again, this is not to judge you, but rather to compare different interfaces.

For each task, take specific note if they try to use a feature that is not there, (i.e. swiping when no swipe support exists) or if they click a button that doesn't do what they think. Additionally, take extra note if any part of a task takes more than a few seconds to complete. Only give mechanic tasks to mechanics and user tasks to users.

### **Mechanics:**

Finding a specific case from the list:

- Start at the app's home screen
- Ask them to bring up details for 2009 Suzuki Arrow
- Ask:
  - How hard was it to find this case?
  - Would a search feature make it easier?
  - Would configurable sorting make this easier?
  - Any issues with this page that make it less usable?
  - How hard was this task from 0-3?

Create a case:

- Start at the app's home screen
- Ask them to create a case for a 2015 Ford Escape with a broken transmission
- Ask the following questions:
  - What types of media might you want to be available to upload?
  - Would it be useful to have auto pricing models which calculate the cost for you?
  - Was this process effective and easy to learn?

Share details of a case:

- Start from the app's home screen
- Ask them to bring up entails for 2002 Toyota Camry
- Ask them to send the case's link via text message to my number 8019891347
- Ask the following questions:
  - If you were to have to repeat this process many times in a day, what parts of it might you want us to speed up?
  - Would auto texting customers be a valuable feature?
  - Was there any part of this process that might have been poorly designed?

**Customer:**

View their case:

- Send them a link to their case via text
- Ask them to click the link and explore the page
- Ask them to click on an image and zoom in
- Ask them how they would call the mechanic to ask questions
- Ask them how they would approve service if everything looked good
- Ask the following follow up questions:
  - If your car was in for service, what information might you want displayed here to help you feel more confident in your service?
  - What type of media might you expect to be on this page?
  - Would you prefer the carousel design of interspersed images and text?
  - Would you find automatically generated links to mentioned issues valuable? I.e. article discussing how frequently an oil change should be performed