**Moderation and Evaluation Techniques:**

**1. Clear Introduction and Task Explanation** (Time Stamp: 00:10)

* At the beginning of the session, I explained what the usability test was about and went over the purpose of testing the *TrackCare* app. I also described the tasks the participant would need to complete and explained about my role in the evaluation. I also informed the participant about the things he must keep in mind and the general context of the evaluation. This helped set clear expectations and made the participant feel more comfortable. The participant wanted to have a general overview of the prototype before proceeding with the tasks (Time Stamp: 01:30). I happily agreed to this and encouraged him to proceed further.

**2. Allowing Self Exploration and Offering Guidance only When Needed** (Time Stamp: 03:25), (Time Stamp: 05:25)

* (Time Stamp: 03:25) - During Task 2 (which is about tracking the PWD’s location when he wandered away), the participant was initially on the right track, and I just encouraged him to keep going. But after some time, he was navigating to an incorrect page and was a bit confused. Here, I gave him some time to explore on his own rather than stepping in immediately. This helped me see how usable the prototype was, to a new user. After a few moments, I gently guided them in the right direction without directly telling them the answer.
* (Time Stamp: 05:25) - I also did a similar guiding and directing role, when the user independently worked out Task 4.

**3. Encouraging the Participant when they successfully finished Difficult / Challenging tasks**

(Time Stamp: 03:05), (Time Stamp: 05:35), (Time Stamp: 06:55), (Time Stamp: 10:10)

* Throughout the session and all the tasks, especially during Tasks 2, 4, 5, 7, I encouraged the participant and positively affirmed him “to proceed forward and that he was heading in the right direction”. This boosted his confidence on his own evaluation, and he did well to figure out the tasks.

**4. Observing user actions and receiving their feedback** (Time Stamp: 07:40), (Time Stamp: 08:50),

* (Time Stamp: 07:40) - In Task 5 (which is regarding disabling the tracking of the watch from the app),the participant accidentally chose the wrong option from the wrong menu and was confident about his choice initially. I didn’t immediately step in to correct him; instead, I patiently suggested him that ‘maybe he could double check all the options available and verify once again with his task’. The participant understood this indirect hint and after a short time of exploring, he found the right option. He also gave valuable feedback that the option names in the profile settings page where a bit similar with each other and were causing some confusion. He suggested to change this. This was valuable feedback to improve the prototype.
* (Time Stamp: 08:50) - In Task 6, the participant found a limitation in the prototype. He could schedule an event for the PWD, based on the time of day and specific duration of the event, but was not able to select the month ‘October’. This was great feedback which was noted down.

**Interesting Observation and suggestion from Participant**

**5. Enthusiastically encouraged the Participant to share his suggestions** (Time stamp: 10:25)

* (Time stamp: 10:25) - In Task 7, the Participant figured out the task but wanted to suggest a more efficient and innovative way to do the same task. I happily encouraged him to share his thoughts aloud on how he wanted to implement that task and noted it down.

**Ethical Considerations**

**1. Obtaining Informed Consent and Ensuring Transparency** (Time Stamp: 00:10)

* Before recording the session, I obtained an Informed consent form and demographic questionnaire from the participant. I checked with the user, if he was comfortable and willing to do the evaluation on camera and being recorded. I only proceeded with the activity as he was comfortable with this. I double checked if he was comfortable after giving the introduction and task explanation brief. I also made him comfortable saying that “any problem he faces with the prototype is our problem and it’s not on him”.

**2. Acknowledging and appreciating the Participant's Time and Reconfirming Camera Consent during the final brief** (Time Stamp: 12:20)

* At the end of the session, I reconfirmed Camera consent and asked if the participant had any further feedback or suggestions. I reassured him that his input was highly valued and would contribute to improving the app. This final interaction made sure the participant felt valued and comfortable as the session ended, following good ethical practices for wrapping up and debriefing. It also helped build a positive connection between me and the participant, making the overall experience better for both of us.

**3. Encouraging and Accepting the Participant’s Suggestions in the Right spirit** (Time Stamp: 07:45), (Time Stamp: 09:00), (Time Stamp: 10:30)

* During Tasks 5, 6 and 7, the participant came up with ideas for improving how certain features were implemented, like reducing confusion regarding disabling location tracking on the settings page, scheduling events for the PWD or directly sharing location of PWD to emergency contacts from the Maps page, respectively. Rather than simply moving on, I appreciated and encouraged him to share more about his suggestions and actively listened to his thoughts. This allowed the participant to feel heard and valued, and it opened the door for useful feedback that could improve the app. By welcoming his ideas, I respected his input and encouraged a collaborative atmosphere, which is key to good usability testing.

**Conclusion**

This usability test highlighted the importance of explaining tasks clearly, allowing the participant to explore the app on their own, and encouraging them to share their thoughts and feedback. By using these techniques, I was able to gather valuable insights into how easy the *TrackCare* app is to use. I also made sure to follow ethical practices, such as getting informed consent, checking in on the participant’s comfort, and respecting their independence throughout the session.

The participant’s feedback, especially about limitations in the profile settings options, scheduling features and improvements needed in how location information of the PWD was provided to the emergency contacts, provided helpful ideas for improving the app. Overall, this evaluation created a positive experience for the participant while giving me important data to help make *TrackCare* even better.