Data Collection Methods:

1. Interview
2. Questionnaire
3. Natural Observation

| QUANTITATIVE | | | |
| --- | --- | --- | --- |
| Subjective | | Objective | |
| SUS | Post-Testing Questionnaire | No. of mouse clicks for tasks  (efficiency) | During Testing - for all tasks |
| Likert Scale | User Feedback  / Pre testing Interview | Count of tasks completed successfully  (effectiveness) | After completion of particular task - all tasks |
|  |  | Time spent per completed task  (efficiency) | For all tasks |

| QUALITATIVE | | | |
| --- | --- | --- | --- |
| Subjective | | Objective | |
| General feedback  On satisfaction and efficiency | Feedback questions | observed sequence of steps participants took | Testing |
| Participants comments related to completing a given task | After each task |  |  |
| A description of observed behavior by participant | The tester will do this on reviewing recordings. |  |  |

**3-5 Recordings : Make sure to have clear recording for findings. (< 1 min)**

**USABILITY TESTING SCRIPT**

USER IDENTITY FOR THE STUDY

Your name is Bob. You are a 25-year-old working adult. You perform a lot of online transactions and have a lot of online activity. You would like to keep yourself safe with the rise of scams and have downloaded the secure app to help with this.

CONTEXT AND TASKS PART

Context 1:

You want to use the SECURE app to check the credibility of a caller that has recently contacted you and make sure that the person is safe to contact, and also see what aliases or nicknames that the contact has. You will start on the home screen of your phone.

Task 1:

I would like you to Now, I would like you to identify which of your recent call contacts is unsafe and why.

Task 2: Second, I would like you to check the credibility of the caller at 1 (234) 567-8900 and tell me what other nicknames or aliases the contact is listed as.

Context 2:

You see that there have been a lot of novel scams going around lately. To protect yourself from the new types of scams, you want to learn about how to avoid them and the specific types of scams going on in your area.

Task 3:

Use the app to explore different ways, using different types of media, you can gain awareness. Also, find out what scams are going around in your region.

Task 4:

Now assume that you are concerned about getting scammed and want to learn about your bank's fraud and scam policies, and you'd like to learn how to report a scam. Use the app to figure out how you'd do this.

Task 5:

Lastly, You have some questions about how the app functions or any general questions. How would you resolve these?

Context 3:

Imagine that you are getting a call from an unknown number. You pick up the call and the caller says that they are an official at RBC (you have an account at RBC). They identify you by your name and your profession. You are confused as to whether it is a scam or not and want to verify your identity.

Task 6:

Ensure that you are able to detect if this is a scam or not, why, and if you should provide information to this person. Block and report this person if necessary.

Context 4:

You use texts to communicate with the people in your life, but you also find that there are some texts from unknown numbers that sometimes contain links that look suspicious. You are confused whether the links are legitimate or not because in the past, you have confused legitimate links(such as for manual e-transfer through text) for scam links.

Task 7:

Now, I would like you to try to read all the texts in your messages app and ensure you are able to detect if a conversation is safe or not, and block the conversations that are not safe.