

Usability Test of Phonetic App

Preparation

Population

This app should be used by a broad variety of people that want to learn the Danish language, and therefore it will be tested by the following groups of people:

- Pupils that learn Danish
- Exchange Students
- Immigrants

Sample

We are using the Guerilla technique where we sit in a café to ask six people (two of each category defined in population) to take part in this Usability Testing. They will get a free coffee as reward.

Measures

The usability of the application will be measured using the following measures:

Preference measures

- Are the button easily accessible?
- Is the font big enough?
- Is the app intuitive to use?

Performance measures

- How fast can a user convert a danish word to its phonetic transcript
- How consistent does the app feel

Procedure

The procedure for a single test session will be as follows:

1. The app should be verified to be working properly beforehand
2. A permission to do the test at the coffee shop should be obtained.
3. The instructor explains the consent form.
4. The User should read and accept the consent form.
5. The instructor explains the user what the app is for.
6. The test is carried out.
7. After the test the data gathered is evaluated.
8. The user fills out the post-test questionnaire
9. The users get a voucher for a free coffee.

Scenario

The user wants to know the phonetic translation of a danish word, so he/she uses the application to type the danish word to receive the phonetic translation.

Tasks

1. The test user opens the app.
2. The test user types a danish word to translate.
3. The test user clicks the button to translate.
4. The test user can see the phonetic translation in the result field.

Consent Form

Evaluation of SRS Phonetic App

Goal: The goal of this evaluation is to test the usability of a phonetic dictionary application, in order to improve user experience.

Procedure: You will interact with a paper prototype given to you by the instructor. During the interaction with the application, you will think aloud. The instructor will provide tasks that you should execute. After completing the tasks, the instructor will ask you some questions. The evaluation will take around 20 minutes.

You may stop or take a break at any time.

Recording: We will do a screen recording and audio recording of your interactions with the application for further evaluation. The recordings will only be used by the evaluation team and not shared with any third party.

You are not judged: We want to see the usability of our app, not judge your performance. Your usage will be stored anonymously and there will be no consequences for you.

Informed Consent: By signing this form, you acknowledge to have read and understood the information in this document, and agree to it.

☐ I read and understood the above consent form and agree to it

Name: _____ Date: _____

Signature: _____

Script

In this script we describe how the “Instructor” will guide the “tester” through testing process. This process takes place in a local coffee shop as we are doing the guerilla testing approach.

Hi, my name is _____. I work for a company that is developing an application called “Phonetic App”. Would you like to take part in a small test? You will get a free coffee afterwards.

Please have a seat. I would like to begin by thanking you for your participation in this test. Your feedback will be valuable for us.

Please start by signing this consent form, where you are informed about the approximate length of the test scenario and permission to be recorded. [Hand over the consent form].

During the test I would like you to think out loud about everything you are doing or what are you looking at and comment on your actions. This will be helpful for us.

Also, please don’t worry about wrong answers or that you may hurt our feelings. Our goal here is to improve the application so we need to hear your honest opinion.

You may ask questions during the test, but we would like to simulate our users being on their own, so I might not be able to answer your questions right away. I will answer them after the test is over.

You can now use this paper prototype and try to go through the application and translate any word you like.

[Give the participants the tasks]

Thank you. I’d now like to ask you about your experience with the application. Please answer them on a scale of one to ten, where one is bad and ten is good. How accessible are the buttons? How readable is the text? How intuitive is the app?

Thanks for your feedback. Take this voucher for a free coffee. Have a nice day!

Prototype

