

BlueConnect Protocol

Introduction:

Welcome! Thank you for participating in our study. Your feedback is essential in helping us improve the functionality and design of the BlueConnect app. In this session, you will be asked to connect multiple Bluetooth devices using our application. Please feel free to speak aloud your thoughts and experiences as you navigate through the tasks.

Background:

Before we begin, we would like to know a little about your previous experiences with Bluetooth devices and your expectations from an application like BlueConnect.

Tasks:

1. Connect two or more Bluetooth devices simultaneously and configure them according to a specific scenario provided.
2. Navigate the app to adjust settings for the connected devices and explore various features.
3. Complete a short survey regarding your preferred method of connecting multiple devices, providing insights into your mental model.

Objectives:

1. Assess user effectiveness based on the ability to connect multiple devices effortlessly on the first attempt, analyzing the clarity of each button's function.
2. Measure user efficiency by tracking the number of clicks required to connect multiple devices and the time taken to navigate to a specific connected device, evaluating the steps needed for users to adjust a device.
3. Evaluate user satisfaction through a pre-closing application rating system, considering user preferences for design and functionality.
4. Understand the user's mental model for connecting multiple devices through a short survey, allowing participants to express their preferred method.
5. Collect user recommendations through a text box in the rating pop-up, providing valuable qualitative insights into the user experience.

Screening:

Participants must meet the following criteria:

- Age of 18 years or older
- Familiarity with basic Bluetooth functionality
- Ownership of multiple Bluetooth devices

Study Design:

- The study will not involve a comparative analysis with a leading competitor as no similar application exists. Instead, both quantitative and qualitative data will be gathered to understand user preferences and experiences.
- Task order will be randomized to prevent bias and reduce potential order effects, providing a more natural user experience and enhancing the validity of the results.
- Incorporating the think-aloud protocol will enable real-time feedback, leading to a comprehensive evaluation of user experience and preferences.

Method:

1. Survey participants to gather demographic and background information.
2. Provide participants with 2-4 Bluetooth devices and a mobile device equipped with the BlueConnect app.
3. Assign a randomized scenario that requires the simultaneous connection of multiple devices and their configuration.
4. Record relevant metrics, such as the time taken, and administer a survey to gather participant feedback on their overall experience.

1. Task 1: Multi-Device Configuration

Participants will be instructed to connect a smartphone and a wireless earbud set simultaneously. They will then be asked to customize the audio settings for each device through the BlueConnect app.

Participants will further engage in optimizing their audio experience by adjusting the equalizer settings on the BlueConnect app, allowing them to fine-tune the audio mix to

their preferences, emphasizing bass or treble frequencies for both smartphone notifications and wireless earbuds, ensuring a personalized and immersive auditory environment.

2. Task 2: Create a playlist

Participants will be asked to create a playlist. Navigating to the playlist screen, naming the playlist, then adding a song to the playlist.

Debrief and Wrap-Up:

Thank you for participating in our study. Your valuable feedback has provided us with essential insights into the functionality and user experience of the BlueConnect app. We appreciate your time and efforts in helping us improve our product.

1. Feedback and Recommendations:

Please take a moment to provide any final thoughts or recommendations you may have regarding the BlueConnect app. Your feedback will assist us in refining the application to better meet your needs and preferences.

2. Rating and Satisfaction:

Kindly rate your overall satisfaction with the design and functionality of the BlueConnect app on the scale provided. Your input is crucial in understanding how well the app aligns with your expectations and requirements.

3. Final Comments:

If there are any additional comments or aspects of the study that you believe we should consider, please feel free to share them with us. Your insights are highly valuable and will contribute to the continued enhancement of the BlueConnect app.

Once again, we extend our gratitude for your participation and valuable contributions. Your feedback is instrumental in our pursuit of providing an optimal user experience.