

Redeeming Time Usability Test Protocol

Introduction

(Following informed consent...)

Thank you for agreeing to participate. For the next **30 minutes**, we will examine a mobile application to gain insight into how you would use it and how to make it easier to use. Keep in mind, though, that **this is not a test of you; we are evaluating the mobile app**.

We will video-record this interview for note-taking purposes so I can review it in case I missed anything. At the end of the study, we will delete the recording. Your name and any other personal information will not be included in the notes and will be kept strictly confidential.

While you use the mobile app, I would like you to **“think out loud”** and let me know what you are doing and thinking – what you like and dislike, what surprises or confuses you, and any other thoughts you have.

Do you have any questions before we begin?

Background

First, let me ask you a few questions about your previous experience using productivity and time-tracking apps.

What kinds of productivity, time-tracking, or habit-forming apps have you used (if any)?

What are your favorite features of them?

What things could be improved about them?

Notes:

TASK 1

Your friend told you about a new time-management technique that helps you build habits with visual feedback and gamification. You open the Redeeming Time app and want to try it out. Sign into your account so you can begin using the app.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Notes:

TASK 2

You've been using the app for a few days now and want to check how you're doing. Find your progress insights or time usage and try to make sense of what they mean.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Notes:

TASK 3

You now want to begin an activity. Look at the activity options and notice sections labeled “Favorites” and “User Reviews.” Try to locate these features and explain what you think they represent or are meant to be used for. Then click on an activity you want to begin.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Notes:

TASK 4

You're now browsing through the page after you completed an activity, and notice sections labeled "Streaks", "Badges Earned", and "Leaderboard". Try to locate these features and explain what you think they represent or are meant to be used for.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Notes

TASK 5

Now that you've gone through the main parts of the app, feel free to explore on your own. Imagine you're using this app naturally in your daily life. Click around and talk through what you're noticing or interested in.

Task completed successfully ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Notes: