OddJobs Usability Test Protocol

Introduction

(Following informed consent...)
Thank you for agreeing to participate in this test. For the next **30 minutes**, we will be looking at a website 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 website**.

We will be taking notes of this interview for further design purposes so we can go back and review it in case we missed anything. Your name and any other personal information will not be included in the notes and will be kept strictly confidential.

While you use the website, we would like you to **"think out loud"** and let us 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 us ask you a few questions about your previous experience with gig-worker websites/applications.

What is your experience level with gig-for-hire websites/applications (i.e. Lyft, Uber, Taskrabbit, etc…)?

How do you typically find those jobs? (Social Media, Thumbtack/Similar Service, or other)

What things could be improved from your usual method?

TASK 1

You have 2 hours between your first class of the day and your last class. You would like to find a gig for dog walking. You want to find at least 1 job to be done in this 2-hour span. Use the "New Jobs" page to select a dog walking job.

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?

TASK 2

Your job has you working later than usual and you do not have the time to get groceries. The local Trader Joe's is your usual stop for getting food for the week. Use the job-posting feature to get the groceries delivered to your door before the Trader Joe's closes.

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?

TASK 3

You're locked out of your Employee account and you don't want to start over and go through the verification process again. You will need to reset your login permissions. Regain access to your account.

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?

DEBRIEF

- What did you like best?

- What could be improved?

- Does the organization of the Main Page make sense?

- Does the organization of the Job Posting menu make sense?

- Does the organization of the Job Accepting menu make sense?

- What other features would you like?