Friend-Me
Usability Test Protocol

Introduction

(Following informed consent...)
Thank you for agreeing to participate in our usability test for FriendMe.
For the next 30 minutes, we will be observing how you interact with our website to gain insights into the usability of our website and to help us enhance user experience. Please remember, this is not an evaluation of you, but rather an assessment of the website.

To ensure accuracy, we will be video-recording this session. This is for note-taking purposes, and to confirm our ability to capture all of your interactions in case we miss an important interaction and need to go back to review it. At the end of the study, we will delete the recording along with the exclusion of your name and personal information. Everything is confidential and will not be shared with or included in any notes.

As you navigate the website, we encourage you to "think out loud" and share your thoughts, preferences, surprises, or confusion. Go through the website as you would any other, and if you find something easier or more difficult, vocalize your thoughts! Your feedback is invaluable in helping us improve FriendMe.

If you have any questions, please ask them at any time.

Background

We'll start with a few questions about your previous experience with other social scheduling and event tools.

- Describe how you would go about planning to socialize with one or a group of your friends currently.
- When you are trying to connect with friends, what app are you most likely to use?
- Does this app facilitate scheduling? If so, how?
- When someone wants to 'add you' on an app, what piece of information is the first thing you expect them to ask?
- In your experience, what drives you to click on important information on an app?
- What is one feature you would expect in a social scheduling app

TASKS

Task 1

Your friend group wants to organize a get-together at one of their apartments. They want this to be a private gathering with no more than the three of you present. Try to create a private event with a discrete number of guests and add your friends.

Task completed successfully:_____

On a scale of **1 to 5** with 1 being *Very Easy* and 5 being *Very Difficult*, how would you rate the difficulty behind this task?

Task 2

You hear about a large public event in town where they've hired a local musician to play for the audience. You know the name of the musician. How would you find the event?

Task completed successfully:_____

On a scale of **1 to 5** with 1 being *Very Easy* and 5 being *Very Difficult*, how would you rate the difficulty behind this task?

Task 3

Not enough people RSVPed to your event, and you realize it might make more sense to cancel for the time being. How would you accomplish this?

Task completed successfully:_____

On a scale of **1 to 5** with 1 being *Very Easy* and 5 being *Very Difficult*, how would you rate the difficulty behind this task?

Debrief and Conclusion (Eric)

We appreciate the time you took out of your day to participate in this test protocol. To wrap up this session, we would appreciate just a few more questions to gather your feedback about this study.

- What did you like about this study?
- What didn't you like?
- What were your thoughts on the calendar tool as the main focal point of user interaction?
- Was the navigation easy to follow?