



EXPERIENCE

USER TEST



Introduction

Thank you for agreeing to test our product. Before we begin, we will be taking notes about what you say and do during this process. These notes will not be attached to your name in any way.

Do we have your permission to take notes? Y / N

(If no, politely end the test, thanking them for their time.)

During today's tests, we are going to be introducing you to three things: the concept behind our product, the physical product, and the companion application. You will be asked questions relating to the concept, the feel of the device, the ease of application use, and the experience as a whole.

It is important to understand that during this process, there are no wrong answers or incorrect actions. Any difficulties you encounter during this test is a flaw in our design, not a failure on your part. As such, should you encounter difficulties, I cannot help you. If you do not understand the task or question and need clarification, however, please ask. I will help if I am able.

Concept

For context, our product is a neckband which provides vibration feedback of music in real-time. The companion application allows for the playing of this music, some organizational features, and a visualizer component. This allows for users to experience music with up to three of their five senses. The application connects to the device via bluetooth.

1. What do you think of this concept?
2. Have you heard of similar devices before? Y / N
 - a. Can you recall the name of the device?
3. Have you experienced similar devices before? Y / N
 - a. If yes, what did you enjoy about the experience?
 - b. What did you dislike about the experience?

Device

(At this point, take out the neckband)

1. This is a prototype of the device. What are your first impressions on the:
 - a. Shape of the device?
 - b. Size of the device?
 - c. Flexibility of the device?
 - d. Material used for the device?
2. Please show me how you would place this device in order to use it.
 - a. Please rate your confidence in the placement of the device on a scale of 1 to 5, where 1 is extremely confident it is placed correctly and 5 is extremely uncertain if it is placed correctly.



3. Now that the device is in place, please rate the comfort of the device, where 1 is very comfortable and 5 is very uncomfortable.

Application

(At this point, take out the phone with app pre-loaded)

1. This is the application. What are your first impressions?
2. How would you connect the application to the device's bluetooth?
 - a. Please rate the difficulty of this task on a scale of 1 to 5 where 1 is very easy and 5 is very difficult?
3. How would you navigate to your song list?
 - a. Please rate the difficulty of this task on a scale of 1 to 5 where 1 is very easy and 5 is very difficult?
4. How would you add a song to your favourites?
 - a. Please rate the difficulty of this task on a scale of 1 to 5 where 1 is very easy and 5 is very difficult?
5. How would you navigate to your playlists?
 - a. Please rate the difficulty of this task on a scale of 1 to 5 where 1 is very easy and 5 is very difficult?
6. How would you make a new playlist?
 - a. Please rate the difficulty of this task on a scale of 1 to 5 where 1 is very easy and 5 is very difficult?
7. How would you edit this playlist?
 - a. Please rate the difficulty of this task on a scale of 1 to 5 where 1 is very easy and 5 is very difficult?
8. When you select a song to play, the application will bring you to the visualizer page automatically. Please do this now. (Allow them to select a song) Could you tell me what you think each of these icons does? (Indicate the music player section at the bottom of the app)

Experience

1. Now, I want you to focus on the whole experience. Please rate your experience with the neckband from 1 to 5, where 1 is very unpleasant and 5 is very pleasant.
 - a. What do you dislike about the experience?
 - b. What would improve the experience?
2. Next, please rate your experience with the visualizer from 1 to 5, where 1 is very unpleasant and 5 is very pleasant.
 - a. What do you dislike about the experience?
 - b. What would improve the experience?

Closing Questions

1. Those are all the tasks and questions we have for you today. Before we close, do you have any comments, questions, or concerns regarding the test, the application, or the device?