

Usability Testing: JustWork

Roles

- test 1:
 - Federica will be the facilitator
 - Samaneh will be the observers
- test 2:
 - Samaneh will be the facilitator
 - Elisa will be the observers
- test 3:
 - Elisa will be the facilitator
 - Domenico will be the observers
- test 4:
 - Domenico will be the facilitator
 - Federica will be the observers

Participants

Target population: university people

Age: 22-25yo

Expertise with working environment: low

They have the required knowledge for entering the working environment but they don't know the exact role they are interested in.

Usage of smartphone: using a smartphone and apps regularly

Equipment

A laptop and a smartphone(not mandatory)

Smartphone to take pictures

A browser

Pens and papers to take notes

Requirements

A "fake" account with:

- 3 job applications
- a chat history
- 2 most asked questions

Artifacts

Informed consent form

Pre-test questionnaire for getting background info

Post-test questionnaire (SUS)

Tasks

#	Text of the task	Success criteria	Methodology
T1	Searching for a job that they like	The user goes to the desired application page	think-aloud
T2	Applying to the job that they have chosen	The user applied to a job	-
T3	Check on a notification	The user sees the notification	think-aloud
T4	Book a slot for the motivational interview	The user chooses from an available slot	cooperative evaluation
T5	Send a message to the company	The user reach the message form and successfull y send it	cooperative evaluation
T6	Complete an interview	The user reach the start the interview button and successfull y end the call	cooperative evaluation
T7	Start a job call	The user nagivate to the job detail page and successfull y complete job call	cooperative evaluation
T8	Check a feedback	The user successfull y download a feedback	cooperative evaluation

		that they received	
T9	Ask for a new feedback	The user send a message where they ask for an additional feedback	cooperative evaluation

Critical/non-critical errors for each task:

- T1 critical error: don't look for the application on the homepage
- T2 critical error: press the "don't apply" button
- T3 critical error: don't realize they have a notification
- T3 non critical error: don't understand they can click a notification
- T4 critical error: don't reach the page where they can book the interview
- T4 critical error: don't understand they can ask for more slots
- T5 critical error: don't find link to send a message to the company
- T6 critical error: close the call by mistake
- T7 critical error: don't understand that to start a job they have to go to the detail page
- T8 critical error: don't find the feedbacks
- T8 critical error: don't be able to download the feedback
- T9 critical error: don't find the link to ask for more feedback

Metrics

Success rate (0-100)

Number of errors (critical)

SUS score

Likes/Dislikes

Debriefing: yes

Script

Hi, <name of the participant>. I am <name of the facilitator> and today... we are here to test the JustWork app, not you!

We'll ask you to do some tasks and, for each task, we will ask you to test them with a methodology between think-aloud and cooperative evaluation.

A short explanation of these two methodologies is:

- **Think-Aloud Methodology:** Share your thoughts audibly while interacting with the application. Predict outcomes, express expectations, and provide observations without seeking clarifications on the underlying processes.
- **Cooperative Evaluation Methodology:** Collaboratively analyze and strategize to accomplish a task. Both parties can ask questions and assist each other in comprehending concepts, fostering a mutual understanding of the process.

Please, fill out this document for giving us permission to use the data that we will collect today before starting the session.

<give the consent form>

The application JustWork allows you to connect to companies, understand if you like them and the job that they offer you. The job opportunities that they offer are in short duration to give you the chance to experience them, in person or online, before entering the real work environment for long term.

Now we will give you a questionnaire to better understand your background and then we will start the test.

<handling the pre-test questionnaire> <https://forms.gle/cpJSByz8m2CgJYNp9>

[START the test]

You are looking for a short term job opportunity to understand if you like that role in a company. So you enter the application on the homepage after logging in.

T1 You want to search for an opportunity that you like. Please describe what you think while you are doing this task

<the user have to think aloud - takes notes>

T2 Apply for the job that you have chosen

<no methodologies>

T3 You want to check a notification. Please, remember to describe your thoughts.

<think aloud, the user should check the notification>

<if the users have applied to a job where they have been rejected, we ask them to apply for a new job.

Unfortunately you weren't accepted to that job, please apply to another one.

>

T4 So now that you were accepted, you have to book a slot for the motivational interview. Feel free to ask me any question that comes to your mind. Also, we'll eventually ask questions too.

T5 You want to send a message to the company to have some more information related to a job. Feel free to ask me any question that comes to your mind. Also, we'll eventually ask questions too.

T6 You have booked a motivational interview to take part in this job. **Now you should attend and complete the interview.** Feel free to ask me any question that comes to your mind. Also, we'll eventually ask questions too.

<When the user enter the fake video call, we say them that now we are faking the job interview, so after a while he can close the call because the interview is finished>

This is a video call, the other attender is a recruiter of the company that offers the job opportunity. So now you are likely attending a motivational interview and we can now pretend that it has ended.

<if the users have applied to a job where they have been rejected, we ask them to apply for a new job and attend a new job interview.

Unfortunately you weren't accepted to that job, please apply to another one and do another job interview.
>

T7 If you applied to a remote job, **you can now start a job call.** Feel free to ask me any question that comes to your mind. Also, we'll eventually ask questions too.

<When the user enter the fake video call, we say them that now we are faking the job, so after a while we can exit the call and pretend the job is finished.>

T8 The job experience is concluded, so now **you have received some feedback and you should check it.** Feel free to ask me any question that comes to your mind. Also, we'll eventually ask questions too.

T9 You can also request additional feedback from the company you worked for. **Ask for additional feedback.** Feel free to ask me any question that comes to your mind. Also, we'll eventually ask questions too.

For each task give the student the task to read aloud and stop/ question as necessary

Useful questions:

What are you thinking?

What are you thinking you should do here?

Tell me about your thinking

What did you expect when you did that

What's your goal at the moment?

How was that task?

I noticed you were... What was going on there? How were you feeling?

What are you looking for?

Debrief

How the test went?

Can you give us a general impression on the application, if there is anything that you liked more or something that you would like to change and why

<SUS questionnaires> <https://forms.gle/dTAEui8FU1vHqGhb8>

The test is over, thank you very much for your time.

[TEST END]

<Review with observers>

Consent form

<English version>

I *<name and surname>*..... allow the group of students HCI4774 of the Politecnico di Torino, composed by Elisa Calì, Federica Terramagra, Domenico di Stasio, Samaneh Gharehdagh Sani, to collect data during the test the test of the application JustWork, to use them and to take some pictures during the test.

These data will be used only for educational purposes for the academic year 2023-2024 and for the university course “Human Computer Interaction”.

<Italian version>

Il/La sottoscritto/a *<nome e cognome>*..... autorizzo il gruppo di studenti HCI4774 del Politecnico di Torino, composto da Elisa Calì, Federica Terramagra, Domeni di Stasio, Samaneh Gharehdagh Sani, la raccolta di dati durante il test dell'applicazione JustWork, il loro utilizzo e la raccolta di fotografie durante il test.

I dati verranno utilizzati solo con scopo scolastico durante l'anno accademico 2023-2024 e nell'ambito del corso universitario “Human Computer Interaction”.

Date/Data

Signature/Firma