Assignment 5- High Fidelity Prototype

Usability Test
1. Plan
Participants:

We had 4 participants overall:
- Nadia Ramundo: 22 years and works as consultant
- Maria Elisabetta Sposato, 22 years old, hostess in events
- Niccolò Cacciapuoti, 22 years old, project manager
- Matteo Sollini: 25 years old, IT consultant
- Mona pouresmaeil, 24 years old, makeup artist

A. Roles

The developers of code act as a note-takers and observer. For each interview there are different facilitators

B. Tasks

Participants are asked to start with main page, first create a new activity and then try to edit and re-do the activity. And at the end participants should share the activity (more details on Tasks part).

C. Methodology

Think-Aloud

D. Tasks

Here is also mentioned the criteria and methodology for each task
1) **Create a new activity called "yoga" for today, with properties you prefer (set a reminder also):**
   seeing the successful message displayed on screen, also the new activity is displayed in main screen (Think-Aloud).
2) **Repeat an activity monthly, weekly and daily:**
   see on the calendar the repeated activities (Think-Aloud).
3) **Edit an activity (change the name, date and type):**
   save it and see the successful message displayed on screen (Think-Aloud).
4) **Delete activity:**
   seeing the message indicating the successful deletion (Think-Aloud).
5) **Share an activity you created on WhatsApp platform:**
   navigating to the platforms and seeing the successful notification (Think-Aloud).

E. Equipment

A room with presence of note-taker and observer, the Laptop or PC to review the application and phones for taking photos, and records.

F. Consent form

Usability test Consent Form

Research Project Title: Exploring Workplace Stress and Stress Management among Employees

Introduction: You are invited to participate in a usability testing as part of the research project titled "Exploring Stress Management among Employees." The purpose of this test is to obtain the usability of application created for this project goal done by the user.

Procedure:

- The test will be conducted in person.
- The Test is expected to last approximately 15 minutes.
- You will be asked to test a web-application called "Stress-Bye".
- The interview will be audio-recorded to ensure accurate data collection.
- There will be other types of documentations during interview such as photo and taking notes.

Confidentiality:

- Your participation and responses will remain confidential.
- Any information shared during the interview will be shared with professors, and your identity will be disclosed with professors and for project of course "Human Computer Interaction" in Politecnico di Torino.
- Audio recordings will be securely stored and only accessible to the research team.

By participating in this interview, you acknowledge that you have read and understood the information provided in this consent form. You consent to the interview and the audio recording of your responses.

I ……………………………………… voluntarily agree to participate in this interview.

I understand that signed consent forms and original audio recordings and taken pictures will be used by interviewer until February 2024.

Signature of interviewee

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Signature   Date

Signature of interviewer

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Signature   Date

G. Script

SEQ:

https://forms.gle/Fx46yR8BEB1yrsTN6

SUS:
https://forms.gle/i4oFXKoeuo8M7QnSA

THE INSTRUCTIONS

Hi, _____. My name is _____, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a mobile app that we're working on so we can see whether it works as intended. The session should take about an hour.

The first thing I want to make clear right away is that we're testing the *app*, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the app, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve it, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the app, and it won't be seen by anyone except the people working on this project. And it helps me, because I don't have to take as many notes.

Also, there are a few people from the design team observing this session in another room. (They can't see us, just the screen.)

If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project.

<give participant the consent form and start screen recording>

Do you have any questions so far?

THE Pre-Test QUESTIONS

OK. Before we look at anything, I'd like to ask you just a few quick questions.

Could you tell me your name, age and your occupation?

What kind of mobile device (or devices) do you use, like smartphones or a tablet?

How often do you use a calendar or an organizer for doing you daily activities?

THE FIRST SCREEN TOUR

OK, great. We're done with the questions, and we can start looking at things.

First, I'm going to ask you to open the app labeled _____.

Now, before you start doing anything, just look at the first screen and tell me what you make of it: what strikes you about it, what you think you can do with it, and what it's for. Just look around and do a little narrative.

You can scroll if you want, but please don't "click" (or tap) on anything yet.

THE TASKS

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy.

- TASK1: You are now in the main page of application, create a new activity for today, set the properties you want for the new activity.

- TASK2: Try to repeat the activity for other dates.

- TASK3: Imagine you made a mistake in creating an activity, edit the activity you made, try to change the name or the date.

- TASK4: Delete an activity that you don't want it on your calendar anymore.

- TASK5: Share the activity of your choice on other platforms.

Thanks, that was very helpful.

If you'll excuse me for a minute, I'm just going to see if the people on the team any follow-up have questions they'd like me to ask you.

WRAPPING UP

Do you have any questions for me, now that we're done?

H. Metrics

Successful task completion	A task is successfully completed when the participant indicates they have found the answer or completed the task goal.	Boolean
Subjective Measures	Self-reported participant ratings for satisfaction, ease of use, ease of finding information, etc.	Likert Scale
Likes, Dislikes and Recommendations	What participants liked the most about the system, what they liked least, any recommendations for improving it, etc. Typically at the end of the session or a meaningful part of it.	Free text

I. Conclusions

Overall, the design was easy to use for participants. But still there are some issues to be considered.

Things to be fixed:

* Task 1: there was the same problem with the input of the time.
* Task 2: it took more than one try to understand how to save an activity, the clickable area in the selection of the days of the week wasn't very clear (they tried to click on the text before clicking on the checkbox).
* Task 3: the "share" button wasn't clickable and it wasn't clear why.
* Repeating an activity should be clearer.
* Sharing activity can be improved by providing more details and guides to the user.

2. RUN

Once the application is ready to use on the browser, all members do the task specified to them (facilitator, note-taker, observer).

3. Analyzing

There is audio recorded and notes that the result of them will be provided in final report.

The pictures of usability test are provided in A5 folder.

Overall, three tasks are done successfully in usability test but still there are some minor details to be fixed.