

E-evaluation: script for usability testing

Participants

- Target population: professors teaching in high schools in Italy who need to assign homework to their students during this period of online classes.
- Age group: 25-60
- Expertise with smartphone apps: yes (navigation and standard icons knowledge)
- Usage of smartphone: basic
- English level: basic

Recruitment

We will get in touch with the teachers contacted in milestone 1, if they are not available we will contact other friends of ours.

Equipment

- Smartphone with a browser possibly with camera and microphone
- Internet connection
- Remote or in-person video recording: another person or the facilitator will record our user when performing the task

Artifacts

- Informed consensus document
- Pre-test questionnaire to check if the user is in our target population
- Post-task questionnaire: SEQ

Initial script

Hi, my name is <facilitator's name>! Thank you for joining us for this test.

In this session, you will be testing our app E-evaluation. E-evaluation is a web application that helps you send homework to your students and interact with them. You will be using your smartphone during the test.

Before starting, please fill out this consensus form, thank you.

Now please open the link I've just sent you (*public link generated with ngrok*) and take a look at the application for two minutes. When you're ready, we start with the test.

From now on, I will read you a task to be performed in the application. I kindly ask you to say out loud what you are doing, so we can understand if everything is going fine.

Furthermore, at the end of the task, I will ask on a 7-Likert scale how easy it was. If you have understood, I will tell you the first task.

(ask the user to perform all the eight tasks reported below)

Informed consensus document

- I have freely volunteered to participate in this experiment
- I have been informed in advance what my task(s) will be and what procedures will be followed
- I have been given the opportunity to ask questions and have had my questions answered to my satisfaction
- I am aware that I have the right to withdraw consent and to discontinue participation at any time, without prejudice to my future treatment
- My signature below may be taken as an affirmation of all the above statements; it was given prior to my participation in this study
- I agree with being recorded during all the tests. The recording will be used by all the team to complete the project and it will be shared anywhere.

Pre-test questionnaire

Are you a high school professor that assigns homework to your students?

Is your age between 25 and 60?

Do you have a smartphone?

How can you define your expertise using the smartphone? (basic, intermediate, expert)

Do you have a basic knowledge of the English language?

Post-task questionnaire: SEQ

For this questionnaire we are using the 7 Likert-scale: very difficult - very easy

Overall, this task was?

Tasks list

Task #	Task Description	Success criteria	Methodology
T1	Open a homework in one of the courses and read its title, its delivery date	The user can tell us all the required fields	Think-aloud
T2	Open homework and read the name of the first two students who delivered their solutions	The user can read the correct names	Think-aloud
T3	Find a solution to the homework and download it, then open it on your device	The user can download and open the file	Think-aloud
T4	Reply to a student's message with a text message in one of the chats provided for the homework	The user sends the answer via text	Think-aloud
T5	Reply to a student's message with a vocal message in one of the chats provided for the homework	The user sends the answer via audio	Think-aloud
T6	Create a new homework	The user has created the homework	Think-aloud
T7	Edit the homework just created, changing at least one of the fields and save it	The user has modified the homework	Think-aloud
T8	Delete the homework just modified	The user has deleted the homework	Think-aloud

Metrics used

Critical error (absolute number), non-critical errors (absolute number) and error-free rate for all the tasks.