

ChessMate: Usability testing

Participants: chess players

- Expertise with chess tournament terminology: good.
- Usage of smartphone: daily.
- We aim to find participants in Politecnico's chess group or other chess clubs

Equipment

- PC browser with support for mobile development
- Windows notepad

Requirements

- Prototype application account with user details
- A set of fake, available tournaments
- A set of fake tournaments the user is enrolled in
- A fake running tournament

Artifacts

- Informed consent
- Background/pre-test questionnaire
- Post-test questionnaier (SUS)

Tasks

#	Text of the task	Success criteria	Methodology
1	Enroll to a bullet tournament that takes place in Turin this week	Press the right enroll button	/
2	Resign from the tournament "T2", in which you are enrolled	Press the right resign button	/
3	Check the next turn's details	Open the drop-down menu "Turns"	Think aloud
4	Check the partial standigs	Open the drop-down menu "Standings"	Think aloud
5	Add the last turn's result as you won the match	Add the right result according to the color in less than 60 seconds	/
6	Visualize the last advise about the tournament "T3"	Find the right advise without opening wrong pages	Cooperative evaluation
7	Require the help of an arbiter during a match for an irregular move	Click on the right button in less than 30 seconds	/
8	Send a message to the organizer of tournament "T1" to receive clarifications about the tournament place	Send the right message to the right organizer without opening wrong pages	Cooperative evaluation
9	Check the answer to a message you sent to the organizer of tournament "T3" about the average level of the participants	Open the right message in the section related with tournament T3 without opening wrong pages	/
10	Forfait from the tournament currently running.	Click the right button in the Running page	/

Metrics

- Time on task
- Questionnaire
- Number of pages

Script

Hi <participant>, my name is <evaluator> and my team's goal is to test the usability of the system. We need your help to do that.

Now I'll get the browser to the main page of our application's prototype.

We will perform 9 tasks. For some of them I will ask you to follow one out of two methodologies: "Think aloud", in which you are required to constantly speak and say out loud what you see, what you do and what you are thinking, and "Cooperative evaluation", in which we will cooperate in performing the task and ask each other questions. If you don't remember precisely what these methodologies are when I mention them, please tell me, I will explain you again.

[Task 1] Try to enroll in a tournament of type "bullet" that takes place in Turin this week

[Task 2] You are currently registered in the tournament "T2", try to delete your registration for that tournament.

[Task 3] You are currently playing in a tournament and you need to check the details of your next game, try to find them. Please use the methodology "Think aloud".

[Task 4] You are playing in a tournament and you want to see the partial standing and, in particular, your position. Go check them inside the application. Please use the methodology "Think aloud".

[Task 5] You just finished the turn in the tournament that you are currently playing and you won your game. Please add your result in the system.

[Task 6] You are registered in the tournament "T3", please try to read the last advice its organizer published about it. We will use the methodology "Cooperative evaluation".

[Task 7] You are now playing a match and your opponent made an irregular move. Please, call an arbiter from the application to signal him what happened

[Task 8] You are registered in tournament "T1" and you want to ask the organizer some clarification about the location where it will take place. We will use the methodology "Cooperative evaluation"

[Task 9] The organizer of tournament “T3”, in which you are registered, sent you a message about the average level of the participants. Go check the answer

[Task 10] You want to withdraw from the tournament you are currently playing. Please try to perform this action in the system

I will now give you a paper with 10 closed questions about your experience with the system’s interface. Please, fill it.

Thank you for all your help!

Informed consent form

I hereby grant permission to be videotaped as part of my participation in the ChessMate usability test conducted on [date]. Only my first name may be reported in association with the session results.

I understand and consent to the use and release of the video recording.

I understand the video recording and any highlights extracted from it may be used for any of the following purposes:

- Presentations
- References for showing test’s results
- Exam materials on GitHub

I give up any rights to the video recording and to understand that the recording may be used for the purposes described in this release form without further permission.

I understand that if for any reason I do not want to continue, I can leave at any time during this recording session. I can also deny consent at any time. By sending this form I acknowledge that I have completely read and fully understand the above release and agree to be bound thereby. I hereby release any and all claims against any person or organization.

Pre-test Questionnaire

How do you usually find chess tournament on the board?

How many chess tournament on the board have you played last year (1, 3, 5, more)

How often do you use an online chess application in a week? (1, 3, 5, more)

Do you take part in FIDE tournaments or you only play friendly ones?

Post-test questionnaire (SUS)

Every question has a closed answer with values from 1 (strongly disagree) to 5 (strongly agree)

1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think that I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
6. I thought there was too much inconsistency in this system.
7. I would imagine that most people would learn to use this system very quickly.
8. I found the system very cumbersome to use.
9. I felt very confident using the system.
10. I needed to learn a lot of things before I could get going with this system.