

User Test Procedures

I. Welcome & Explanation - READ THE SCRIPT BELOW

“Hi <name>, Thanks for taking the time to come meet with us today. The purpose of this testing session is to compare the user experience, quantitative and qualitative of performing specific common tasks on several systems. Over the past few weeks, we’ve developed an application called Class.ly. Class.ly is meant to encourage collaboration among Vanderbilt undergraduate students. The application facilitates collaboration via a simple, automatically created per-class chatroom, as well as the ability to schedule meetups to work on homework, study, etc.

Before we continue, do you have any questions? <Answer necessary questions>

Today, we’ll run through several experiments using Class.ly, Blackboard, and Piazza to compare your performance in using each of the systems, and ability to learn the system operation as we proceed.

The information we collect today will all be confidential. Please do not disclose information about your time here with your peers as it may confound our later results. Your personal identity will not be associated with the results of this study. Do you feel comfortable to proceed?

<Wait for Response>

Throughout the experimentation, you will use both a mobile device as well as a laptop with a trackpad. Before we proceed, please make sure you are comfortable.

<Adjust for comfort>

If you feel uncomfortable or unwilling to proceed or continue, please feel free to stop participation that we may end the trial. If you have no further objections or questions, we will now begin the trial.

II. Introduction Survey - PARTICIPANT COMPLETES THIS

<Present survey and participant completes>

III. Operational Testing Scenarios

A. Send a Message on Blackboard

- Start timer
- User navigates to Blackboard

- User logs in
- User navigates to first class in their current semester class list
- User creates a message to the entire class containing “The quick brown fox jumped over the lazy dog.”
- User prepares message but does not send
- Stop timer

B. Send a Message on Piazza

- Start timer
- User navigates to Piazza
- User logs in
- User navigates to first class in their current semester class list
- User creates a message to the entire class containing “The quick brown fox jumped over the lazy dog.”
- User prepares message but does not send
- Stop timer

C. Send a Message on Class.ly

- Start timer
- User navigates to Class.ly in the browser
- User logs in (username: vunetid, password: password)
- User navigates to first class in their current semester class list
- User creates a message to the entire class containing “The quick brown fox jumped over the lazy dog.”
- User prepares message but does not send
- Stop timer

D. Create a Meetup on Class.ly (Trial #1)

- Start timer
- User begins on Class.ly homepage
- User navigates to first class in their current semester class list
- User creates a meetup at 12:00 PM Friday, November 13, 2015.
 - User invites <name>
 - The meetup will be in “FGH”
- Stop timer

E. Create a Meetup on Class.ly (Trial #2)

See the procedures in “D” above. Repeat the procedures.

F. Create a Meetup on Class.ly (Trial #3)

See the procedures in “D” above. Repeat the procedures.

G. Create a Meetup on Class.ly (Trial #4)

See the procedures in “D” above. Repeat the procedures.

IV. Exit Survey - PARTICIPANT COMPLETES

<Present exit survey to participant>

See the procedures in “D” above. Repeat the procedures.d