

Protocol: CS Tutor Evaluation

Introduction:

Thank you for agreeing to participate. For the next 15-30 minutes, we will be looking at the prototype of our product to gain insight into how you would use it and how to make it easier to use. Keep in mind, this is not a test of you, we are solely evaluating the prototype. We will be taking notes during the study. Your name and any other personal information will not be included in the notes and will be kept strictly confidential.

While you interact with the prototype, I would like you to “think out loud” and let me know what you are doing and thinking - what you like and dislike, what surprises or confuses you, and any other thoughts you have.

Since this is a click-thru prototype, there are some limitations to what you can do. Not all buttons are entirely implemented. If you reach a button or element that you believe should do something, explain what you expect to happen next instead. Do you have any questions before we begin?

Task 1:

Throughout your different tasks, you will be playing the role as a faculty member. I would like you to search and see what days Dave Merchant is tutoring. Walk me through how you would accomplish this task and let me know when you have found what days he is tutoring.

Notes: (order of navigation/features AND mistakes or backtracking)

1. On a scale from 1-5, where 1 is “Very Difficult” and 5 is “Very Easy” how would you rate being able to use the prototype to accomplish this task? Why?

Task 2:

For this task, I would like you to create a tutoring session on the 21st of March. Don't worry about the details of the session, I just want to see where you would navigate to accomplish this task. Remember to "think out loud" while navigating the prototype.

Notes: (order of navigation/features AND mistakes or backtracking)

1. On a scale from 1-5, where 1 is "Very Difficult" and 5 is "Very Easy" how would you rate being able to use the prototype to accomplish this task? Why?

Task 3:

For the final task, I would like you to delete Shelly Duvall's tutoring session at 3 PM on the 21st of March. Let me know when you feel you have accomplished this task.

Notes: (order of navigation/features AND mistakes or backtracking)

1. On a scale from 1-5, where 1 is "Very Difficult" and 5 is "Very Easy" how would you rate being able to use the prototype to accomplish this task? Why?

Wrap-up:

Now that you have used the prototype, I want to know more about your impressions of it.

Overall, what did you like most about it?

What did you dislike most about it?

Are there any additional features you would like for it to have?

Any other thoughts or comments?

Thank you again, your feedback will help the team improve the product!