

Protocol: PingMe Evaluation

Introduction

Thank you for choosing and agreeing to participate with us. For the next 30 minutes, we will be looking at a mobile application to gain insight into how you would use it and therefore make it a better interface for our future users. Please keep in mind that this is not a test for us to evaluate you, but to evaluate our mobile application instead.

We will be recording this interview via video for the purposes of reviewing anything we could have missed during our note-taking during this evaluation. Once we reach the end of the study, we will delete the recordings of this interview. Information about you such as your name and other personal information you have provided us will be kept strictly confidential and left out of our notes during this evaluation.

While you use the application, it is important that you “think out loud” and let us know what you are thinking about and doing, what you like or dislike in that moment, what is confusing to you, or any other thoughts that come to your mind during the evaluations.

Do you have any questions before we begin?

Background

First, let me ask you a few questions about your previous experience with sharing locations with others.

1. Think back to when you wanted to locate somebody that you know, or wanted someone to know where you currently were. How did you go about solving this problem?

Scenarios:

Strategies:

2. Have you ever used an application to go about finding someone's location or sharing your location, and if so, what applications have you used?

Applications:

3. (if has used applications in the past for location purposes) What did you like or dislike about these applications that you have used.

TASKS

1) I want you to imagine that you are trying to share your location with Penelope, who is a friend of yours. You both live together and want to share your location with one another at night since your friend works late night shifts and walks home alone at 2am every night. Walk me through how you would go about requesting the current location of your friend.

Note: order of navigation/features used AND mistakes or backtracking

located friends page: ☐ Yes ☐ No
requested location of friend: ☐ Yes ☐ No

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

2) Imagine that you are on vacation in another country and are going on a day-long hike through dense forest and rocky mountains. Your battery on your phone will last only so long, but you want to send updates of your location every so often without sacrificing the limited battery life you have. You also only want to send your location to just your parents. Walk us through how you would accomplish this task.

Note: order of navigation/features used AND mistakes or backtracking

update ping interval: ☐ Yes ☐ No
share location with parents: ☐ Yes ☐ No

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

Wrap-up

Now that you have used the application, I want to know more about your impressions of it. Overall, what did you **like most** about it?

What did you **dislike** the most about it?

(if used other applications for location)

What did this application have that improved upon other applications you have used for sharing and receiving locations of others?

(if used other applications for location)

What did this application not have that you found to be useful in other applications when sharing and receiving locations of others?

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 website!