Test Summary

This pilot test for Redcom Sigma Client Application for Windows was conducted at Rochester Institute of Technology on 21th April, 2017. The participant was a 25-year-old male graduate student from RIT. The study started 2 hours late as many parts of the software were offline due to software glitches. The test was recorded and observed with the help of Morae software. Only one of the group members acted as a moderator with the participant. Computer in the recording room had a computer that had Morae recorder software setup to record the participant's movements. Other group members were in the observer room using the Morae observer software and some were taking notes. At first the participant was given a consent form to read and sign. Pre-test questionnaires were given to the participant to fill up, to get more knowledge about similar applications they use and their expertize in those applications. Participant was given a brief understanding of "think out loud" process so that he could walk us through the tasks that he performs and what goes through his mind. After the pre-test questionnaire was filled up the test started at 4:40PM. The participant arrived on time as the lab was set up. The total time required to complete all the tasks was 36 minutes. First two tasks in the scenarios failed as the participant could not figure out how to access the software. After the every task participant was given a post-task questionnaire to fill up. There was a post-test questionnaire given to the participant after the completion of all the tasks as well. There were debriefing questions to be answered by the participant after entire test was concluded.

Observation

Task 1:
It's your first week at work, you are working on a report that has to be dispatched by the end of the day. You need advice from your manager - Jennifer on the report but she is away. You know that the office uses SIGMA windows client for secured communication and decide to use it. The contact number of your manager is 1000.

Observer's Notes:
During the first task the participant was not sure if he had called Jennifer or not.

Participant's Comments:
7 minutes 21 seconds he asks "Did I call her"?

Observer's notes that the participant was hesitant while using SIP and Jabber function to call.

At 8 minutes 53 seconds participant asks if he can message her.

We realized after conducting the first scenario that we have to change the order the order of the scenarios that will be given to the participant, we have to give the add contact - jennifer scenario before the current first scenario, since without adding the contact - jennifer to the contact list it is not possible for the participants to perform the first scenario.

Observer's Notes

The participant was not able to complete the task due to the software's shortcomings and after he failed to call jennifer 3 times through call history the participant asked the moderator if he could message jennifer.

Task 2:

You forgot to ask a question so you will have to call Jennifer again. Was Jennifer busy? You have to leave her a message asking about relevance of Table 6 on page 2 in the report.

Observer's Notes:

After adding the new contact (Jennifer) successfully the participant starts typing the message to send it to jennifer.

The participant was successfully able to complete the task.

Task 3:

Would you like to close the chat when you close the chat box? You can make changes to the software according to your preferences.

Observer's Notes:

The participant was not able to interpret the scenario correctly. He closed the chat box instead of making changes in the software settings menu.

Task 4:

You realize that you have to call Jennifer regularly and you know that you are bad at remembering numbers.

Observer's Notes:

It takes a while for the sigma app to send out and accept a contact invite.

Even though the participant was able to see the contact (Jennifer) in the call history, the participant then has to add the contact again even if the contact is shown in the call history. Even if we delete the contact you can still see the contact in the call history. Also when the participant adds a new contact there is some confusion which account has to be selected and it is not evident to the participant that the options selected is for the participant and not the contact to be added.

Task 5:

You are starting a new report; you need to contact both your manager Jennifer and John (one more member on your team) at the same time (Contact number of the John is darthvader@hcin630.ist.rit.edu).

The participant added John (should we mention the display name added is different from the email id or do we assume that the participant understands; or do we keep the names consistent as the email names)

The participants first goes to file menu and then the tool menu to find the conference call feature.

Observer's Notes

There was a problem during this task as John had not accepted the contact invite so the conference call was not successful as only jennifer picked up the call.

The participant thought that both of them were there in the call but after being prompted by the moderator he realized that only jennifer was there on the call and john had just accepted his invite. After starting the task again the participant is able to invite both jennifer and john.

Participant's Comments:

"Yeah, so both are connected now. jennifer is connected, John is not. Yeah, John is not connected."

The participant was able to differentiate if the call is ringing to another person or if someone is already connected.

Observer's Option: We feel that the call end tone is annoying.

Debriefing

When the participants was asked if any additional features were needed to be added in the application, the participants replied "I think the system where we are adding the contact and calling, this thing needs to be displayed more, more in focus, rather than the speed dial 1,2,3. If I am searching for jennifer it should be on the top and it should be in bold. So when I enter Email Id I should clearly see it because I am just feeling that it should be on the top and bigger than the number pad".

The participant showed that when he started typing the name jennifer in the search box he mentioned that "you will find these options right? voice calling, video calling and cancel. And you will find these two options as well."

When we asked the participant how this application is compared with other applications like Skype or Hangouts, the participants said that "since it has conference it is better than that feature or it is good if you compare to hangouts. Other features are as good as the other ones except for the ones that I said."

Conclusion

The Pilot test was completed within 45 minutes and we did not face any major problems during the study. The think aloud practice was not clear and we have to edit it so that the participants better understand the concept of think aloud practice. We were unable to calculate the SUS score due to a mistake in the SUS scale format.

We have updated the scenarios order and add a new task scenario to gather important data about the application to match the research questions that were asked in the test plan. We also plan on updating the scenarios 1, 3 , 4 and 5 , to make sure that the future participants are able to understand the task scenarios clearly. The background questionnaire will be sent out as screeners with the help of Google Forms for the main study.