

REDCOM Sigma Client Application for Windows

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Participant No. # _____

Informed Consent

INTRODUCTION

Thank you for volunteering to be a part of this usability study. In this usability testing, we are evaluating the use of Redcom Sigma client, a communication application for Windows.

INFORMATION

The Redcom Sigma Client Windows Application allows communication between n-number of users via chat, voice and video calls.

Primary objectives of this study are to find usability issues in the application. The study will take no more than forty-five (45) minutes to complete. During the study, you will be asked to use the application. You will be given a series of task scenarios. I will remain in the room with you throughout the duration of this session. There are several other members of the research team in the adjacent room. They will be observing through the one-way mirror behind me. We will be recording your interaction while using this application. Also, during your participation in this study, we will video record all the activities. This is not of you or your abilities but to get a better understanding of the application and its functionality.

The evaluators may stop the study or remove you from the study at any time they see appropriate. They can do this without your consent. You can stop participating at any time without loss of benefits.

RISKS

There no anticipated risks related to participating in this study.

BENEFITS TO TAKING PART IN THE STUDY?

There are no anticipated direct benefits to you for participating in this study. Findings from this study will be used by Redcom sigma client communication

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application for windows, to improve the design of future versions.

CONFIDENTIALITY

Your name will not be used when data from this study is published. Every effort will be made to keep your research records and all other personal information confidential.

You will be assigned a participant number, only the participant number will be recorded on the test instruments. No personally identifiable information will be recorded on the test instruments nor stored within the software you use today. Participant identities will not be made part of any published findings resulting from this study. We will hold your personal information as confidential (such as name and phone number) and use it only for data analysis purposes, to link data to the subject. The only connection between your participation in this study and the study itself will be this signed consent form.

INCENTIVES

At the conclusion of the study session, you will be given a \$25 Panera bread or some other shops' gift card.

YOUR RIGHTS AS A RESEARCH PARTICIPANT

Participation in this study is voluntary. You have the right not to participate at all or to leave the study at any time. Deciding not to participate or choosing to leave the study will not result in any penalty or loss of benefits to which you are entitled.

CONTACT

If you have any questions about the study or the procedures, you may send us an email at sigmaclienttest@gmail.com

Consent of Participant

Signature of Participant

Date

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Background Questionnaire

First Name: _____

Last Name: _____

What is your current age?

- ☐ under 18
- ☐ 19-24
- ☐ 25-30
- ☐ 31-40
- ☐ 41-50
- ☐ over 50
- ☐ I don't wish to specify my age.

Please select your gender

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ I don't wish to specify my gender.

What best describes your employment status?(Please pick one answer.)

- ☐ Student
- ☐ Employee
- ☐ Government or Military
- ☐ Self - Employed
- ☐ Retired
- ☐ Out of Work / Unemployed
- ☐ Unable to Work
- ☐ Other

Are you a part of Army ROTC at RIT?

- ☐ Yes
- ☐ No

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For how long have you been a part of Army ROTC at RIT? (Skip this question if you are not a part of Army)

- ☐ less than one year
- ☐ 1-2 years
- ☐ 3-4 years
- ☐ More than 5 years

Have you used voice and video applications (like Skype) to communicate with people?

- ☐ At least once a day
- ☐ Several times per week
- ☐ Several times per month
- ☐ Once every few months
- ☐ A few times per year
- ☐ Never

What is the highest level of education you have completed?

- ☐ High school
- ☐ Undergraduate School
- ☐ Graduate School
- ☐ Phd
- ☐ Vocational School
- ☐ Other:

Do you have any form of hearing, vision, physical or cognitive disability?

- ☐ Yes
- ☐ No

If your answer to the previous question is YES, please specify the type of disability.

Please mention the languages that you know apart from English.

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Pre-test Questionnaire

Have you used voice and video applications to communicate with people?

- ☐ At least once a day
- ☐ Several times per week
- ☐ Several times per month
- ☐ Once every few months
- ☐ A few times per year
- ☐ Never

Please mention which of the following application/s do you use for voice/video call? Check all that apply

- ☐ Skype
- ☐ Hangouts
- ☐ WhatsApp
- ☐ Facebook
- ☐ Snapchat
- ☐ Facetime
- ☐ Other (Please specify) _____

What do you use video calls for? Check all that apply.

- ☐ Work
- ☐ Personal
- ☐ Other (Please specify) _____

Which device do you use for video/voice calling? Check all that apply.

- ☐ Desktop computer
- ☐ Laptop
- ☐ Tablet
- ☐ Mobile device
- ☐ Other (Please specify) _____

How frequently do you use chat or messaging feature?

- ☐ At least once a day
- ☐ Several times per week
- ☐ Several times per month
- ☐ Once every few months
- ☐ A few times per year
- ☐ Never

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Think Aloud Practice

To “think out loud” means to express one’s thoughts as they occur and speak out loud. The purpose of this practice is to understand participants’ thought process and mental models as they work through different tasks. As you use the system today, I’d like you to think out loud. Remember, we are evaluating the application, not you, so please describe your thought process thoroughly as much as you so that we can get a first person view about your understanding towards the system in use.

Let’s give it a try with the help of a quick exercise to practice thinking out loud.

Thinking about the house or apartment where you currently live, please tell me how many windows there are. Or let’s say, how many windows are there in your house? Verbally describe to me how you are arriving at your answer.

Here’s a restatement of the question if participant does not understand the question: “Would you please count up the number of pieces of glass permanently installed in the walls, doors, or ceiling in the building in which you usually sleep?”

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Task Scenarios

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.

For calling jennifer, the software first needs you save her contact.

Please contact Jennifer on obiwankenobi@hcin630.ist.rit.edu

[Evaluator who answers will acknowledge the call and ask them to record the conversation. Later ask the participant to move to the next scenario]

2) You forgot to ask a question but Jennifer is busy. You have to leave her a message asking about relevance of "Table 6 on page 2 in the report". Please let me know when you are done with the task.

3) To Auto-start REDCOM Sigma when computer restarts. You have to make changes to the software settings. Please let me know when you are done.

4) You have to schedule a meeting with your manager Jennifer and John at the same time so that you can talk to them together. You have the contact information of Jennifer. Contact information of John is emperorpapatine@hcin630.ist.rit.edu . Please let me know when you are done with the task.

5) Abhishek and Nidhi from the research team will call the participant. The participant should be able to accept both the calls. Abhishek adds Zhuoxin to the call without verbally informing the participant. *(This scenario won't be given to the participant in writing as it is directly initiated by the research team. We intend to test whether the participant is able to accept both the calls and also know when someone has joined the call without being told. We will also record the conversation and check whether the participant realises that he is being recorded)*

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Data Collection Instruments

1. The key is to think ahead of time about what you want to ensure the observers keep a lookout for.
2. Total copies required: # of observers times the number of participants.

Scenario 1 Observer Guide & Notes

Scenario 2 Observer Guide & Notes

Scenario 3 Observer Guide & Notes

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Scenario 4 Observer Guide & Notes

Scenario 5 Observer Guide & Notes

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Post-Task Questions

Task 1

- 1) Please rate on a scale of 1 to 5, how easy or difficult it was to complete the task? *(Please mark your desired choice.)*

Very Difficult		Neutral		Very Easy
1	2	3	4	5

- 2) Please rate on a scale of 1 to 5, how easy or difficult it was to save Jennifer's number correctly? *(Please mark your desired choice.)*

Very Difficult		Neutral		Very Easy
1	2	3	4	5

- 3) What made the task easy or difficult?

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Task 2

- 4) Please rate on a scale of 1 to 5, how easy or difficult it was to complete the task? (*Please mark your desired choice.*)

Very Difficult		Neutral		Very Easy
1	2	3	4	5

- 5) What made the task easy or difficult?

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Task 3

- 6) Please rate on a scale of 1 to 5, how easy or difficult it was to make the changes in the software settings? (*Please mark your desired choice.*)

Very Difficult		Neutral		Very Easy
1	2	3	4	5

- 7) What made the task easy or difficult?

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Task 4

- 8) Please rate on a scale of 1 to 5, how easy or difficult it was to make a conference call?

Very Difficult		Neutral		Very Easy
1	2	3	4	5

- 9) What made the task easy or difficult?

- 10) Please rate on a scale of 1 to 5, how easy or difficult it was to save John's number correctly? *(Please mark your desired choice.)*

Very Difficult		Neutral		Very Easy
1	2	3	4	5

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Task 5

11) Please rate on a scale of 1 to 5, how easy or difficult it was to complete the task? *(Please mark your desired choice.)*

Very Difficult		Neutral		Very Easy
1	2	3	4	5

12) Were you able to figure out that your team member David had joined the call?

Yes	No	Maybe
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13) Were you able to find out that you were recorded?

Yes	No	Maybe
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14) What made the task easy or difficult?

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Post-Test Questions

Here is a questionnaire, please mark your desired choice:

(We will be using the System Usability Scale to score the following 10 items with one of five responses that range from Strongly Agree to Strongly disagree)

1) I think that I would like to use this system frequently.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

2) I found the system unnecessarily complex.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

3) I thought the system was easy to use.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

4) I think that I would need the support of a technical person to be able to use this system.

Strongly Disagree		Neutral		Strongly Agree
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1	2	3	4	5
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5) I found the various functions in this system were well integrated.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

6) I thought there was too much inconsistency in this system.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

7) I would imagine that most people would learn to use this system very quickly.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

8) I found the system very cumbersome to use.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

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9) I felt very confident using the system.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

10) I needed to learn a lot of things before I could get going with this system.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

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Debriefing

1. What additional features would you like to see in the application?

2. How does it compare with other applications like Skype or Hangouts?

3. Did you have any other questions for us?

4. Tell the participant to sign two copies of the receipt. They can keep one copy of the receipt to show that they were given the gift card.
5. Keep the proof of the receipt to show it to the client that you have given the participant the gift card.
6. Thank the Participant for taking part in the study. We greatly appreciate your consideration and time.

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Payment Receipt

Redcom Sigma Client Application Compensation Receipt Form

By signing below, you acknowledge that you have participated in the Redcom Sigma Client Application usability evaluation conducted by students of the Usability Testing-HCI course at RIT and have received a \$25 gift card from Panera bread.

Print Name (First Last): _____

Signature: _____

Today's Date: _____

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Checklist & Script

<input type="checkbox"/> Check Printed Documents: Informed Consent Background Questionnaire Pre-test Questionnaire Scenarios + Task List	Data Collection Forms Compensation Receipt
<input type="checkbox"/> Ensure participant number is entered on all documents	
<input type="checkbox"/> Setup application	
<input type="checkbox"/> Overview Thank you for volunteering to be a part of this usability study. In this usability testing, we are evaluating the use of Redcom Sigma client, a communication application for Windows.	
<input type="checkbox"/> Informed Consent Before we begin, I'd like to go through this informed consent document with you. It describes the purpose and intent of the study. I will read it out loud, please follow along on your copy. Give the participant one copy of the Informed Consent. Read the WHAT IS INVOLVED IN THE STUDY section out loud to the participant. If participant consents and signs the document, continue. YOU KEEP SIGNED COPY Please sign at the bottom if you agree to the terms.	
<input type="checkbox"/> Background Questionnaire We have a short questionnaire for you to fill out before we begin the tasks. We will then go through each of the task scenarios. There will also be a short questionnaire at the end of each task and one final questionnaire once you've completed all tasks.	
<input type="checkbox"/> Think Aloud As you use the application today, I'd like you to think out loud. Remember, we are evaluating the app, not you, so please describe your thought process as much as you can. Let's try a quick exercise to practice thinking out loud. Thinking about the house or apartment where you currently live, please tell me how many windows there are. Verbally describe to me how you are arriving at your answer.	
<input type="checkbox"/> Begin Recording Ok, I am going to start recording now.	
<input type="checkbox"/> Scenario 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.	
<input type="checkbox"/> Post task question	
<input type="checkbox"/> Scenario 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".	

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<input type="checkbox"/> Post task question
<input type="checkbox"/> Scenario 3 You have to close the current chat session after sending a message to Jennifer. You can make changes to the software.
<input type="checkbox"/> Post task question
<input type="checkbox"/> Scenario 4 You realize that you have to call Jennifer regularly but you know that you are bad at remembering numbers. You decide to do something about this.
<input type="checkbox"/> Post task question
<input type="checkbox"/> Scenario 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 1050).
<input type="checkbox"/> Post-Session Questionnaire (paper) Review answers to questionnaire and ask any follow up questions.
<input type="checkbox"/> Ask if observers have any questions I'm going to ask the observers if they have any questions. Observers, do you have any questions you would like to ask at this time?
<input type="checkbox"/> Give participant gift card and <u>have them sign the receipt</u> This concludes our usability study. Thank you for your participation and help today. Here is your \$25 gift card. As a formality, we need you to sign this compensation receipt form so that we know you received your gift card. You may keep your copy of the consent form you signed. If you would like to know anything else after you leave, the contact information for the research study is on the consent form.
<input type="checkbox"/> Do you have the signed copies of the Informed Consent & Compensation Receipt?
<input type="checkbox"/> Stop recording & Save and save to Thaw Space or USB Drive.

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Task Scenario Script

1st Call to Jennifer - scenario 1

Hello, participants name_____, thank you for calling. Please record this conversation for our reference. Once you are done please let me know.

If done

Great! I think you are doing great on the report. Keep moving ahead. You can move to the next scenario. Goodbye.

If not done

No problem, I think you are doing great on the report. Keep moving ahead. You can move to the next scenario. Goodbye.

Text reply from Jennifer - scenario 2

That table looks good. Please move to the next scenario.

2nd Call to Jennifer - scenario 4

Hello, participants name_____, thank you for calling. Please call John too for scheduling the meeting.

John's response: Hello, participants name_____ and Jennifer. Lets schedule the the meeting at 3 pm on Wednesday.

Jennifer's response: That's good John. Participants name_____, we have scheduled the meeting. Thanks for calling. Goodbye.

3rd Call from Jennifer - scenario 5

Hello, participants name_____. We forgot to inform you the location of the meeting. The meeting will be in the oval conference room at 3 pm. Make sure you get the report finished before the meeting. That would be all. Thanks. Have a great day!