

Low-Fidelity Prototype 2 – Evaluation Protocol and User Testing Plan

Evaluation ID	LFP1
Aims	<ol style="list-style-type: none">1. Evaluate the conceptual design.2. Obtain feedback about the design for the UI and the interaction flow. Identify user's thoughts of interaction and user interface3. Identify user's expectations in terms of experience – desired and actual4. Learn more about the user and their needs5. Determine if the system is easy to use and understand6. Determine if users consider the fridge and other household's stats a necessary feature and if they would use this feature7. What feature most important
Dates	25/9/20- 5/10/20
Creators	Anisa Rowhani

Preparation before the participant arrives

Materials needed:

1. Zoom or any other video sharing platform (for remote – if applicable)
2. Observation sheets
3. Testing personnel
4. Task List
5. Prototype
6. Way to record data for observation and evaluation (voice recorder, screen recorder, phone, laptop, notebook, etc)

Users:

- University students living in share houses, with housemates

Introduction

The facilitator is required to thank the user for their participation in the evaluation of the design. They then introduce the design project and the aims of the session and how it will unfold.

Script:

As part of the DECO3800 course we thank you for agreeing to participate. Today we are going to get your feedback on your experience of using our application. We are looking at how well you understand the process of interaction, whether there are any problems with the interface and overall testing the idea. This is a voluntary task and if you feel

uncomfortable please feel free to stop the testing session. Through this process, we are not evaluating you in any way, we are evaluating the application and its effectiveness of the design. The prototype is paper based, and you will imagine that it represents a digital screen when interacting.

Consent

The user is informed of the purpose of the evaluation and any potential recordings of the session and must provide verbal consent before undertaking the evaluation.

Tasks

The user will be given the tasks to complete – either on a piece of paper or tasks verbally read out to them. The facilitator will encourage the participant to speak out loud what they are thinking as they interact (Think Aloud).

1. Add pears, cucumber, leftover chicken noodles and tomato sauce to fridge
2. Respond to housemate Jane's comment on cream
3. Remove spinach from the fridge
4. Add ownership status to apples
5. View other house's stats and posts
6. Add a post about dinner

Observations

The facilitator will make observations and record data as the user completes the tasks. The facilitator will not talk or prompt the user in any way during the testing period in order to prevent inaccurate results and bias.

- Issues or confusions with task, hesitations
- Body language
- Questions asked
- Time – how long they linger between options and screens
- User reaction to UI design

Questions to ask at end of task:

The facilitator can use the list of questions below as a guide to ask the user questions if the opportunity arises after completing a task.

- Was the pathway you took expected, if not what did you expect?
- On a scale of 1 to 5 (most difficult) rate your difficulty in performing this task?
- What was your first impression of the layout? Was anything out of place/confusing?
- Question them on any of their actions that were unusual, or they were uncertain about.

Evaluations:

- Think Aloud
- Interview
- Observation

Questions to encourage users to think aloud:

- How are you feeling while doing this task?
- What features caught your eye first?
- Do you know where you are in the app?
- Why did you do that interaction?
- What do you think these features do?
- What do you find confusing while doing the task?

Post-Testing Interview

After the users has completed the tasks, they will be asked personalised questions based on their actions through the testing period in order to gather in-depth insights.

The facilitator can use the list of questions below as a guide.

- How effective was it to enable awareness and coordination of food items hidden in the fridge?
- Is there anything you would change?
- Do you have any suggestions for improvements on how the application can better coordination and awareness of fridge items among housemates?
- How do you understand this app? What does app do?
- Thoughts on navigation, organisation, layout, structure, features?
- Difficulty out of 5 of completing tasks
- Anything unclear, what parts confusing?
- What changes would you make to improve the application's ability to improve coordination in household?
- What features would see as useful to include?
- What do you think about the overall idea of having a application to track items in the fridge in a household collectively?
- Do you think we a missing any important features in the design?

Closing

Once the testing session is over, the facilitator thanks the participant for their time and effort.