High-Fidelity Prototype – Evaluation Protocol and User Testing Plan

Evaluation ID	MFP

Aims	1. Evaluate how FridgePrint effectively considers changes in the social and physical context of the kitchen
	2. See how well FridgePrint enables users to be social
	   - See what housemates own.
	   - Get involved with what housemates are using, planning
	3. Learn more about the user and their needs
	4. Identify areas of improvement in the system to continue to see how to better embed the system within user's lifestyles and context of use.

Dates	21/10/20-26/10/20
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.

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) and any thoughts that arise and comments about whether the feature they are interacting with currently would integrate well into their lifestyle and adds value.

1. Add pears, cucumber, beef mince, yoghurt, leftover chicken noodles and tomato sauce to fridge
2. Add a note to the note board
3. Respond to housemate Jane's comment on cream
4. Remove spinach from the fridge
5. Add ownership status to apples
6. View and compare this week with last week's foodprint

In addition to the task-based evaluation, the user explores the system naturally as they like.

Between two users tested at the same time in the same place the coordination and collaborative features of the digital fridge and notifications are simulated to better grasp the impact.

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
- Impact of social/mobile features on experience (reactions, next actions, behaviours, reflections)
    - E.g. Next Steps – to what extent does seeing a comment/notification/ownership tag enhance/alter their experience?

Questions to ask at end of task to assist in gathering insight:

The facilitator asks the user questions if the opportunity arises after completing a task.

Evaluations:
The evaluation methods utilised consist of elements of the following:
- Interview
- Observation

- Probes

In this way I could holistically evaluate FridgePrint's social features by directly engaging with users on elements that are not just directly concerned with usability.

Questions to encourage users to think aloud:
- How would you use this feature in your daily life?
- Would this help with opening the fridge for a snack?
- What type of reminders are useful to you?
- 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. This part allows to evaluate the social elements through engaging with users.

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

- Can you imagine and describe circumstances in which you would not want to use this application and the features? Why?
- Can you imagine circumstances the app would make it more difficult for users?
- Can you anticipate problems that would make the app unusable?
- In what situations would the system be useful? How would it integrate into your lifestyle? Would you have to make changes to your lifestyle for it to work or would it be seamless?
- 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?
- 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?

Closing

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