

Usability Study Introduction

Begin the session with these statements:

I'm going to start our session by reading you a series of statements about the usability study.

First, thank you for agreeing to participate in this usability study.

Today, you will be working with mockups or pictures of possible phone app screens. This usability study is intended to find problems and issues with the design of the features you will interact with during this study.

I will be asking you to perform tasks that are similar to the ones you would do in the actual product. I will also ask you for your impressions of the design and for ideas about what we can do to make the product better.

Our usability studies are conducted with one participant—that's you—for each session. On our end we have a facilitator—that's me—and a note taker—that's [introduce the note taker].

[Introduce anyone else in the room or on the call.]

I would like to record this session in case I need to refer back to it as we compile the study results. Do I have your permission to record?

I use a script during these sessions to ensure that my instructions to every participant are the same.

You may ask any questions you like during the study, but I may not answer them right away. I am interested in your behavior and reactions when seeing these screens for the first time without training or assistance. I will ask you to try to figure out what to do on your own, however, at the end of a task we'll be glad to answer any questions you may have.

Because I want to know what you think about these features as you go through the study, I'd like you to think aloud during the session. Throughout the study, keep in mind that we're not testing you—you are testing the screens. If you experience any difficulties, you are helping us identify how the design may need to be changed.

The mockups you see today are not fully functional, so some things won't work. Also note that all the data you see has been made up for the purposes of this study.

This study will take approximately one hour. If at any time you'd like to, or need to, end the session, please let me know and we will stop.

Finally, this study is confidential. Participant names are never published; we will only be using your anonymous feedback in our study findings, so please be as honest as possible with your opinions.

Do you have any questions before we begin?

Grocery Share App Usability Study Script

Participant Name:

Today we will be looking at an interactive prototype of a phone app that helps roommates share groceries. Most of it works, but please take your cues from me for when to click.

As background for this study, you rent an apartment on campus with three other roommates: Robert, Valerie, and Eddie. Within the apartment is a refrigerator, in which the four of you share food. To manage sharing the food and the costs, you have chosen to use this grocery App.

You notice that the refrigerator is getting empty so it's time for a shopping trip. You pull up the Banana app on your phone and see this screen <show screen 1>.

Task 1: Look over the screen and relate impressions.	
<p>I'd like you to take a few moments to look over this app. Don't click anything yet.</p> <p>What words come to mind as you look at this screen?</p> <p>What do you think you will be able to do on this screen?</p> <p>Let's explore the icons. Starting from the left, tell me what you think each icon will enable you to do.</p>	<p>Start at the opening screen.</p> <p>NOTES:</p>

Task 2: Create a grocery list.	
<p>First, we want to make a grocery list. Show me how you'd begin.</p> <p>Is this what you expected to see?</p> <p>What do you think you can do on this screen?</p> <p>Show me how you would add bananas to the grocery list. Don't forget to talk out loud as you do.</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable) 1 2 3 4 5</p> <p>Level of prompting: None Verbal Clues Pointed to Feature Location</p> <p>How would you indicate that this is an item others can eat too?</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable) 1 2 3 4 5</p> <p>Level of prompting: None Verbal Clues Pointed to Feature Location</p> <p>Show me how you would let your roommates know that you prefer small, ripe bananas.</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable) 1 2 3 4 5</p> <p>Level of prompting: None Verbal Clues Pointed to Feature Location</p> <p>What do you think about adding Notes to your grocery list?</p> <p>Let's put some more items on the grocery list.</p>	<p>Blank grocery list screen displays.</p> <p>Click the + icon to enter an item. Click the X icon to save an item.</p> <p>NOTES:</p>

Now we'll include Lucky Charms and milk to your list. You plan on splitting these items. Start with Lucky Charms.

Was able to easily complete this task:
(1 = easy to 5 = unable)
2 2 3 4 5

Level of prompting:
None Verbal Clues Pointed to
Feature Location

Finally, add Deodorant. This is a personal item.

Was able to easily complete this task:
(1 = easy to 5 = unable)
3 2 3 4 5

Level of prompting:
None Verbal Clues Pointed to
Feature Location

Why do you think it is important to indicate that an item is for you only or for others to use as well?

If you wanted to change the order of the items in your list, how would you do that?

Can you tell me why you might want to change the order of items in this list?

Is there anything you would change about making your grocery list?

Why?

Task 3: Edit the list.	
<p>You just remembered that you've recently developed a dairy allergy.</p> <p>Show me how you would change milk to Soy Milk?</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable) 1 2 3 4 5</p> <p>Level of prompting: None Verbal Clues Pointed to Feature Location</p> <p>You then decide you don't want the Lucky Charms. Show me how you would get rid of them?</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable) 1 2 3 4 5</p> <p>Level of prompting: None Verbal Clues Pointed to Feature Location</p> <p>Is there anything you would change about changing or removing items on the list?</p>	<p>Edit an item:</p> <ol style="list-style-type: none"> 1. Click the Edit button. 2. Locate item in list to change and click the Edit Item button. 3. Item details screen slides out. 4. Make changes and click the X to save changes and close the window. <p>NOTES:</p>
Task 4: Review Share Screen	
<p>It looks like you have received some notifications. Let's see what they are.</p> <p>Take a moment to look over this screen.</p> <p>What do you think you can do here?</p> <p>You want to let your roommates know that you are not interested in eating Peanut Butter. Show me how you would do this.</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable) 4 2 3 4 5</p>	<ol style="list-style-type: none"> 1. Click the People icon to see the Shared Groceries notifications. 2. Click the share icon for items he/she does not want to eat. 3. Click Done. <p>NOTES:</p>

<p>Level of prompting: None Verbal Clues Pointed to Feature Location</p> <p>You're finished with this list. What would you do next?</p> <p>What do you think will happen to the items?</p> <p>Is it important to you to see all of the food your roommates are sharing?</p> <p>How does seeing these items help you make decisions regarding your grocery list and meals?</p> <p>Is there anything you would change about this process?</p>	
<p>Task 5: Go grocery shopping.</p>	
<p>You are now preparing to go to the store.</p> <p>Show me how you would let your roommates know that you will be going to the store today.</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable) 1 2 3 4 5</p> <p>Level of prompting: None Gave Verbal Clues Pointed to Feature Location</p> <p>Do you think it is important to let your roommates know that you are going to the store?</p> <p>Tell me how you will use your grocery list while shopping.</p> <p>What would you do once you're finished shopping?</p> <p>Is there anything you would change about this process?</p>	<p>Going shopping:</p> <ol style="list-style-type: none"> 1. Click the Banana logo 2. Click the Going Shopping button. <p>At the store:</p> <ol style="list-style-type: none"> 1. User clicks each item that has been purchased. 2. User clicks done to generate the Receipt History list of groceries. <p>NOTES:</p>

Task 6: Review receipt screen.	
<p>You are back home and have put the food away. Now you want to let your roommates know what you purchased and how much you spent. Show me how you would do this?</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable)</p> <p>1 2 3 4 5</p> <p>Level of prompting: None Gave Verbal Clues Pointed to Feature Location</p> <p>Do you prefer to enter the cost of each item or the total cost of your whole grocery trip?</p> <p>Why does that method work best for you?</p> <p>Look over this screen. Tell me what you think you can do here.</p> <p>You also want to post a picture of your receipt. Show me how you might do that?</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable)</p> <p>1 2 3 4 5</p> <p>Level of prompting: None Gave Verbal Clues Pointed to Feature Location</p> <p>Look over this screen. Tell me what you think you can do here.</p> <p>Expand Valerie's receipt from June 6th. Can you tell me what the colored dots mean?</p> <p>Do you think it is useful to know which items your roommates are sharing?</p> <p>How does this information help you?</p>	<p>Submit receipt:</p> <ol style="list-style-type: none"> 1. Click the Receipt icon. 2. Enter costs for purchased items (individually or total cost). 3. Click Submit Receipt. 4. Click Yes. <p>NOTES:</p>

<p>Is there anything you would change about this process?</p>	
<p>Task 7: Request balance from Valerie.</p>	
<p>We are going to fast forward a little.</p> <p>It's now the end of the semester and you want to see if all debts have been settled. Where would you go to see that?</p> <p>What do you think you can do on this screen?</p> <p>Show me how you would ask Valerie to pay you back?</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable)</p> <p>1 2 3 4 5</p> <p>Level of prompting: None Gave Verbal Clues Pointed to Feature Location</p> <p>You notice that you owe Robert some money. Show me how you would take care of that.</p> <p>Was able to easily complete this task: (1 = easy to 5 = unable)</p> <p>1 2 3 4 5</p> <p>Level of prompting: None Gave Verbal Clues Pointed to Feature Location</p> <p>Would you expect your roommates to pay their balance all at once?</p> <p>Is there anything you would change about this process?</p>	<p>Balances:</p> <ol style="list-style-type: none"> Click the \$ icon. <ul style="list-style-type: none"> Click the Request button to request payment. Click the Pay button to pay a roommate. <p>NOTES:</p>

Task 8: Explore menu items. (Optional)	
<p>I'd like you to look at the menu at the top of the app and tell me what you think each item would enable you to do.</p> <p>None of these items work in the prototype, so I just want to know what you think you could do with:</p> <ul style="list-style-type: none"> • Manage Roommates • Receipt History • Roommate Transactions • Connect to Venmo • Settings <p>Is there anything missing from this list?</p>	NOTES:
Final Comments	
<p>Do you think this tool would be helpful to as you grocery shop this upcoming semester?</p> <p>What are your overall thoughts on what you have seen during this study?</p> <p>If you were to name this app, what would you call it?</p> <p>Are there any questions, comments or concerns you would like to share with us that we did not cover during the study?</p> <p>If you were talking to a friend about this app what would you say?</p>	NOTES:

Thank you for your time. All of the feedback you provided was incredibly valuable, and we will use it going forward as we continue to work on the app.