

4.1 Best Practices for Working with Human Test Subjects

Please read and sign this form.

Expertify is an application which helps users to get their problems solved by industry experts. Problems can range from anywhere from startups to marketing. Expertify helps you to get solutions for problems ranging everything from industry experts.

During this usability test I agree to participate in a live session using my smartphone.

The information and insights learned from this test will be used to determine the app's usability, utility and errors to maximize the app's user experience.

I understand that participation is voluntary and I agree to immediately raise any concerns I might have.

Please sign below to indicate that you have read and understand the information on this form and that any questions you might have about the session have been answered.

Date: _03/18/2019_____

Please print your name: _____

Please sign your name: _____

Thank you! We appreciate your participation.

Test:Expertify Application

How will you find test participants?

We will engage our audience using our personal networks and hallway testing. Our personal networks will allow us to recruit users that match our user persona while hallway testing will allow us to recruit users that are dissimilar to our user persona, thus avoiding sampling bias.

Where is your audience located? Do you have access to your audience? If not, how will you test with them?

Our audience is located both locally and remotely. Our local users will be tested live in a suitable environment while our remote users will be tested via video conference call.

How will you explain your project and research to your test participants?

Our audience will be briefed by the interviewer utilizing a script designed by our UX team. We will let them know what the project is about and what the purpose of the test is about.

How will you ensure your participants are fully informed about the purpose of your study, and how you will use their information?

We will ask our audience to read and sign our consent form indicating the purpose of the study and how the information will be utilized.

Usability Study Recruiting Emails

Contents

Recruitment Email	
.....	4
Confirmation Email (In Person Study).	
.....	5
Confirmation Email (Remote Study).	
.....	6
Reminder Email (In Person Study).	
.....	7
Reminder Email (Remote Study).	
.....	8

Recruitment Email

SUBJECT LINE: Expertify invites you to participate in an app study and gain early access to our appbeta!

Hello, My name is Anjaneya Naik and I'm helping to run a usability study for Expertify App. In an effort to improve the app, we're looking for people who may be interested in trying out an app related to getting advice from Experts and giving feedback after using it. If you qualify, you will gain early access to our app-beta to participate.

What will I be doing in a usability study?

You will be asked to do several short tasks using an app. You will also be asked questions about your experience and perceptions of the app.

How long is a session?

10-15 minutes

When and where?

The study will be held February 9 – February 10. You will be asked to participate in person at our office OR via Skype.

Interested in participating?

Please reply to this email with your contact information. I'll give you a call to ask you some questions to help us determine if you qualify for the study.

If you have any questions, please contact me at naik.anj@husky.neu.edu

Thank you for interest,

Anjaneya Naik (naik.anj@husky.neu.edu)

Expertify UX team

Confirmation Email (In Person Study)

SUBJECT LINE: Confirmation: Your participation in our usability study

Dear [PARTICIPANT NAME]:

Thank you for agreeing to participate to test the Expertify app. As I mentioned, you will be asked to try out the app and give us your thoughts about your experience. You won't need to prepare anything before the session.

You are scheduled to participate as follows:

DATE: [DAY, DATE]

TIME: [TIME]

PLACE: [ADDRESS, LINK TO MAP]

A few key reminders:

- You will be given early access to our app in exchange for your participation.
- During the study, we will ask you to complete some tasks using the app. You'll talk out loud as you work so the facilitator can follow along.
- With your permission, the session will be recorded. We will only use the recording to decide how to improve the app. Your name will not be used for any purpose beyond this session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session.

Thanks again!

Anjaneya Naik (naik.anj@husky.neu.edu)

Expertify UX team

Confirmation Email (Remote Study)

SUBJECT LINE: Confirmation: Your participation in our usability study

Dear [PARTICIPANT NAME]:

Thank you for agreeing to participate to test the Vela Weather Forecast App. As I mentioned, you will be asked to try out the app and give us your thoughts about your experience. You won't need to prepare anything before the session.

You are scheduled to participate as follows:

DATE: [DAY, DATE]

TIME: [TIME]

PLACE: Your computer.

In a few days, we will send a reminder with your session's phone number and Web link.

As soon as possible, please do the following:

1. Verify you can use Skype:

The study uses screen-sharing software called Skype. This application allows the study facilitator to remotely see what is on your computer screen and record the screen as you navigate the website. Please verify that you can use Skype and perform any necessary installations or updates before the study time. If you have never used Skype, please contact me and we can schedule a time to try it out together before the session. Tip: It's best to use a hands free headset or use your phone's speaker so that you can talk to the facilitator and browse the website at the same time.

2. Read the Understanding Your Participation document (attached)

With your permission, the session will be recorded. You will be asked to verbally consent to video recording at the beginning of your session. We will only use the recording to decide how to improve the website. Your name will not be used for any purpose beyond this session.

A few key reminders:

- You will be given early access to the app in exchange for your participation.
- During the study, we will ask you to complete some tasks using the app. You'll talk out loud as you work so the facilitator can follow along.
 - Please reserve a quiet space where you will not be disturbed or interrupted during our session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session

Thanks again!

Anjaneya Naik (naik.anj@husky.neu.edu)

Expertify UX team

Reminder Email (In Person Study)

SUBJECT LINE: Reminder: App study tomorrow

Dear [PARTICIPANT NAME]:

Thanks again for agreeing to help us out with testing Expertify App. We are looking forward to talking with you.

You are scheduled to participate as follows:

DATE: [DAY, DATE]

TIME: [TIME]

PLACE: [ADDRESS, LINK TO MAP]

A few key reminders:

- You will be given early access to the app in exchange for your participation. During the study, we will ask you to complete some tasks using the app. You'll talk out loud as you work so the facilitator can follow along.
- With your permission, the session will be recorded. We will only use the recording to decide how to improve the app. Your name will not be used for any purpose beyond this session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session.

Thanks again!

Anjaneya Naik (naik.anj@husky.neu.edu)

Expertify UX team

Reminder Email (Remote Study)

SUBJECT LINE: Reminder: App study tomorrow

Dear [PARTICIPANT NAME]:

Thanks again for agreeing to help us in testing the Expertify. Here's a recap of the key information.

DATE: [DAY, DATE]

TIME: [TIME]

PLACE: Your computer

At least 5 minutes before your scheduled session time, please do the following:

1. Click on this link to join the Skype session: [INSERT LINK]
 - Allow Skype to run and install any software necessary to join the session.
 - Enter your name and email address.
 - If a password is required, enter the meeting password: [INSERT PASSWORD]

2. Call into the following audio conference number: [INSERT CALL IN INFO]

A few key reminders:

- You will be given early access to the app in exchange for your participation.
- During the study, we will ask you to complete some tasks using the app. You'll talk out loud as you work so the facilitator can follow along.
- Please reserve a quiet space where you will not be disturbed or interrupted during our session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session.

Feel free to contact me with questions.

Thanks again!

Anjaneya Naik

(naik.anj@husky.neu.edu)

Expertify UX team