

Consent form

Please read and sign this form.

Allez Go! Is an ethical scavenger hunt app which aims to bring awareness to current situations through learning about history. The app is designed for those who want to explore cities and the surrounding areas, learn and see history, while being able to influence current situations around the city.

The information in the study will be used to determine the usability and functionality aspects of the app. This will help us to improve the features and make the app more user friendly. You will be asked to use a smartphone in this session.

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

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

Date: _____

Please print your name: _____

Please sign your name: _____

Thank you! We appreciate your participation.

How will you find test participants?

Using our personal network and Hallway testing, participants will be recruited to attend the test sessions. Personal networks will provide testers which are aligned to the user persona, while participants recruited with hallway testing will diversify the group of participants, thus avoiding bias in the test group.

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

The majority of the audience will be located locally but there will be provisions made for remote audiences using conference calling.

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

The participants will be briefed using a script set out by the testers. This will explain the fundamentals of the project and reasons for testing.

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

The participants will need to sign a consent form in which the purpose of the study and usage of information will be outlined.

Recruitment Email

SUBJECT LINE: Help us to help you explore your city!

Hello,

My name is Vanessa Strydom and I'm helping to run a usability study for the new app Allez Go!. In an effort to improve the app, we're looking for people who may be interested in trying out an app related to exploring cities 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 a website. You will also be asked questions about your experience and perceptions of the website.

How long is a session? 10-15 minutes

When and where?

The study will be held week commencing 13th May 2019. You will be asked to participate in person at our office in London or via Zoom.

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 vanessa@gmail.com.

Thank you for interest,

Vanessa
Allez Go! 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 Allez Go! 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 the app as a thank you 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!

Vanessa (vanessa@gmail.com)

Allez Go! 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 Allez Go! 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:

- **Verify you can use Zoom**

The study uses screen-sharing software called Zoom. This Web-based 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 Zoom and perform any necessary installations or updates before the study time. If you have never used Zoom before, please contact me and we can schedule a time to try it out together before the session.

- **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 as a thank you for your participation.
- During the study, we will ask you to complete some tasks using the website. 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!

Vanessa (vanessa@gmail.com)

Allez Go! UX Team

Reminder Email (In Person Study)

SUBJECT LINE: Reminder: Website study tomorrow

Dear [PARTICIPANT NAME]:

Thanks again for agreeing to help us out with testing the new Allez Go! 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 as a thank you for your participation.
- During the study, we will ask you to complete some tasks using the website. 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 website. 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!

Vanessa (vanessa@gmail.com)

Allez Go! UX Team

Reminder Email (Remote Study)

SUBJECT LINE: Reminder: Website study tomorrow

Dear [PARTICIPANT NAME]:

Thanks again for agreeing to help us in testing the U.S. Department of Energy's Office of Energy Efficiency and Renewable Energy (EERE) library. 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:

- Log into your device
- Ensure you have a stable wifi connection
- Make sure your microphone and video functions are working
- Click on this link to join the Zoom session: [INSERT LINK]

A few key reminders:

- You will be given early access to the app as a thank you for your participation.
- During the study, we will ask you to complete some tasks using the website. 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!

Vanessa (vanessa@gmail.com)

Allez Go! UX Team