

Usability Testing

4.1 Best Practices for Working with Human Test Subjects

James Fruth

Please read and sign this form.

Whereabouts is a narrative driven scavenger hunt designed for those who want to get out and explore the outdoors while experiencing an interesting story. We want to provide a new way for people to go out and experience their communities.

All information learned throughout this study will be used to determine the application's user friendliness and utility in reaching out set goal of providing an enjoyable experience. You will be asked to use a smart phone during this test.

I understand that my 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: _____

Please print your name: _____

Please sign your name: _____

Thank you for your participation.

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How will you find test participants?

Using a combination of Personal Network and Hallway testing, we will focus on using social media as well as coworkers and people currently using and participating with scavenger hunt apps. Using this mix will help us have a more diverse pool. Negating us from having bias in the testing.

We will be drawing from both a local and remote audience. Remote users will be tested using a zoom interactive conference call or skype while local users will be tested in an at home studio.

The project will be explained by the interviewer as well as our goals for the research. We will position our statement as trying to better get people to experience the community and environment around them.

All participants will be asked to sign our consent form. At that time, we will explain what the study is and how their information will be used.

Usability Testing

Email Templates

Recruitment Email

SUBJECT LINE:

You are invited to explore a new application!

Hello, my name is James Fruth and I'm helping to run a usability study for the Whereabouts 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 April 12 – April 13

You will be asked to participate in person at via our office or via zoom.

If you are 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 sayhello@jfruth.me

Thank you for interest,
James (sayhello@jfruth.me)
Whereabouts UX team

Usability Testing

Email Templates

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 Whereabouts 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! James Fruth (sayhello@jfruth.me)

Whereabouts UX team

Usability Testing

Email Templates

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 Whereabouts application. As I mentioned, you will be asked to try out the application 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 Zoom Meeting

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 this program 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.

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 one cup of coffee, or equivalent gift card, and a fist bump, in exchange for your participation.

During the study, we will ask you to complete some tasks using the application. 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 application. 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!

James Fruth (sayhello@jfruth.me)

Whereabouts UX team

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Email Templates

Reminder Email (In Person Study)

SUBJECT LINE: Reminder: Study for Whereabouts App tomorrow.

Dear [PARTICIPANT NAME]

We would like to thank you again for agreeing to providing your feedback in our study for the WhereAbouts Application. 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 coffee and cookies for your participation in this study.
- During the study, we will ask you to complete some tasks using the application. 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 application. 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!

James Fruth (sayhello@jfruth.me)
Whereabouts UX team

Usability Testing

Email Templates

Reminder Email (Remote Study)

SUBJECT LINE: Reminder: Study for Whereabouts App tomorrow.

Dear [PARTICIPANT NAME]

We would like to thank you again for agreeing to providing your feedback in our study for the WhereAbouts Application. We are looking forward to talking with you.

You are scheduled to participate as follows:

DATE: [DAY, DATE]

TIME: [TIME]

PLACE: Your computer

Before your session, you simply have to click on the following link:

[Insert Link]

- Please make sure you in front of your device 5 min before our scheduled time.
- Make sure you microphone, and video functions are working

Some Key Reminders

- During the study, we will ask you to complete some tasks using the application. You'll talk out loud as you work so the facilitator can follow along.
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