Usability Test: **ERGO-QUEST USABILITY TEST SCRIPT**

Fall, 2023

The B Team

**Introduction:**

Welcome to the Ergo Quest App Usability Test. I would like to first of all thank you all for being present for our test. It is truly appreciated.

**Purpose**:

Evaluate the usability of the Ergo Quest app, designed for managing zero-gravity chairs, especially for individuals with back issues and physical disabilities. The app allows you to add and customize actuators, make presets, and have timed intervals between these presets.

**Duration:**

Approximately 10-15 minutes.

Remember, we are testing the app, not you. There are no right or wrong answers. We want to hear exactly what you think about the app. Be transparent and honest with us. Don’t worry about hurting our feelings. That is what will help us find problems that exist and fix them.

**Test Overview:**

You'll perform a series of tasks using the app.

We'll observe and take notes. Please note that all information gathered from this testing will under no circumstance be made public. Please think aloud as you use the app to help us understand your thought process.

You may have questions, but we may not provide immediate answers as we are interested in your **natural interaction** with the app.

**TASKS:**

**1.Bluetooth Connection:**

* Task: Find the connect to Bluetooth button.

Goal: Assess the simplicity of the Bluetooth connection interface and the clarity of the help information.

2. **Chair Actuator Adjustment: (MOVE PAGE)**

* Task: I want you to have two moves that you’ll be using to control the actuators on the chair. They should have positions of 50 and 100 percent. They should also be named “Legrest” and “ArmRest” respectively.
* It’s been a stressful day and now you are feeling sleepy so change the positions of “LegRest” to 90 percent and that of “ArmRest” to 10 percent.

Goal: Evaluate the intuitiveness of the actuator adjustment interface and the ease of renaming, and the actuators.

**3. Preset Management: (PRESET PAGE)**

* Task: Now we want to make some presets so we can access our move combinations any time we want to. So, create **(2)** presets named “Sleep1” and “Sleep2”.

Goal: Test the usability of preset management features.

**4. Timed Moveset Customization: (TIMED PAGE)**

* Task: Now to make sure we do not get sore when we are sleeping, create a Timed moveset of 15 minutes to switch between your presets.
* Now you’ve been resting for 10 minutes, and you received an urgent call. Stop the Timed moveset.

Goal: Observe the ease of customizing timed movesets for users prone to bed sores and also the effectiveness of the (stop button).

**5. Confirmation Prompts: (PRESET PAGE)**

* Task: Since we are almost done using our first preset (Sleep1), attempt to delete “Sleep1” and respond to the confirmation prompt.

Goal: Ensure that confirmation prompts for deletion are clear and prevent accidental deletions.

**Post-Task Questions:**

* How would you rate the ease of use of each task?
* Were there any features or tasks that were confusing or difficult?
* How do you feel about the overall layout and design of the app?
* Any other feedback or suggestions for improvement?

**Closing:**

Thank you for participating in the Ergo Quest App Usability Test.

Your feedback is invaluable in improving the app's user experience. We’ll contact you soon with a summary of what we found and how we hope to use it to improve the site. We’ll keep the data from your individual session private and will only release aggregate data.