**Group 7**

Ada Pici, Hina Khalid, Safiya Mustafa, Charlotte Andry

**List of Tasks and How They’re Achieved:**

* Task 1: Create an new Account
  + Success: **Home** -> Register -> Scroll Down -> Create an Account -> **Home Page**
* Task 2: Schedule a Therapy Appointment
  + Success: **Home** -> Explore -> Meet Therapists -> Scroll Down -> Scroll Down -> Book Session -> Submit -> **Confirmation Page**
* Task 3: Look into Family Financial Aid Programs
  + Success: **Home** -> Explore -> Financial Aid Programs -> Scroll Down -> Family Discount -> **ends here on invision, but slides have the screens needed**
* Task 4: Find information on Stress Management Tips
  + Success: **Home** -> Explore -> Management Tips -> Next -> Next -> Next -> Done -> **10 Ways to Manage Feeling Anxious**

**Demo User Test Script**

| - **Introduction** | Hello, I’m [**name**]. Today we are going to test our prototype for our website Caraway, which is focused on providing affordable therapy and stress management options for college women. We will also be recording or taking notes of this user test to refer to later. All the records will be kept confidential. This user test will be no more than **10** minutes long.  This app is an early prototype of a design concept. You’re helping us by trying out this product in its early stages. We’re looking for places where the product may be difficult to use. If you have trouble with some of the tasks, it’s the product’s fault, not yours. Don’t feel bad, that’s exactly what we’re looking for. If we can locate the trouble spots, then we can go back and improve the product. **Remember, we’re testing the product, not you.** Do you have any questions for me before we get started? |
| --- | --- |
| - **Task 1: Account Creation** | **Task description**: Create a new account using our website  **Task deemed completed**: Presses the “Create Account” button and returns to the Home Page |
| - **Task 2: Book Session** | . **Task description**: Schedule a therapy session  **Task deemed completed**: Sees the confirmation page for the appointment with the “Done” button |
| - **Task 3: Financial Aid Programs** | . **Task description**: Look into the Young Parent Financial Aid Program  **Task deemed completed**: Looking at the Financial Aid Programs page with the list of different program options |
| - **Task 4: Find Management Tips** | . **Task description**: Use our website to find some stress management tips  **Task deemed completed**: Looking at the 10 Tips for Stress Management article |
| **Reminders and Prompts:** | -mention there’s **no ability to typ**e in this version, and to scroll down you’ll need to **click on the bottom of the scroll bar**  - if user stops talking for more than 10 seconds, prompt them: “Please remember to think aloud.”  - if user can’t figure out what to do and seems unable to make progress for more than 30 seconds, prompt them: “Can you tell me what you are trying to do?”  - if user can’t figure out what to do and seems unable to make progress for more than 90 seconds, end the task and move on to the next one: “Ok, thanks for giving this a try. Let’s move on to the next task.” |

[User - Testing Evaluations](https://docs.google.com/spreadsheets/d/1KQeQ9n31_HNstfcNp8FEL6ZZFmSV55vC/edit?usp=sharing&ouid=116101322438912413979&rtpof=true&sd=true)(for **facilitators**: while they’re completing tasks)

[User - Testing Questionnaire](https://forms.gle/ci9tJrfno8Btbruk8)(for users: after they’re done with all tasks)

**Summary of Findings**

1. **Include basic statistics of your evaluation, a summary of results, and summarize the results and concrete suggestions for improvements needed during final implementation.**

It took them an average of 30-40 seconds to complete each task. Most of the tasks were pretty straightforward. 5 out of 6 users were successful in completing all the tasks. However, they were some confusions regarding:

* Having to be logged in while making appointments with therapists or not
* Not having a confirmation page or message after successfully creating an account, or navigating the full process of creating an account
* Having to answer a questionnaire when trying to view stress management tips.
* Not knowing the purpose of the questionnaire in the management section.
* Wanting to book appointments with different therapists. The book session button’s location was a bit confusing since it seemed like it was specifically for the last therapist.
* When reading each of the therapists’ descriptions, some users wanted to know right away if they are available in person or online.

1. **Did you include basic statistics from your evaluation based on the user data collected in the data logging sheet and questionnaire?**

Yes, we recorded how long it took the users to complete each task. We recorded their behaviors step-by-step as they worked on the task, whether they were wrong or correct to track their thinking. We made sure to include what they intended to accomplish in each task, as well as their actual actions. At the end of the study, we asked the users to complete a questionnaire and provide their suggestions and feedback on the interface. Based on the feedback we received, we discovered some pain points in our design, and we were given ideas on how to improve those pain points.

1. **What task did the participants do? How did you determine the success or failure of the task? How many users evaluated your prototype? What was the users’ feedback?**

We conducted our study with 6 users total and all of the users attempted all 4 of the tasks.

* Task 1: Create an new Account
* Task 2: Schedule a Therapy Appointment
* Task 3: Look into Family Financial Aid Programs
* Task 4: Find information on Stress Management Tips

Most of the users were successful in completing all 4 of the tasks. We said their attempt was successful if the user was able to complete the task, access the intended resource, or land on the correct ending page. However, there were a few challenges they faced during the process. The users made suggestions that we can include in our final deliverable that can be used to optimize our website and help us better assist users in stress management and seeking therapy. Suggestions such as making the questionnaire optional, adding a profile page, and trying to fit more content on one page will be things we think about in our final product.

1. **Did you describe the process followed during user testing?**

Yes, we started off by introducing our interface to the users so they know what to expect. We then mentioned each task and let them know that we will be recording their behavior and intention. We also asked them to think aloud when completing the task so we can accurately note down their thoughts. We also recorded errors they faced and any suggestions that they had for us.