Usability Guide - V0

Personal Safety App

Respondent Information

Respondent ID	038576	Location	Austin
Persona	"Kate"	**Occupation**	Student at UT Texas

Setup

[X] Discussion Guide Printed or a New File is Copied
[X] Known Respondent Information is Filled In
[X] Prototype is open and running

In-Person Sessions

[] Activities are printed and ready
[] Respondent Post-It Card Created (with respondent ID, Date, Location, etc)
[] Recording devices are running
[] If remote viewers: link shared with the team

Remote Sessions

[X] Session link created and shared with the respondent
[X] Recording button is clicked and running
[X] If remote viewers: link shared with the team
[X] Screen sharing is activated and mouse control is granted

Introduction Script

Thank you very much for participating in this study. My name is Christine, and I am taking a course in UX (User Experience) Design, a field that designs apps and websites. I'm designing a personal safety app made specifically for women, so your answers will help me with my class project.

I am reaching out today to ask you about your personal experience when going to parties and bars. This information will be strictly confidential. The results of this survey will be shared with complete anonymity, so no one will see your email address or real name but me.

Content warning: these questions ask about how safe you feel from unwanted sexual or romantic attention and/or advances at parties and bars. If you do not feel comfortable answering them, please don't feel obligated to do so.

Again, no one will see any identifying information, just anonymous results from college-aged women.

There are no right or wrong answers to our questions! We want to understand how you interpret and understand our designs. The prototypes we'll be testing are incomplete - As such, please talk out loud whenever possible about what's on your mind during these tasks. When you're going to enter text, please say what you'd like to type. Most importantly - try to be as honest as possible, I promise, you won't hurt our feelings.

{If recording: We'll be recording video, audio, and notes for my own memory and to share with my team, however, everything you say is strictly confidential and all data will be securely encrypted. We might share anonymized quotes or aggregate statistics from these sessions as we grow the business, for example as we market the service. We'll never link this data back to your name publicly. Does this make sense and are you ok with it?*}*

You'll receive a $20 Amazon gift card] at the end of this session. We'll email the gift card to your email address. Is this ok?

Any questions before we start?

Opening Ethnography

Background Information
- Warm-up Questions *[Rationale: build rapport for difficult topic]*
    - Could you tell us more about yourself?
    - How long have you been attending UT Austin? What are you studying here?
    - The following questions will be about your previous experience with sexual violence.

There is no pressure to answer any of these questions. You are in complete control, and if you are uncomfortable sharing this information with me, wave your hand, and I'll cease questioning immediately. Are you okay to continue?

- Probe into needs and behaviors
    - Have you experienced unwanted sexual attention or sexual misconduct like sexual harassment, abuse, or assault? [Rationale: does their history show experience with unwanted attention?]

- Follow-up questions:
    - When did this happen?
    - Where did this happen?
    - Were you able to get to safety?

    - Do your female friends also experience such unwanted attention?
    - Do you feel it's solely your responsibility to avoid / escape these situations?

Observation & Follow-Up Questions
- Observe the comfort level of participants before continuing.
- Ask what obstacles are present that prevent them from getting to safety?
- What tactics do they use to deal with the situation?
- What solutions would you like available to you?

Usability Tasks

Section	Task Point	Notes	Pass/Fail
	Login	*Kate had no problem logging in*	Pass
	Open Settings	*Kate had no problem finding the menu button and accessing the settings*	Pass
	Editing Custom Text	*Kate wasn't sure how to edit the custom text—identified design flaw*	Fail
	Add Champions	*Kate was able to add her Champions without issue*	Fail
	Call for Help	*Kate understood the concept and had no trouble calling for help*	Pass

Wrap Up

- Is there anything you think I didn't ask?
- Do you have any questions for me?

Great, that's it. Thank you so much for participating in this phase of research. Our job now is to take this data and observe patterns with other respondents like you. All of this will help us to build a better cafe experience for everyone - and your responses make this possible.

Would it be ok if we reach out with future research questions as we iterate the prototype]