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Project 3- Evaluation Script

Introduction

Hello, my name is Claire and I am conducting a user observation study to identify how user's can best interact with an equipment logging system for a university housing office. Thank you very much for agreeing to participate in this study, your help will greatly aid in testing this product. I would like to emphasize that this project is not affiliated with University of Oregon Housing.

Give basic information

This test should take around twenty minutes to complete, but please be assured that it is OK to quit the test at any time for any reason with absolutely no penalty.

Describe what the participant will be doing

During this test, you will be using this MacBook to manipulate two different equipment logging systems. You are taking on the role of a housing service center assistant whose goal is to log equipment in and out to residents as quickly as possible while maintaining a high level of accuracy. You cannot loan out equipment which has already been rented out, and you must vocally notify the "resident" when an item is turned in late. The loan time for items are as follows:

Movies – 24 hours
Tools – 3 hours
Tech (HDMI cords, mac adaptors, etc.) – 3 hours
Games – 24 hours
Rec (equipment for pool and ping pong) – 3 hours

You will be given a stack of transaction cards which indicate what actions to take. **[show example card]** As you pick up each card, please read it aloud. As you attempt to complete the transaction, please vocalize your actions, especially when you believe there are no more actions to be taken for each card. Only when you believe you have completed one card's objective to the best of your ability may you move onto the next card. As soon as you have made it through all ten cards, the test for this system is over. After a five minute break, the process will repeat with the other system using a different set of transaction cards. I will now provide you with verbal instructions for the two systems you will be using.

[show participant the system]

Begin the test

- start timer when they have finished reading the card aloud, stop timer when they grab the next card

After the participant finishes the first block of trials, have a five minute break before starting the next block.

Conclude

Thank you for participating in this study. We were testing each system to determine which was more efficient and accurate. Do you have any questions?