**Focus Group Testing Session Outline**

**Purpose of the Session**

This focus group will aim to gather useful feedback on the HomeGuard app by observing how users interact with the application, getting comments on their experience, and exploring potential areas for improvement. The session will focus on assessing usability, design, features, and adherence to Universal Design Principles (Perceptible Information, Flexibility in Use, and Simple and Intuitive Use).

**Structure**

**1. Welcome and Introduction (5 minutes)**

**Goal:** Set expectations and explain the session's purpose.

**Steps:**

* Greet participants.
* Explain the focus group's purpose: to improve the HomeGuard app based on user feedback.
* Inform participants that their session audio will be recorded for analysis.
* Encourage honest and open feedback.

**2. Explanation of Features and Testing (5 minutes)**

**Goal:** Provide participants with a brief overview of the app and how they will test it.

**Steps:**

Briefly explain the app’s key features:

* Real-time notifications.
* Voice changer.
* Pre-recorded messages.

Outline the testing process:

* Participants will independently test specific features for a set time.
* After testing, they will share their feedback and discuss as a group.

**3. Testing Phase (10 minutes)**

**Goal:** Allow participants to interact with the app and explore its features.

**Steps:**

* Provide each participant with a device preloaded with the app.
* Assign specific tasks to ensure they test all key features
* Encourage participants to note any challenges, frustrations, or suggestions as they interact with the app.

**4. Discussion and Feedback (10 minutes)**

**Goal:** Facilitate group discussion to gain deeper insights into participants’ experiences.

**Steps:**

* Ask open-ended and targeted questions to encourage ongoing discussion.
* Prompt participants to elaborate on their feedback and suggest improvements.
* Record the audio for later analysis.

**Discussion Questions**

1. **Usability and Design**

* How easy or difficult did you find navigating the app?
* Were there any features that stood out as particularly useful or unnecessary?
* Was the design visually appealing and easy to read? If not, what would you change?

1. **Features and Functionality**

* What was your favourite feature, and why?
* Were there any features that were difficult to understand or use?
* Are there any additional features you think would improve the app?

1. **Feedback on User Experience**

* Did you feel the app aligned with your needs for home security?
* Were there any frustrations or challenges you encountered during testing?

1. **Adherence to Universal Design Principles**

* Do you think the app provided clear and perceptible information (e.g. alerts)?
* Did you feel the app was flexible and adaptable to your preferences or needs?
* Was the app simple and intuitive to use? Would it be without prior instructions?

**5. Closing (5 minutes)**

**Goal:** Summarize and thank participants for their time and feedback.

**Steps:**

* Thank participants for their valuable input.
* Summarize the key points discussed during the session.
* Explain how their feedback will contribute to the app’s future development.
* Provide contact information in case they have further thoughts to share after the session.

**Additional Notes**

**Materials Needed:**

* Devices with the app accessed.
* Notebooks for participants to jot down notes.
* Phone for audio capture.
* Printed task instructions for the testing phase.

**Expected Outcomes:**

* Quality insights into how users interact with the app.
* Identification of strengths, challenges, and opportunities for improvement.
* Confirmation of how well the app adheres to Universal Design Principles.