Test Plan for WePet App

Our goals with this low fidelity prototype evaluation are:
- To determine whether people get the key concept of the application, whether they are allowed to understand purpose and functions of this application, as it aims to help pet carers communicate with and help each other, as well as help pet owners receive necessary help from other pet caregivers.
- To determine whether users are able to understand our key interface metaphor and interact with different functions to complete the tasks. The interface metaphor should be easy and clear for users to interact with based on their previous knowledge. Also, users should be familiar with the operations they conduct.
- To see if they are able to easily navigate the structure of mobile app/website easily and form groups and communicate with other pet carers to complete the task and raise their pets. It needs to guarantee users will not confused about the interaction and conduct their test according to the conceptual model we create.
- To find if users are willing to adopt this application in their daily life to take care of their pets and establish social connections with other pet carers.

1. Can users understand the purpose of this application and know the key interactions from its front page appearance?
2. Can users identify the differences of this application from existing pet service application?
3. Can users complete essential tasks with the app including group forming, group creation and social connection? (Yes/No? How long?)
4. Are they able to recognise these functions from the icons (interaction metaphor) and how users feels about the interface?( frustrating or pleasant)?
5. How long does it take users to perform essential tasks with the app?
6. Are there critical points at which a majority of users get stuck in completing tasks or feeling confused?
7. Would this application be useful in terms of aiding pet owners to take care of their pets?
8. Feedbacks towards interfaces and functionalities.

Participant Rights:
1. Know what the study is investigating in straight-forward terms
2. Know what will happen to study results
3. Be shown respect
4. Leave the study at any stage and have their data removed
5. Have the privacy of their data maintained

Concrete Steps:
- Develop informed consent form
- Develop data storage protocol and responsibilities for test, questionnaire and video data
  - This needs to be secure
  - and sufficiently large for video
  - and private
  - and permanently deletable when finished (ie not cloud)
- Practice the experimental protocol before conducting on real participants

## 4. Evaluation plan

We will collect three records of our tests:
- Video of each test (provided the user/participant consents)
- Observational notes about the interaction and problems encountered
- Questionnaire responses

Following each test at least one researcher who did not undertake the role of observer in that test will review the video and produce secondary notes about the test.

List of your pro-forma test plans, with a statement about how you will use your paper prototype to actually collect the data for each pro-forma test report.

Pro Forma Test Plan

Note: As we are expecting to test 5 users, all metrics have been set as a proportion of 5.

| Test ID | Test | Method | Test Measurement |
|---------|------|--------|------------------|
| 1 | **100%** of users shall be able to identify that as a pet carer will undertake pet sitting work in a group | The participants will be presented with a paper prototype mock-up of the front page and asked to guess its purpose. If they are unsure they will be asked to think aloud while they inspect what is visually displayed | In the survey, the users will have to answer that they will undertake jobs as a group. |
| 2 | **At least 80%** of users will be able to join a group and chat with other group members | The users shall be able navigate from their home page to the group chat page. | If the user entered a page that is not for group chatting, the task will count as fail. |

| | | | |
|---|---|---|---|
| 3 | **At least 80%** of users will be able to search job and share it to their group. | The users will be able to find this task within the time limit which is 3 minutes. | If the user navigates to the correct screen in within the time limit this will count as a success even if they do not realise how to find job or share the job information to their group will count as a failure. |
| 4 | **At least 80%** of users shall be able to vote agree to apply the job within their group. | The user shall be able to find the correct place to vote in their group. | If a user hit the right button to vote yes in the application within one minute, the task will count as a success. |
| 5 | **At least 80%** of users **shall** be able to sign on for tasks in their group job. | The users shall be able to find the correct page to sign on a task, add it to his schedule. | If a user reaches the correct screen AND view their tasks in their schedule, the task will count as a success. |
| 6 | **At least 80%** of users **shall** be able to check their finished job in their schedule list. | The users shall be able to cross out their task in their schedule. | If the user navigate to their schedule and crossed out the finished task, the task will count as a success. |
| 7 | **At least 80%** of users shall be able to post an ad for a pet fostering home | The user will be able to fill in the form with job details. | If the user navigates to the correct screen in within the time limit this will count as a success even if they do not realise it is the right screen until after the time limit. |
| 8 | **At least 80%** of users shall be able select one group from the applicant list | The user shall be able to scan through and select a specific group to approve their application | If the user could tell which group they want to choose and chose the group they selected. |

## Protocol for Team WeChat prototype sessions: 03/10/17 - 06/10/17

This protocol is designed for a minimum of 3 researchers but can accommodate up to 5.
The essential roles for the researchers are:

| Role | Tasks | Required? |
|------|-------|-----------|
| **Facilitator** | Interacts with the user, guides the session and answers any questions they may have during the process. If there is less than 5 researchers the facilitator also starts and stops the recording equipment. | Required |
| **Handler** | Is in charge of the prototype, and handles any behind the scenes action required by the prototype | Required |
| **Observer 1 and 2** | Takes notes during the session targeted at the test session goals. | 1 Required, 1 Optional |
| **AV Recorder** | Starts and stops any recording equipment, is responsible for capturing a record of the session. | Optional |

The "you" in the following is the researcher adopting the role of "facilitator", who is considered in charge of the session.

*Preparation before participant arrives*

The research team should prepare the paper prototype, video recording device, timer, task slides, consent form and questionnaire so that everything is ready. Make sure the consent form is laid out ready, while the questionnaire remains out of sight until later. In particular, make sure the prototype is organised and 'reset' to its starting 'mode'.

*Introduction*

Introduce yourself to the participant and give them a high-level idea of what they will be doing. Such as:

*Today you will be trying out a mockup of an app* [indicate paper prototype]*, we will ask you to interact with this early form of the app to simulate the completion of a few tasks. We will get you to fill in a short questionnaire about We are investigating the design of the app, not you.*

In addition, tell them what is on the consent form (but don't read it out to them). A good summary could be:

*As this is a piece of academic research, we need to have evidence that you consented to participant in this research. This is a consent form that says you consent to participate in an investigation of the application and that we will collect observations about your experience, video of your interactions and a short questionnaire about your experience. We will only share your data amongst the researchers, our prac tutor and the class instructor and we will destroy this information once this exercise has been evaluated. Please take your time to read the form and sign it when you are ready.*

## Consent

Ask participant to fill in and sign the consent form. The researchers fill in their parts too.

## Instructions

Tell the participant there are 5 tasks, but tell them that they will be required to spend no more than 20 minutes on the tasks. Reiterate that running out of time will not reflect badly on them and that we are testing the app. Give the participant detailed instructions as the reach each task, before commencing each task ask the participant if they have any questions. Change the task description slide after the user finishes each task. For each task ask/remind the user to think aloud.

- **Try not to use the exact language of the interface metaphor when describing tasks.**

*Tell the user that the nature of the app and ask them to assume the role of a new pet carer.*

**Task 1 - The user will attempt to:**
1. Sign up as a new pet carer, search for a team to join
2. Make think aloud style guesses about the function of the app

**Task 2 - open ended time limited task - the user will:**
1. Spend no more than two minutes exploring the app
2. Speculate about how it is organised.

**Task 3 - the user will attempt to:**
1. Assume that they have joined the team [Prompt the user that they have successfully joined a team]
2. Enter the group chat to introduce themselves to the group

**Task 4 - the user will attempt to:**
1. Search a new job in the job search section, and look at a new job to share it with other group member.
2. Discuss the new job and apply in the group

**Task 5 - the user will attempt to:**
1. Assume they have get the job, and the owner posted a list of task for the next week. Therefore, the user will view the list to see.

2. Within their group, sign on to tasks that are suitable to themselves.

**Task 6 - the user will attempt to:**
1. Assume they have finished a task. Try to cross out the finished tasks.

*[Tell the user that the nature of the app and ask them to assume the role of a new pet owner.]*

**Task 1 - The user will attempt to:**
1. Post a New Job
2. Fill in the job form, including tasks, perks and requirements

**Task 2 - The user will attempt to:**
1. Select a Ideal Group from the applicants

**Task 3 - The user will attempt to:**
1. Enter the group chat

*Observation task*

When participant is ready, start the video recording, and present them with the prototype.

Start the timer and take hand notes as the participant works, according to coding matching the proforma test plans.

Ask them to state what they think the purpose of the app is. Or to think out loud as they make guesses if they are unsure. If they definitively guess right or wrong tell them either "that is right" or "that is not what the designers intended".

When the participant has either guessed the purpose of the app or made a few guesses move on to the second task, the third, the fourth and then the fifth. The handler should reset the prototype between each task as the facilitator explains the new task.

If the participant goes a bit quiet, ask "what are you thinking now?" or "what are you working on now?"

When the participant indicates they are finished the fourth task or when 20 minutes have elapsed, say: *great - we now have the information we need for that part of our session*.

**Questionnaire**

Then open a web browser on a mobile device and point the participant to the questionnaire. Ask the participant to fill in the questionnaire. Clarify anything needed.

When the participant has finished filling in the questionnaire, check over the responses to make sure that all parts have been filled out clearly.

**Closing**

Tell the participant that the session is at an end. Thank the participant for their time, tell them that their data are valuable. Ask them if they have any further questions about the study.

Let participant know that they are free to go.