# Protocol for testing session of "Track Pal"

## Preparation before participant arrives

Before the participant arrives or is led into the testing room, the team needs to assemble all the materials that will be needed through the session and have a thorough understanding of the process from beginning to end. This will allow for the test to run smoothly without interruptions and aggravations to the user.

**Materials required for the test:**
- Complete paper prototype
- Audio recording device
- Video recording device
- Printed or digital questionnaire
- Pens & notepads for observers (or observation logging sheet)
- Consent form (already signed by researchers)
- Printed task sheets

**Researcher roles & knowledge required:**
The following is a list of roles that researchers will engage in and what knowledge the person in that role requires to conduct a seamless testing session:

- Test conductor:
  - The test conductor must know all the details and the test protocol. They will guide the user, so they cannot be caught off guard. They are responsible for keeping all the relevant documentation in order. For this test, the conductor may also need to take some of the role of the prototype manager to effectively use the paper prototype.
- Prototype manager:
  - The prototype manager will carry the crucial part of the test, which is to change the paper prototypes as the participant interacts with the interface shown on the paper prototype. For example, if a user taps on an icon, the prototype manager must use the paper prototype to show what the result of the action was. The number of pages the prototype contains may require the test conductor to help with this role.
- Observer:
  - The observers will be taking notes throughout the test. They will oversee keeping user activity logs and taking notes of incidences and behaviors.

# Introduction

- Introduce the participant to the test.
- Explain what where their attention must be
- Introduce the consent form

### *Script:*

Hi, welcome to a testing session for "Track Pal". My name is **[name of test conductor]**, and I will be guiding you through this test. For this test, you will be provided with a prototype for "AppName", a social platform designed for groups of friends who want to help each other with goal completion and personal motivation. The goal of the test is to assess the effectiveness and efficiency of the application.

The prototype is paper based, and will not consist of any computer based system. You are to imagine that the papers represent a screen, and interact with them as if they are in fact a screen.

You will notice that there are other members with me today. Two of them will be observing the test and taking notes of it. Try to ignore them as you proceed with the test and mainly address me if you have any concerns. Finally, **[insert name of prototype manager]** will be helping me with deploying the prototype essentially working as the system. Pretend **[insert name of prototype manager]** is not here either.

Now, this is a consent form. *{show participant consent form}*. The consent form indicates all your rights as a participant to this study, especially regarding the data collected during the test. By signing the form, you will be consenting to form part of the study and allow us to use the collected data as specified. Please take as much time as you need to read it and sign it. If you decide not to take part of the study, you can do so at any time.

Here you go *{hand participant the consent form}*.

# Consent

Once you hand the consent form to the participant, allow them time to read it and sign it. Ensure that the form is signed by the research beforehand, this will increase the time efficiency of the whole test. Once the participant has signed the consent form, thank them for their compliance to the test requirements. Store the consent form safely until the end of the semester.

## Instructions

Give the participant more detailed instructions about the task they are to do (i.e., find, download, and use Audacity). Tell them how long you'll give them to work on the task (15 mins?). **Ask them to think out loud or to make comments as they work.**

### *Script:*

The following test will take around 30 - 45 minutes. We will ask you to complete a series of tasks using the system and observe you while you complete the tasks. Through the process, we will try to stand back and let you follow through the tasks on your own. We are not testing you, we are testing how the system has been built. To the best of your ability, we would like you to think aloud through what you are doing and walk us through your thought process.

To aid you with this task, we have also prepared a scenario in which you would use this application. This scenario goes as follows:

{Read out the scenario}

### Scenario Task 1 & 2

"One week from today, you will start a university course that requires you to sketch out designs frequently. To get into the habit of sketching and to improve your skills, you want to start practicing your sketching from now until then by drawing one sketch per day for the next week. However, you are afraid that you won't be consistent with your goal and that you will drop it after a couple of sketches.

To commit to the 7 days of sketching, you want to get a couple of friends to check on your report and motivate you to push on when you fail to achieve your goal. To do so, you have decided to download "Track Pal" to create an online community where you and your friends can keep track of each other's goals and accomplishments."

{Hand the scenario to the test user, once they are ready proceed with task 1 & 2}

Proceed to scenario for task 3 once participant is done with task 1 and 2.

### Scenario Task 3

### *Script:*

For Task 3 there will be an addition to the scenario

"To Complete task 3, we want you to imagine that you are currently on day 2 of your milestone and you have documented your progress and your sketch for day 1."

# List of Tasks

To complete the test the user will have to complete the list below containing the set of tasks we will be testing:

- **Task Group #1: Sign Up / Login**
  - Sign up
  - Start a new Goal

- **Task Group #2: Create a Goal**
  - Create a goal
  - Create one Milestone for your sketching
    - Select the most appropriate verification method
    - Select a penalty for not completing the goal

- **Task Group #3: Update the progress of your milestone (Assume for this task that you are currently on the second day of your task).**
  - Update day 2 of your goal
  - Upload your sketch as verification of the task
  - Check feedback from the group on the completion of day 1.

*{Read out the tasks mentioned above in the instructions}*

You can have this task sheet in case you need to remember any of them. You can also use it to tick the checkbox of a task you have completed. *{Hand task sheet and pen}*.

*{Ask the participant if they have any questions, if not start with the test}*

## Observation task

*{When participant is ready, ask the participant to start on the task}*

*{If participant forgets to think aloud, prompt a question that will get them to say what they are currently doing}*

Take video and take hand notes as the participant works, according to the arrangements and roles established initially.

*{When time is up, say "great - we now have the information we need for that part of our session". Then guide the participant to the questionnaire}*

## Questionnaire

- Hand the participant the survey (digital or paper based)
- Clarify any doubts if needed
- If the survey is in paper form, check that it has been filled in appropriately and if not ask the participant to make any corrections.
- If the survey is in digital form, ensure that proper data validation has been implemented to ensure the survey is completed appropriately.

## Further data collection
- The test conductor will assess based on his observations whether additional interview questions can be asked.
- A list of questions has been added below as a guide
- After questions by the test conductor, the observers should be given the opportunity to ask any questions they formulated through the test.
- After all questions have been cleared, or if there are no questions, the test should proceed to the closing.

# List of Questions to guide Semi-structured interview.

- Re Task 1:

  - What do you think about the system?
  - Does the sign-up process make sense?
  - How would you use the group code vs. the creation of the goal? (show them the two screens)
  - Were you confused by having to create a goal for the sign up?
  - Do you think it would be more appropriate to set up a group first or a goal first?

- Re Task 2:
  - Can you explain to us how the goal & milestone creation works?
  - Do you understand the relationship between goals and milestones?
  - What sort of frequency would you want to system to allow?
  - Do you understand the idea of selecting a verification method?
  - What types of verifications would you believe would be useful?
  - Would you be comfortable with committing to penalties? Why/why not?
  - What sort of penalties?

- Re Task 3:
  - Do you think you would be consistent with tracking your progress?
  - How do you feel about your group of friends being able to comment and check your progress?
  - Would it be effective or ineffective for you if you needed friends on a group to peer review your progress?
  - Do you feel comfortable submitting evidence such as photographs to confirm you have completed a milestone?
  - What about your location?

- Other General Questions:
  - What do you think about the overall idea of having a support group to motivate you in achieving goals?
  - Do you find progress tracking applications helpful?
  - Have you used any progress tracking app before? If you which one and why?
  - Do you think we are missing any important aspects in our design?
  - The current structure is based on a group where individuals set goals and milestones for each goal. Are we missing anything? Can you think of a better structure for this?

## Closing

- Tell the participant that the session is at an end. Thank the participant for their time, tell them that their data are valuable.
- Let participant know that they are free to go.

### *Script:*

That is the end of the test today. Thank you very much for participating in this study. The data we have collected today will undoubtedly be of value to us. You are free to go now. If you need to ask us any questions or have any queries, please don't hesitate to contact us.

Enjoy the rest of your day.