Test Session Protocol

**Preparation before participant arrives:**

The website should be opened on a computer, ready for the user, however temporarily minimised from the screen. A pen should be provided, as well as the Informed Consent Form - these will both be visible to the user.

**Introduction:**

In order to begin the test session, the group member conducting the test will introduce themselves to the user. The participant will then be briefly informed about the application and the session, and what the team is hoping to accomplish with it. A quick briefing and run through of the consent form will also occur.

**Consent:**

The user will be asked to fill in the consent form and asked if they have any questions. The group member will answer these questions honestly. For visually impaired users, they will also be asked if they require a scribe, or for the consent form to be read out loud, in its entirety.

**Instructions:**

The participant will be provided with more detailed instructions about the tasks they are about to perform. Tell them how long they will be given to work on the tasks (for example, 10 to 15 minutes). Encourage them to think out loud and to make comments as they work. Ask once more if there are any questions form the participants before the test begins - make sure to ask them. Also, let the user know that this is entirely optional and they are free to leave at any time without prejudice.

*“Today we will be testing the functionality and usability of the Journalisten website. You will be asked to perform a series of simple tasks including which I will verbally provide to you one at a time. Remember that these tests are to test our system, not to test you or your abilities. You will be given 10 to 15 minutes to complete these tasks. If you have any questions or concerns at any time, please don’t hesitate to ask. Any input you have is valuable, and it would be incredibly helpful if you could please think out loud and voice any comments you have whilst you are working through the tasks. Please note that you are free to leave at any time and if you do not wish to answer a question, please feel free to keep it blank. You can also be assured that your input is confidential and all responses will be de-identified” - Sample Speech*

**Observation task:**

The user will be asked to complete the following tasks. While doing so, observations should be taken regarding any issues or comments the user has at any particular time, as well as the time taken to complete each task. Anything written in the brackets “()” will not be spoken, they are only for guidance if the user is having issues.

For Visually Impaired Users:

1. “The splash screen is currently open in front of you, can you please navigate to your relevant section?” (indexVI.html)

2. “Are you able to access the breaking news section?” (breakingVI.html)

3. “Can you please read the headline out loud for me then play the recorded news clip?”

4. “Can you please play one of the user recorded comments?”

5. “Are you able to reply to the last comment on the thread?”

6. “Time to get involved, can you record your own comment and add it to the thread?”

7. “Are you able to enter into the online chatroom for the first breaking news story?”

8. “Please scroll to the top of the page using the button”

9. “Please navigate back to the homepage” (indexVI.html)

For Not Visually Impaired Users:

1. “The splash screen is currently open in front of you, can you please navigate to your relevant section?” (index.html)

2. “Are you able to access the breaking news section?” (breaking.html)

3. “Time to add some content! Can you record the first news article?”

4. “Now can you please playback the recording?”

5. “Please submit the recording to the site for review”

6. “Are you able to navigate to the Submit a Story page?” (submit.html)

7. “Can you please write a quick story and submit it to the site?”

8. “Please navigate back to the homepage” (index.html)

**Questionnaire**:

The user is provided with the questionnaire. They are left to fill in this information without any influence from the tester. Remind the user that all responses are kept private and they will not be identified on the questionnaire.

**Further data collection:**

Ask the user if they have any further questions, comments or suggestions regarding any aspect of the application. Write these comments on the observation sheet. This section is **optional** and if the user has nothing to say, leave it blank.

**Closing:**

Thank the user for their time and make it clear that the test is complete. Thank them again for their assistance and mention that their input is valuable to the team.

*“Thank you for your time and patience with this test session. You have been a massive help to our project. You are free to leave as you wish. Thank you once again for your assistance. Everything you have done and mentioned has been extremely valuable to our team.” - Sample Speech*