**INTRODUCTION AND CONSENT**

Welcome. Thank you for your time today. Let me briefly tell you about the aim of this interview. I am researching the usability and user experience needs for organisational mood tracking amongst university students with significant commitments, and exploring the causes and desired management strategies for negative moods in this context.

Is it OK if I start recording?

**BACKGROUND**

We will start with a few background questions.

Q: Do you mind telling me your age?

Q: Could you please give me a little background on your current university studies?

Q: Do you believe that your university studies affects your mood?

Prompt: can you give me a specific example?

Q: Could you now tell me a bit about any other commitments you have beyond this?

Q: Would you say that these commitments have an impact on your mood?

Prompt: can you give me some specific examples?

Q: Do you have any current mood management strategies?

Prompt: Can you give me some examples of this?

Q: Is there anything else worth noting that affects your mood?

Clarification: such as other activities, time of day, weather, sleep, etc

Q: Have you ever used mood tracking before?

Prompt: what about in an organisational context?

Prompt: are you currently mood tracking?

OR why did you stop mood tracking?

Q: Could you please step me through how you have tracked your mood in the past?

Prompt: what were some of the things you liked about this method?

Prompt: what were some things you didn’t like about this method?

Prompt: can you please give me some specific examples?

Q: Are you open to trying mood tracking (again)?

Prompt: Why // Why not?

Q: Do you believe mood-tracking has potential to assist you in managing your moods?

Prompt: can you explain why you think that?

Q: How do you feel about mood tracking in an organisational context?

Explanation: for example, imagine a mood tracking app that collects information from everyone in your current cohort and collates and displays this data it to you in an anonymised manner.

Q: Would you feel comfortable sharing this mood tracking data if anonymised?

Prompt: Why // Why not?

Q: in your personal opinion, how private do you believe mood tracking information is. This is data such as how you are feeling and why.

**USABILITY TEST TASKS**

Okay thank you. Now, we will undertake a usability test to help me understand which parts of the Toucan mood-tracking application works for you and which need improvement.

Whilst this is called a usability test, please remember that you are not being tested, and hence you cannot do anything wrong. I am simply testing the application so your feedback can help us improve it.

When completing the tasks I will be giving you, please speak all of your thoughts aloud. This includes what you are trying to do, why you took each action, and how you interpret what the system did in response.

I will be here to take notes, but please ignore me and focus on describing what you are doing. If you are unsure, attempt it to your best understanding and explain why you may be struggling.

I will be recording your tasks and what you say to help me in my analysis.

Do you have any questions before we start?

I will start the **screen** recording now.

**Test 1**

1. Tomorrow morning, before your important 9am exam within exam block, you are feeling overwhelmed and stressed due to your study and work commitments. You know that your mood is decreasing and would like to work to manage this through your mood tracking application, Please log your mood using your preferred method.

**Test 2**

1. It is 6pm and you just got home after a day studying at your university. You are tired after a long day, and feel a bit anxious about your upcoming assignments. You want to log your mood and find a suggested ‘moment’ to help you manage your negative mood. Please chose a different manner of mood tracking than the first task, and select whichever moment appeals to you.

**Test 3**

1. While working on your university assignments at home one evening after work, you want to take a break and decide to track your currently content and productive mood and check how your cohort is doing emotionally. Please use the app to explore the cohort’s moods in a way that helps you gain personal insights.

**USABILITY SURVEY AND INTERVIEW**

I am now going to run through a SUS survey. Please rank each statement from 1, strongly disagree, to 5, strongly agree. Please also explain why you are ranking each statement at that level.

*SUS survey:*  strongly disagree strongly agree

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |
| I think that I would like to use this application  frequently |  |  |  |  |  |
| I found the app unnecessarily complex |  |  |  |  |  |
| I thought the app was easy to use |  |  |  |  |  |
| I think that I would need the support of a  technical person to be able to use this app |  |  |  |  |  |
| I found the various functions in this app were well integrated |  |  |  |  |  |
| I thought there was too much inconsistency in  this app |  |  |  |  |  |
| I would imagine that most people would learn to use this app very quickly |  |  |  |  |  |
| I found the app very cumbersome to use |  |  |  |  |  |
| I felt very confident using the app |  |  |  |  |  |
| I needed to learn a lot of things before I could get going with this app |  |  |  |  |  |

**SUS-RELATED QUESTIONS**

I will now ask a few questions about the application. If you are unsure at this point, please answer to the best of your ability, and we can go into further detail after your 3-day trial.

Q: What are your first impressions on this application?

Q: what did you think about the look and feel of the app?

Prompt: did you find the layout easy to navigate and use?

To improve the application, what 3 things would you change:

What 3 things did you like about the website?

Q: do you think you would use this application, as it currently is, in your day-to-day life

**INSTRUCTIONS FOR TRIAL**

I will now tell you about the trial you will be undertaking.

Over three days where you either work or have university classes, and preferably do some sort of individual study, please use the Toucan app to track your mood. For the most accurate trial, it would be preferrable for you to track your mood a minimum of one time, use at least one moment per day, and check the ‘flock’ moods once daily.

Using your preferred method (eg notes on phone, written on paper, etc), please take note of when in the day you are tracking your mood, and what circumstances are making you track at that time. Please also note how effective you find the application and any issues you may have with it. We will review this in the follow up interview.

Do you have any questions?

Thank you for your participation today. I will now stop the recording.