

# Usability Test Protocol

## Warm up[10-15 min]

Thank you for taking this time with us! We are doing this test and feedback session for our I543 class project, and really appreciate your participation.

Estimated time. ( We will not reveal information; + can we record, and use screen shots of this session?)

- How's your day? [1 min]
- How long have you been experiencing back pain? [1 min]
- You mentioned in the survey that you experience back pain every day, and at level 6, can you tell us more about it? [3 min]
- How do you deal with it? [3 min] (ask about professional if not mentioned)

## Transition[2 min]

Thank you for sharing this with us. Before we talk to you, we also talked to some other people with back pain problems. Based on their experience, we designed a prototype for a mobile app.

The app mainly provides a platform for all types of treatments for back pain so that people can find the ones that suit them the best. To recommend the treatments, we would have experts create content, for example, yoga or stretches that people can follow, and then invite people to rate them. We would also have items like massage, or hot baths, which people can use outside the app, but can also rate within the app. Meanwhile, the people on our app would have a profile with how often they experience back pain, where they experience it, and how harsh the condition is. The app will recommend the best rated treatment by the people who have the closest symptoms as you do.

In addition to the treatments, we also have a community where experts can write articles to help people understand back pain better, and also people like you can share their experience, of how they felt, and how they deal with it.

## **Background and Instructions[2 min]**

Imagine you find a new app which might be helpful for your back pain. You download it on your phone. And this is your phone screen. You are curious about how it works. So you just open it. And here are some tasks you would want to complete.

We are testing the prototype, and not testing you. Anything you do or think would be really helping us in our next steps. We would like you to think aloud while carrying out the tasks. In specifics, we would like you to:

- Talk aloud if you have any questions or feel confused.
- Talk aloud if you feel anything unexpected.
- Talk aloud if you have any thoughts or any feelings during the test.

## **Tasks**

### **Task 1 - General exploration**

- Your first task is to explore how to start using it, and to get into this app to find out if it has the features you need. So you are on the landing page now, and you can go on with this page.
  - Complete the task?
  - Any problem?
  - Feelings? Easy, clear or hard to understand?
  - Other feedback?

### **Task 2 - Set routine**

*Imagine you have successfully created an account. We don't want it to be too detailed. It's just a common feature. So now you finished the self-check process and set some routine for your daily life.*

- Then you are on the homepage. Could you tell me how you understand what you see on this page?
  - Any problems about it?
  - Feelings? Confusing? Interesting? Understandable?

### **Task 3 - Follow exercise and record it after you finish**

*Imagine you have set the routine in your preferred time. And it's now about the next routine. Ten minutes later, it will send you a push to remind you, and if you click that push on your phone, you come to this page, and it shows some exercises that you can follow.*

- Now you are following the stretches. Could you tell me how well you understand this page.
  - Any problem?
  - Feelings? Confusing? Interesting? Clear or not?
- Imagine you have done it. And after that it will lead you to record this routine and mark this moment.
  - Do you like it?
  - Any concerns?
  - Feelings? Unwilling? encouraged?

### **Task 4 - Evaluation popup**

*Imagine you finished this set. And you will see it is marked as finished on the home page on the homepage. And continue imagining that a week later, you have kept doing the daily routine. And after you finished the final exercise, you will receive a popup like this.*

- Could you please tell me how you understand this popup (What do you think about this pop up).
  - Do you like it?
  - Will you be willing to evaluate the treatment?
  - Any considerations? Feelings?
  - If you don't like it, why?
- Finish evaluation.
  - Do you want to write a comment on this page?
  - Any considerations?
  - Problems?
  - Feelings?
  - Do you like it or not?
  - How do you understand this feature?
- After you finish evaluation, you will receive a thank you message.
  - How do you understand it?
  - Any feelings about it?

## **Task 5 - Explore more treatments**

*Well done! Now imagine that you want to explore more treatments in this app. We haven't finished designing the final tab. There might be some profile or settings so you can ignore it.*

- Imagine you feel like you might feel a little better after you finish a routine these days. Now you want to explore more treatments and contents in this app. You can start from the homepage.
  - Any questions? Problems?
  - Considerations?
  - Feelings?

## **Task 6 - Find others**

- Imagine that you want to know how others are dealing with their back pain. What will you do in this app? Do you think this feature will help you?

## **Follow up questions**

*Depending on the test.*