Usability Testing:
Clean Kitchen

Participants

- Target population: Amateur cooks who use their phones to look for recipes to cook
  - Participants will be recruited among friends and relatives

  Age: 15-50
  - Expertise with phones: being able to understand basic mobile design patterns
  - Expertise with recipes-related apps/websites: used one at least one time

Equipment

- An Android mobile device with Firefox (beta version) browser
- Internet connection

Artifacts

- Informed consensus document
- Pre-test questionnaire
- Post-test questionnaire (SUS)

Tasks

#	Text of the task	Success criteria	Methodology
T1	First impressions 1 - Quick look		
T2	First Impression 2 - Second look		
T3	Complete the Tutorial steps	Reach the home page	
T4	Find the 'editor's choice 'Scallion Pancakes' recipe	Recipe opened	Think-aloud
T5A	Search for all the meat-related recipes	Search results for 'meat'	Think-aloud

T5B	Search by typing inside the search bar		
T6	Show only 'easy' difficulty recipes lasting less than 40 mins	Open the filter and select easy difficulty + use the slider	Think-aloud
T7	Adjust the recipe ingredients for 10 people	The user notices that the ingredients quantities change after tapping the button	Think-aloud
T8	Start the Cooking Mode		Think-aloud
T9	Navigate through the recipe steps using voice commands	The user triggers the proximity sensor and issues a **recognized** voice command	Think-aloud
T10	Ask for help	The user issues the 'help' voice command	Think-aloud

Metrics

- Time spent per each task.
- Successful Task Completion.
- Number of non-critical errors (only for tasks T4, … T10).
- Likes, dislikes.

Roles

The one team member hosting its friend/relative will be the facilitator. The rest of the team will be connected in a video call acting as observers and notetakers.
Due to the nature of this setup, the facilitator may also double as notetaker being in a better position to observe the participant using the app directly on a smartphone.

The observation's highlights will be recorded through notes.

Script

Hi, <name of the participant>. I am <name of the facilitator> and today I'm going to show you our app prototype and ask you some questions about it.
<u>This is not meant to evaluate you, but rather to evaluate our app.</u>

This testing session will last for about 15 minutes.

…

Please, fill out this document for giving us permission to gather your anonymized answers before starting the session.

- **<handling the consent form>**

…

- **<handling the pre-test questionnaire: profiling>**

...

Any questions before we start?

...

Now, let's start with the tasks. I'm going to ask you to perform some actions and/or answer some questions.

- **TASK 1 First impressions – a) Quick look**
I'm going to show you the homepage of a website. You can look for a few seconds only, then I will ask you some questions. At this stage don't click, just look, OK?
    - Participant looks at the page for 5-10 seconds...
OK, stop looking! What's your first impression of this website? (What website is it?) What/ who do you think it is for?

- **TASK 2 First impressions – b) Second look**
I want you to look at the home page in more detail now but don't click yet.
    - *Participant looks at the home page while the facilitator asks questions*
If you visited this page, which link would you start with? Why? What would you expect?
Without clicking, describe the options you see. What do you think they are for? Any more?
Tell me about this area of the site. (parts they didn't mention)

- **TASK 3 Complete the Tutorial steps**
Now we're taking a little step back and start from the tutorial you'd see the first time you open this app. Please, go through all the steps.
    - *Participant proceeds and reaches the homepage*

Thinking aloud

For the rest of the tasks, you will need to think aloud – you must tell me what you are thinking, while you're going through the tasks! It will feel strange, but this is very important, OK?

The facilitator gives an example using another website, e.g. polito.it

Let's start!

Useful questions: What are you thinking?

What are you thinking you should do here? Tell me about your thinking.

What did you expect when you did that?

What's your goal at the moment? How was that task?

I noticed you were... What was going on there? How were you feeling? What are you looking for?

TASK 4 Find the 'editor's choice' 'Scallion Pancakes' recipe
Find and open the 'editor's choice' 'Scallion Pancakes' recipe. Then, go back to the home page.

TASK 5A Search for all the meat-related recipes
Search for meat-related recipes. Then, go back to the home page.

TASK 5B Search by typing inside the search bar
Search for e.g. 'pasta' using the search bar.

TASK 6 Show only 'easy' difficulty recipes lasting less than 40 mins
Filter the results by difficulty (just the Easy ones) and duration (<40min).

TASK 7 Adjust the recipe ingredients for 10 people
Assume you need to cook this recipe for 10 people. Change the number of servings.
(if the user doesn't talk about the quantity changes, try asking if he/she noticed something different)

TASK 8 Start the Cooking Mode
Now everything is ready to go. Let's start cooking.

TASK 9 Navigate through the recipe steps using voice commands
Try to use the commands you just saw to navigate through the steps of the recipe.

TASK 10 Ask for help
Now, imagine you didn't understand something in this step. Try asking for help.

● **<handling the post-test questionnaire>**

CONSENT FORM

I agree to participate in the study conducted by the "Clean Kitchen" group for the Human Computer Interaction course at Politecnico di Torino.

The data gathered from this study is anonymous and will be used for research purposes only.

The data will not be shared with any third-party.

I understand that participation in this usability study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date: _____

Please write your name: _____

Please sign your name: _____

Thank you!

We appreciate your participation.

PRE-TEST QUESTIONNAIRE

1. How old are you?
2. What is the highest level of education you've completed?
3. How often do you look for new recipes to cook?
4. Which device do you typically use to do so?
5. Have you ever used a similar website/app?

POST-TEST QUESTIONNAIRE

System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system.

Please select the answer that best expresses how you feel about each statement after using the app today.

	Strongly Disagree 1	Somewhat Disagree 2	Neutral 3	Somewhat Agree 4	Strongly Agree 5
1. I think I would like to use Clean Kitchen frequently.					
2. I found Clean Kitchen unnecessarily complex.					
3. I thought the app was easy to use.					
4. I think that I would need the support of a technical person to be able to use this app.					
5. I found the various functions in this app were well integrated.					
6. I thought there was too much inconsistency in this app.					
7. I would imagine that most people would learn to use this app very quickly.					
8. I found the app very cumbersome to use.					
9. I felt very confident using the app.					
10. I needed to learn a lot of things before I could get going with this app.					

Debriefing

- **Do you have any question? Any suggestion?**