Usability Evaluation Script

# Links

Figma Present View Link: <https://www.figma.com/file/wPiiK26Pj3kY3xYeR8KIxF/ACFB-Delivery?node-id=0%3A1>

Consent Form:

<https://gatech.co1.qualtrics.com/jfe/form/SV_cHiKZAcQdJUYkmy>

Note Template:

<https://docs.google.com/document/d/1We5aoBxyNipWF79AP6zTfKH1hvDju8_qxK1Pfs_-XGw/edit?usp=sharing>

# Introduction

Hello! I’m \_\_\_\_ and we are students at Georgia Tech. My four teammates and I are working on designing a website as an extension of the existing Atlanta Community Food Bank website.

The purpose of this evaluation is to understand how well our prototype allows you to navigate the ACFB website while completing certain tasks. At this time, I’d like to start with a some logistical points:

* Everything you say in this evaluation will remain confidential. This means the information collected in this study will be anonymous. Only the members of the research team will be allowed to know your identity.
* If you decide to be a participant in this study, there are no right or wrong answers. No judgement will be passed based on your answers to any questions. Your part will involve interacting with a prototype and answering questions. We are evaluating the system, not you as a participant.
* Your participation in this study is voluntary. At any time, you can choose to not answer a question without reasoning or further elaboration, and we will move along with the study. You may also stop the interview at any time, for any reason. You will not be asked to disclose that reason.

Now, if this sounds good to you, I’ll ask that you read over the consent form that I’ve placed into the chat, and sign it when you’re ready. Once you complete that, we can continue with the study.

*[User completes ConsentForm:* [*https://gatech.co1.qualtrics.com/jfe/form/SV\_cHiKZAcQdJUYkmy*](https://gatech.co1.qualtrics.com/jfe/form/SV_cHiKZAcQdJUYkmy) *]*

Let me know when you’ve submitted, and I will check on my end to make sure I’ve received it.

Great, looks like I have it here. So, before we begin, I will collect some demographic information from you. How old are you?

*[User answers]*

And what gender do you identify as?

*[User answers]*

Do you have daily access to the internet?

*[User answers]*

Do you have daily access to the devices?

*[User answers]*

# Task-Based Evaluation

Great, so that concludes our demographic information collection. We will now move onto the main activity for this study. *[Put figma link in chat]* Please go ahead and click the figma link in the chat to open our prototype. For this activity, we will present you with a task to complete using our prototype. As you complete the task, think aloud as you go, so we are able to hear your thought process. Feel free to just voice your thoughts about the interface and the task we ask you to complete. Again, we are only evaluating the interface, not you. If you are having problems, you can voice them and ask for help, but we may not provide answers until after the activity is complete in order to accurately see your experience with the interface.

***Task #1:*** *Use the website to schedule a food delivery for the morning, afternoon, and evening for April 17th, 18th, and 19th with vegan dietary preferences*

Now if you’ll go ahead and share your screen. You can hit the play button in the top right corner, and make sure you are in “Width: Scale down to fit width” mode. Under Options, please turn off “Show hotspot hints” on click” as well.

*Check that the view mode is correct and hotspot hints are off*

Before you begin, it is important for you to know that the text input fields are pre-filled for you due to limitations with Figma. You can just navigate the prototype as if this information is correct. Here’s your first task. You hear from a friend that Atlanta Community Food Bank is now providing food delivery services to people in the Atlanta community. Use the website to schedule a food delivery for the morning, afternoon, and evening for April 17th, 18th, and 19th respectively, with vegan dietary preferences. And remember to think out loud.

*[Note-taker start timing for Task 1]*

You are now on the home page, and you can begin your task. Where would you go first?

*[user begins task]*

When user reaches Food Options Screen:

The food selection of “morning”, “afternoon”, and “evening” for food delivery is already selected for you. Ideally, this would be a dropbox in a fully working prototype, but Figma does not support that right now.

*[user continues task; picks vegan; picks April 17, 18, 19]*

* *Use questions as: “Where would you go first?” “What would you do on this page?”*

*[user finishes task]*

Good job. Overall, how difficult or easy did you find this task on a scale of 1 to 5 with 1 being very difficult and 5 being very easy?

*[user answers]*

Did you find anything confusing?

*[user answers]*

## ***Task #2****: Use the website to register as a delivery service volunteer on the morning of Thursday, April 15th*

Now, you will complete your second task. To navigate back to the home screen, please hit R on your keyboard. Here’s your second task: You have some free time on your hands this week and want to help the Atlanta Community Food Bank deliver food to the food insecure. Use the website to register as a delivery service volunteer on the morning of Thursday, April 15th.

*[user completes task]*

* *Use questions as: “Where would you go first?” “What would you do on this page?”*

Overall, how difficult or easy did you find this task on a scale of 1 to 5 with 1 being very difficult and 5 being very easy?

*[user answers]*

Did you find anything confusing?

*[user answers]*

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## ***Task #3****: Use the website to sign in and view delivery requests.*

And, here is your third task. Please go back to the home page to start this task. You currently work at the Atlanta Community Food Bank and want to view the food delivery requests that have been requested via the website, use the website to sign in and view delivery requests.

*[user completes task]*

* *Use questions as: “Where would you go first?” “What would you do on this page?”*

Overall, how difficult or easy did you find this task on a scale of 1 to 5 with 1 being very difficult and 5 being very easy?

*[user answers]*

Did you find anything confusing?

*[user answers]*

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# Conclusion

Great, so those are all of the tasks we have prepared for you to complete today. Now, we will ask a few questions to gauge how you feel about our design?

*[ open ended feedback questions]*

* How pleased are you with the design of the website on a scale of 1 to 5 with 1 being unhappy and 5 being pleased?