

Introduction

Hello, my name's Evan, and I'm going to walk you through today's session.

I'd like to begin by thanking you for making time to speak with us. Your feedback is valuable, and will help us determine if our app functions as intended. Just to confirm, we'd like to keep this session to 15 minutes. Does that still work for you?

Great. If you need a break or to stop at any time, please let me know.

During this session, I'll start by asking you a few questions around your work. Later on, I'll ask you to share your screen and accomplish a few tasks using the app we're evaluating.

Please be aware that there are no wrong answers. In fact, this is probably the one place today where you don't have to worry about making mistakes! As you go about using the app, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then.

With your permission, I'd like to record this call. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except those with a need-to-know. Recording this call also helps me, because I don't have to take as many notes! Do I have your permission to record this call?

Finally, I want to confirm that you've received and had a chance to review the participant agreement? Did you have any questions? If you have signed the agreement, please send me a copy. Otherwise, do you agree to the terms of the participant agreement?

Great. Do you have any questions for me at this time?

Warm up

Before we take a look at the site, I'd like to hear a little bit about you — what's your occupation?

What do you do all day?

Does your work require a specific kind of training or experience?

What are your goals in doing your work? What motivates you?

What sort of apps do you use on your phone?

Have you ever used a workout app? If so, describe your experience.

What was good? Bad?

What gave you motivation to use the app?

Setup screen sharing

OK, great. We're done with the questions, and we can start looking at things. The first thing I'd like you to do is share your screen. You can do that by clicking "Share Screen" in the bottom-middle of our video chat. Before you share, make sure to close anything you don't want recorded.

****borrowed from <https://methods.18f.gov/usability-test-script/>****

Great. Next I'd like you to visit the URL I sent you earlier today. It links to our virtual prototype so we are able to perform this testing remotely.

<https://www.figma.com/proto/ys00MAw6hnIboX6miG99EC/Exercise-App-Prototype?node-id=1%3A47&frame-preset-name=iPhone%2011%20Pro%20Max&scaling=scale-down>

To start, please look at this page and tell me what you make of it: What are your first impressions? What functions do you think occur on this page?

Task completion

Thanks. Now I'm going to ask you to respond to the following few scenarios. I'm going to read each scenario out loud, and I'll also share the text of the scenario via chat.

Example: Imagine you're struggling with motivation due to COVID-19. You've gotten out of shape due to never leaving your house, and now you're looking at a way to stay fit in your newly found lifestyle. Unfortunately, you do not have access to much gym equipment, thus making a traditional workout implausible. Your task is to find workouts that do not require gym equipment.

Example: Imagine you're on a budget but you still want to eat healthily. You are also struggling to manage your time due to COVID turning your life upside-down. Your task is to find recipes that are quick, healthy, and/or cheap. You may want to sort by duration and/or price, or even filter by certain ingredients that your body is intolerant of -- lactose intolerance, peanut allergies, etc.

Example: Imagine you're a motivated person and you already have a clearly defined list of goals for yourself. The pre-loaded achievements in the app are 'cool' but wouldn't you prefer to achieve your actual goals? Your task is to find where you might add your own goals to the app.

Follow up

**Follow up on any questions or confusions the user may have had while trying to use the app.

Wrap up

Thank you so much for your time. Before we finish, do you have any general suggestions for us?

Do you think the app was too cluttered? Too minimal? Just the right balance?

Did it contain enough information? Too much?

Do you think the app was intuitive?

Do you think there's something unique about *this* workout app as opposed to the many out there already?