**[ Identify the persona for this test (A.1/ A.2, B.1/ B.2, C.1/ C.2) ]**

**[ Mobile device should be on the home screen ]**

Hi, \_\_\_\_\_\_\_\_\_\_\_. I’m Will and this is Brandon! And we’ll be be walking you through a usability session today!

You probably have an idea of what this session might involve but I’ll explain for clarity. We’re asking people to try the CBORD Patient App so that we can see if it works as intended. The first thing I want to make clear right away is that we’re testing the app, not you. Nothing that you do here is wrong.

As you use the app, I want you to think out loud as much as you can. In other words, say what you’re looking at, what you’re trying to do, or what you’re thinking. Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the app, so we need to hear your honest reactions.

Feel free to ask questions at any time. I may not be able to answer them right away, however. If you still have any questions when we’re done, I’ll try to answer them then. Also, if you need a break at any point, just let me know.

Questions so far?

Before we dive in, I just need some info from you:

1. Do you use the internet every day?
2. Have you used food ordering apps before? If so, which ones?

OK, great! We’re done with the questions, and we can start looking at things.

Try to keep the phone within this section of the table. This is to make sure that we capture everything on camera. Now, I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud and give you a printed copy. As you work through each task, again, try to think out loud as much as you possibly can.

**[ Hand the appropriate first task to the participant and read it aloud. Allow the user to proceed until you don’t feel like it’s producing any value or the user becomes frustrated. Repeat for each task or until time runs out ]**

Great! That’s it for all of the tasks. Brandon, do you have any questions for \_\_\_\_\_\_\_\_\_\_\_\_\_?

**[ Brandon’s question ]** - “*Who do you know that would like this product? What are they like?*”

Do you have any questions for me, now that we’re done?

**[ Give them their incentive, or remind them it will be sent to them. Stop recording and save the file. Thank them! ]**

### Persona A.1

User: **Patient**

Diet Restriction?: **No**

Tests the following features:

* **Registering for the app**
* **Selecting meals for today and tomorrow**
* **Adding items to an order**
* **Selecting a delivery time**
* **Placing an order**

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**Task #1**

You are a patient who has been admitted to CBORD Hospital today. Speaking with your nurse, she mentions that you can order meals using the CBORD Patient app. She temporarily leaves the room. Out of curiosity, you **download the app and sign up.**

If you prefer to read in Spanish **set the app to Spanish.**

**Task #2**

Upon her return, the nurse tells you that you have a physical therapy session from \_\_\_\_ to \_\_\_\_. Suspecting that you’ll be hungry by the end of the session, you’ll want your meal to be here when you return. **Schedule your meal.**

**Task #3**

You’ve finished your physical therapy session and your meal. It is nearing the end of the day and the nurse is making her rounds. On her way out, she mentions that you can schedule meals in advance for the next day. **Schedule an upcoming meal for the next day.**

### 

### Persona A.2

User: **Patient**

Diet Restriction?: **Yes**

Tests the following features:

* **Registering for the app**
* **Selecting meals for today and tomorrow**
* **Adding items to an order**
* **Understanding nutrition limits**
* **Placing an order**

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**Task #1**  
You are a patient who has been admitted to CBORD Hospital today. Speaking with your nurse, she mentions that you can order meals using the CBORD Patient app. She also mentions that you are on a “Carb Controlled” diet, which means you have specific dietary needs. Having finished up her other duties, the nurse leaves the room. Out of curiosity, you **download the app and sign up.**

If you prefer to read in Spanish **set the app to Spanish.**

**Task #2**

You realize that you haven’t eaten yet today. You haven’t felt hungry up until now; most likely due to the stress of being admitted to the hospital. Now, your hunger has caught up to you. You decide to **order some food for right now.**

**Task #3**

Curious about what’s available for later, you decide to **schedule an upcoming meal for the next day.**

### 

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### Persona B.1

User: **Patient with Guests**

Diet Restriction?: **No**

Tests the following features:

* **Registering for the app**
* **Selecting meals for today and tomorrow**
* **Adding items to an order**
* **Ordering for guests**
* **Selecting a delivery time**
* **Placing an order**

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**Task #1**

You are a patient who has been admitted to CBORD Hospital today. Your family is with you in your hospital room. Earlier, you spoke with your nurse and she mentioned that you and your family can order meals using the CBORD Patient app. Out of curiosity, you **download the app and sign up.**

If you prefer to read in Spanish **set the app to Spanish.**

**Task #2**

While waiting for your next appointment, you and your family are starting to feel hungry. You decide to **order food for you and your family for right now.**

**Task #3**

One family member is planning to eat with you for dinner at 6 pm. **Schedule a meal for yourself and a family member for then.**

**Task #4**

Some time passes and it is now the end of the day. Your family is leaving for the night. A family member plans to return by 8 am tomorrow to join you for breakfast. While they are here, you decide to **schedule you and your family member’s breakfast orders.**

### 

### 

### Persona B.2

User: **Patient with Guests**

Diet Restriction?: **Yes**

Tests the following features:

* **Registering for the app**
* **Selecting meals for today and tomorrow**
* **Adding items to an order**
* **Understanding nutrition limits**
* **Ordering for guests**
* **Selecting a delivery time**
* **Placing an order**

----------------------------------------------------------------------------------------------------------------------------

**Task #1**

You are a patient who has been admitted to CBORD Hospital today. Your family is with you in your hospital room. Earlier, you spoke with your nurse and she mentioned that you and your family can order meals using the CBORD Patient app. She also mentions that you are on a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ diet, which means you have specific dietary needs. Out of curiosity, you **download the app and sign up.**

If you prefer to read in Spanish **set the app to Spanish.**

**Task #2**

While waiting for your next appointment, you and your family are start to feel hungry. You decide to **order food for you and your family.**

**Task #3**

One family member is planning to eat with you for dinner at 6 pm. **Schedule a meal for yourself and a family member for then.**

**Task #4**

Some time passes and it is now the end of the day. Your family is leaving for the night. A family member plans to return by 8 am tomorrow to join you for breakfast. While they are here, you decide to **schedule you and your family member’s breakfast orders.**

### 

### 

### 

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### Persona C.1

User: **Guest of a Patient**

Diet Restriction: **No**

Tests the following features:

* **Registering for the app**
* **Selecting meals for today and tomorrow**
* **Adding items to an order**
* **Ordering for guests**
* **Selecting a delivery time**
* **Placing an order**

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**Task #1**

You are visiting your close friend in the hospital today. The nurse stopped by and mentioned that if either of you are hungry, you can order food using the CBORD Patient app. Out of curiosity, you **download the app and sign up.**

If you prefer to read in Spanish **set the app to Spanish.**

**Task #2**

As you chat with your friend, you notice that you are starting to feel hungry. Your friend is feeling the same way. You decide to **order food for the both of you.**

**Task #3**

Some time passes and it is now the end of the day. Your friend is sleeping at the moment and you don’t want to disturb them as you go. You’re planning to return tomorrow by 8 am for breakfast. Knowing the types of food they like, you go ahead and **schedule breakfast.**

### 

### Persona C.2

User: **Guest of a Patient**

Diet Restriction?: **Yes**

Tests the following features:

* **Registering for the app**
* **Selecting meals for today and tomorrow**
* **Adding items to an order**
* **Understanding nutrition limits**
* **Ordering for guests**
* **Selecting a delivery time**
* **Placing an order**

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**Task #1**

You are visiting your close friend in the hospital today. The nurse stopped by and mentioned that if either of you are hungry, you can order food using the CBORD Patient app. She also mentioned that your friend is on a “Carb Controlled” diet, which means they have specific dietary needs. Out of curiosity, you **download the app and sign up.**

If you prefer to read in Spanish **set the app to Spanish.**

**Task #2**

As you chat with your friend, you notice that both of you are starting to feel hungry. You decide to **order food for the both of you.**

**Task #3**

Some time passes and it is now the end of the day. Your friend is sleeping at the moment and you don’t want to disturb them as you go. You’re planning to return tomorrow by 8am for breakfast. Knowing the types of food they like, you go ahead and **schedule breakfast.**

### 

### Appendix

### Users & Goals

The following are the user types that we have identified as primary use-cases for CBORD Patient. Each user type has a set of expectations that the app must fulfill. Beneath each, is a list of features in the app that are involved in meeting those expectations.

As a **Patient**, I should be able to:

* Understand that menus comply with my dietary needs
* Browse menus
* Edit orders
* Place meal orders for myself

As a **Patient with Guests**, I should be able to:

* Understand that menus comply with my dietary needs
* Browse menus for each person
* Edit Orders
* Place meal orders for:
  + Myself
  + My guests

As a **Guest of a patient**, I should be able to:

* Understand that menus comply with the patient’s dietary needs
* Browse menus for each person
* Edit orders
* Place meal orders for:
  + The patient
  + Myself
  + Other guests

**Core Features**

The following features are core to the app and are required to be completed for each session.

* **Registering for the app or skipping registration**
* **Selecting meals for today and tomorrow**
* **Adding items to an order**
* **Placing an order**

**Sub-features to test:**

* **Selecting a delivery time**
  + Possible task phrasing: “Your guest is going to be here after 7pm, order a meal for them.”
* **Changing the app language:**
  + Clare screening notes: Ask each participant if they prefer Spanish. If yes, include the “Change Language” task from the list of tasks.
* **Ordering for guests**
  + Potential problems:
    - People may not know how to switch people depending on which view they’re on. Might go to the account settings, or open the profile on the meal list
* **Understanding nutrition limits**
  + Make sure people understand the nutrition graphics
  + We assign them a therapeutic diet. In other words, don’t ask if they have real dietary restrictions.

**Other sub-features:**

* **Changing password**
* **Resetting password**
* **Logging out**
* **Viewing the Terms of Service**