UX Lab Prep

|  |  |  |
| --- | --- | --- |
| **Task** | Responsible | Due |
| Database install and set-up. Prod version of demo db. | Paul | ✅ |
| Research recording devices and plan   * Buy two Logitech C930e webcams ([$71.52](https://www.amazon.com/gp/offer-listing/B00CRJWW2G/ref=dp_olp_all_mbc?ie=UTF8&condition=all)). One for recording their device and one for recording them. (or one C930e and one C920) * Buy a flexible arm mount to point the webcam down at the table ([$19.50](https://www.amazon.com/Flexible-Swivel-Holder-Logitech-Webcam/dp/B071VR8PWF/ref=sr_1_4?s=electronics&ie=UTF8&qid=1534266272&sr=1-4&keywords=flexible+arm+mount)) * Use [OBS](https://obsproject.com/) to record and save the webcam video. It's a free program. We can overlay the video of the user's face on top of the recording of their device, using this program. | Brandon | ✅ |
| Purchase cameras and device mount   * Logitech c930e (2 of these) * Flexible clamp mounting arm (2 of these) | Clare | ✅ |
| Purchase thank-you gifts   * Pop wallets with CBORD logo ($2.77 each) | Clare/ Marketing | ✅ |
| Purchase hospital wristbands | Clare | ✅ |
| Equipment List / Shipping   * 4 draped walls * Tables / Chairs   + 1 6-ft long table with 3 accompanying chairs   + 1 small round bistro table   + 1 hightop table with 1 accompanying chair/stool * 1 surge protector * 1 extension cord * Booth sign | Clare / Marketing | ✅ |
| Data prep   * DONE Galley: UXLab, Nursing: UX Lab, Rooms: UX 1, UX2, etc. * DONE Enabled unit security so only the following user has access to patients in these locations   + User id: UXlab   + Password: Password123! * DONE Food photos * DONE Spanish translations * DONE Nutrition goals (diets to be used are Regular, 60 gram Carb, 2 gram sodium and 1500 mL Fluid) * DONE Delivery Times | Clare | ✅ |
| Create/Print Labels for Wristbands   * Label prep (CBORD Hospital, MRN \_\_\_\_\_\_, DOB \_\_\_\_\_\_\_\_, Facility ID) |  | ✅ |
| Obtain legal consent forms | Kate | ✅ |
| UX Lab signage – “Usability Research Lab”   * Marketing will make and bring to UGC * Pickup from Amy Tracy onsite | Clare/ Marketing | ✅ |
| Usability Testing Principles – agree upon testing guidelines | team | ✅ |
| Testing Script   * Write test cases * Write instruction cards | Will | ✅ |
| Print legal consent forms  Print testing script cards | Clare  Will | ✅ |
| Practice test with real equipment |  | ✅ |
| Design choice activity   * Create three different logos | Brandon | ✅ |
| Usability Testing loop ppt | Clare | ✅ |
| Design Choice Activity - supplies   * Poster printing * Easels * Voting mechanism | Clare | ✅ |
| Sign-up sheet and schedule | Clare | ✅ |
| Admit patients to db | Clare | ✅ |
| Teams appt sent to QA/dev team so they can observe tests in progress | Will | ✅ |
| Finalize packing list…AND PACK   * Cameras (Will) * Mounting arms (Will) * Thank-you gifts (pick up onsite) * Wristbands (Clare) * Sign (pick up from Amy Tracy onsite) * Posters (being delivered) * Easels (being delivered) * Other supplies (envelopes, voting slips, markers) | Clare  Will  Brandon | ✅ |
| Post UGC webinar plan |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Usability Test Guidelines

* Open with a question that is impossible to answer incorrectly -> eases nervousness
* Print individual tasks on separate sheets of paper and hand to participant -> allows them to refer back to it if they are confused. Prevents them from feeling overwhelmed. And prevents them from looking ahead.
* State how long you expect the session to last. -> Sets their expectations
* Avoid words like "test" or "evaluation". -> These words may make participants anxious
* If we go over time END THE SESSION. -> It's our fault that we crammed so much into the test. Don't force the participant to stay longer than expected.
* Moderators:
  + Use a script -> reduces testing variables
  + Use the "Think Out Loud" Protocol. Have participants speak their minds. -> This prevents the moderator from asking too many questions and potentially lead the user to outcomes that they wouldn't naturally come to.

Usability Testing Resources

* <https://www.userfocus.co.uk/articles/4-test-moderation-mistakes.html>
* <https://www.linkedin.com/learning/ux-foundations-usability-testing>
* Rocket Surgery Made Easy – Steve Krug;

Roles and Onsite Responsibilities

Person #1 - Client Contact (PM Team)

* Manage booth traffic, keep testers from being interrupted
* On-the-spot recruitment of users when there are openings
* Greet users as they arrive
  + Thank them for coming
  + Verify we have their contact info
  + Put their hospital wristband on
  + Orient them to the “CBORD Hospital”
  + Reassure them that we are testing the software, not them.
  + Have them sign consent form
* Say goodbye to users after the test
  + Thank them for participating
  + Check if they have any questions or need any follow-up
  + Post-test interview questions (how was their experience being a tester?)

Person #2 - Moderator (UX Design)

* Greet users as they enter the testing room
* Conduct the test

Person #3 - Observer (UX Design)

* Observe user’s reaction to the product
* Take notes about complete user experience
* Manage technical equipment
  + Verify cameras are started/stopped
  + Verify videos are being saved after each test
* Keep time for the moderator