

Joel Gnanasekaram

**INFO31179 Human Computer Interaction:  
Assignment 3**

**List of Main Functionalities in COVID Combat! Mobile Application**

- Vertically Scrollable Screens
- Tab Navigation
- General COVID Statistics and Tips available on Home Page
- Easy Access to In-App COVID-19 Guides and Further Guide Information Details
- Volunteer and Citizen Chats for Requesting for Help and Assisting Others in Need, respectively

**Public Share URL Link of COVID Combat! Third and Final Prototype**

<https://www.figma.com/file/JAG0H5BryPs5EJdQrpGP5z/COVID-Combat-V3?node-id=0%3A1>

## User Testing: First Participant Profile

- Are you above or below 60 years of age?
  - Above 60 years
  - Below 60 years
- How Familiar are you with the approved methods to protect yourself from the COVID -19 virus?
  - Thoroughly Familiar
  - Sort of Familiar
  - I know very little about this
  - I don't know anything about this
  - I prefer not to say
- How informed are you with the current statistics regarding COVID-19 in Canada?
  - Thoroughly Informed
  - Sort of Informed
  - I have heard very little about this
  - I haven't heard anything about this
  - I prefer not to say
- How informed are you with the current statistics regarding COVID-19 in Ontario?
  - Thoroughly Informed
  - Sort of Informed
  - I have heard very little about this
  - I haven't heard anything about this
  - I prefer not to say
- Many services are available to help citizens during the pandemic. If there was a mobile app that was able to keep you informed of the best ways in fighting the virus, would you recommend it to anyone?
  - Definitely
  - Possibly
  - Not Sure
  - Not Likely
  - No Way!

## Consent Form

The mobile application *COVID Combat!* is being developed as part of the coursework for course INFO 31179 at Sheridan College. Participants in the usability evaluation of the application provide data that is used to evaluate and modify the interface of the application. Data will be collected by interview, observation and questionnaire.

Participation in this experiment is voluntary. Participants may withdraw themselves and their data at any time without fear of consequences.

Participant anonymity will be provided by the separate storage of names from data. Data will only be identified by participant number. No identifying information about the participants will be available to anyone except the student researchers and their supervisors/teaching staff.

I hereby acknowledge that I have been given an opportunity to ask questions about the nature of the experiment and my participation in it. I give my consent to have data collected on my behavior and opinions in relation to the usability evaluation.

I also give permission for images/video of me using the application to be used in presentations or publications as long as I am not personally identifiable in the images/video. I understand I may withdraw my permission at any time.

Name BEATRICE GNANASEKARAM

Participant Number 1

Date APR 9, 2021

Signature B.R.Gnanasekaram

Witness name Ivan Grana

Witness signature [Signature]

## User Testing: Task Script

I am a student at Sheridan College. For one of our courses, I am working on the development of a *COVID Combat!* mobile application.

I have developed a prototype which simulates some aspects of the final system. What you will see is not a working system. Only pages relevant to the tasks I will ask you to complete have been mocked up. In addition, some links and functionality will not work. In order evaluate the prototype and concept, I would like you to interact with the prototype and then give me your honest opinions. Any problems you find will help me improve the prototype.

The testing session will consist of two parts:

1. Completion of five tasks using the prototype, where you will be asked to verbalize your thoughts and opinions as you use the prototype
2. A brief interview to find out your opinions

I will run the session while taking notes. During the session, you are encouraged to ask questions but I may not be able to respond to them at that time. I will be able to answer all questions at the end of the session. The session should take about 20-30 minutes. You can end the testing at any point in the session if you feel uncomfortable.

Do you have any questions?

If you feel comfortable taking part in this testing session, please sign the consent form.

## **Tasks**

Using the prototype, you will be asked to perform five tasks. While you are performing the tasks, please try to say your thoughts **aloud**. If you become quiet, I may ask questions to find out what you are thinking or remind you to speak your thoughts aloud.

### **Task 1**

Navigate to The Home Page to View the General COVID -19 Statistics and Tips Available

On a scale of 1-5, how difficult was this task to complete? 1

### **Task 2**

From the Home Page, find the Detailed Guide Information on Hand Hygiene and Respiratory Etiquette

On a scale of 1-5, how difficult was this task to complete? 2

### **Task 3**

Find out where you can talk with volunteers for help. There is more than one way to get to this page.

On a scale of 1-5, how difficult was this task to complete? 2

### **Task 4**

Begin and have a conversation with a volunteer.

On a scale of 1-5, how difficult was this task to complete? 2

### **Task 5**

Find out where you can login or register in the application

On a scale of 1-5, how difficult was this task to complete? 1

## **Semi-structured Interview Questions (Post-test questions)**

Now I would like to ask you a few questions to find out what you think of the prototype. [The following questions should be asked in each session. Other questions may be improvised to solicit further information from the participant.]

1. What aspects of using prototype (application) were problematic or confusing?  
The icons were unclear in representing their meaning. Detail Descriptions or Tooltip for the icons would be good
2. Did you notice any features that you like?  
Large Enough Icons, Screen and Color is appealing
3. Did you notice any features that you dislike?  
None to mention
4. Which terms, labels or navigation elements are confusing or require clarification?  
None to mention. App is pretty clear.
5. Do you have any suggestions for improvement?  
Include Icons Descriptions or Detailed Options under in-app icons

## User Testing: Second Participant Profile

- Are you above or below 60 years of age?
  - Above 60 years
  - Below 60 years
- How familiar are you with the approved methods to protect yourself from the COVID -19 virus?
  - Thoroughly Familiar
  - Sort of Familiar
  - I know very little about this
  - I don't know anything about this
  - I prefer not to say
- How informed are you with the current statistics regarding COVID-19 in Canada?
  - Thoroughly Informed
  - Sort of Informed
  - I have heard very little about this
  - I haven't heard anything about this
  - I prefer not to say
- How informed are you with the current statistics regarding COVID-19 in Ontario?
  - Thoroughly Informed
  - Sort of Informed
  - I have heard very little about this
  - I haven't heard anything about this
  - I prefer not to say
- Many services are available to help citizens during the pandemic. If there was a mobile app that allowed you to do your part in helping fight the virus, would you recommend it to anyone?
  - Definitely
  - Possibly
  - Not Sure
  - Not Likely
  - No Way!

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I also give permission for images/video of me using the application to be used in presentations or publications as long as I am not personally identifiable in the images/video. I understand I may withdraw my permission at any time.

Name Ivan Gnana

Participant Number 2

Date April 9, 2021

Signature J. Gnana

Witness name BEATRICE GANASEKARAM

Witness signature B.R. Ganasekaram

## User Testing: Task Script

I am a student at Sheridan College. For one of our courses, I am working on the development of a *COVID Combat!* mobile application.

I have developed a prototype which simulates some aspects of the final system. What you will see is not a working system. Only pages relevant to the tasks I will ask you to complete have been mocked up. In addition, some links and functionality will not work. In order evaluate the prototype and concept, I would like you to interact with the prototype and then give me your honest opinions. Any problems you find will help me improve the prototype.

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2. A brief interview to find out your opinions

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Do you have any questions?

If you feel comfortable taking part in this testing session, please sign the consent form.

## **Tasks**

Using the prototype, you will be asked to perform five tasks. While you are performing the tasks, please try to say your thoughts **aloud**. If you become quiet, I may ask questions to find out what you are thinking or remind you to speak your thoughts aloud.

### **Task 1**

Navigate to The Home Page to View the General COVID -19 Statistics and Tips Available

On a scale of 1-5, how difficult was this task to complete? 1

### **Task 2**

From the Home Page, Find the Detailed Guide Information on Hand Hygiene and Respiratory Etiquette

On a scale of 1-5, how difficult was this task to complete? 3

### **Task 3**

Register and create a Volunteer Hero Account

On a scale of 1-5, how difficult was this task to complete? 1

### **Task 4**

After logging in, find out how to start a conversation with a Citizen in need. There is more than one way to get to this page.

On a scale of 1-5, how difficult was this task to complete? 2

### **Task 5**

Find your Account Profile Page and logout

On a scale of 1-5, how difficult was this task to complete? 1

## **Semi-structured Interview Questions (Post-test questions)**

Now I would like to ask you a few questions to find out what you think of the prototype. [The following questions should be asked in each session. Other questions may be improvised to solicit further information from the participant.]

1. What aspects of using prototype (application) were problematic or confusing?  
Getting used to icons
2. Did you notice any features that you like?  
Very clear and big Icons
3. Did you notice any features that you dislike?  
None to Mention
4. Which terms, labels or navigation elements are confusing or require clarification?  
None to Mention
5. Do you have any suggestions for improvement?  
It was Simple, Easy to use. None to Mention

### **Part 3: Usability Metrics Table Report**

**Participant 1:**

<b>Task Number</b>	<b>Time to Complete (Seconds)</b>	<b>Level of Difficulty</b>
<b>Task 1</b>	6	1
<b>Task 2</b>	7	2
<b>Task 3</b>	6	2
<b>Task 4</b>	62	2
<b>Task 5</b>	6	1

**Participant 2:**

<b>Task Number</b>	<b>Time to Complete (Seconds)</b>	<b>Level of Difficulty</b>
<b>Task 1</b>	25	1
<b>Task 2</b>	65	3
<b>Task 3</b>	43	1
<b>Task 4</b>	47	2
<b>Task 5</b>	12	1

**Participant 1 User Testing Video:**

<https://youtu.be/OvePcv5uaa0>

**UserTesting Particpant 2**

<https://youtu.be/3aEdUErsX2A>