Sugar Rush - User Acceptance Interview Script

Date:

Age:

Gender:

INTRODUCTORY SCRIPT

No need to follow this exactly if it makes things sound awkward/unnatural – change as you like! The main points to get across are what the game is, why we're interviewing them, and that none of their answers will be judged (i.e. it's not a test).

INTERVIEWER: Hi! Thanks very much for agreeing to take part.

So, some context – we are currently building an educational game in the form of a web application designed to raise awareness around sugar content in ordinary foods. We are now in the final stages of testing our web app and would like you to browse through it and share your experience. This interview will be split into three stages. First, I will ask you some background information, and then I will present you with a series of tasks to complete on the web app. Finally, we will give you 5-10 minutes to browse the site freely before asking a series of questions about your experience.

Just to make you aware – we would like to store some basic data about you, including your gender and age, in addition to the responses you give in this interview. This is for research purposes only, and we will not share it with anyone outside our project team except in anonymized format. Are you ok for us to do that?

USER: Yes/No

INTERVIEWER: Also, just so you know - there aren't any right or wrong answers – we want to make sure our application is useful and easy to use, so if at any point anything is confusing, please don't be afraid to share!

Do you have any questions before we start?

USER: [?]

INTERVIEWER: Ok, I'm going to start by asking you some general questions about yourself… is that ok?

Move to part 1 of the interview.

PART 1 – USER BACKGROUND

INTERVIEWER: Ok, moving on to…

1. Now, just a bit about games in general – do you enjoy playing online or mobile games?
    a. ***If yes*** – what type of games do you enjoy? Could you tell me why?
    b. ***If no*** – could you tell me why not? Have you ever played any online or mobile games, and what did you not enjoy about them?

> *Enter details of response here…*

2. How often do you play games?

3. When you play games, how long would you typically play them for?

4. What is your preferred platform for playing games (e.g. PlayStation, computer, phone etc.)? Why?

5. What would you say your favorite game is? Why?
   If the user is struggling, prompt them by asking them if there are any specific features of the game that they like.

6. Is there anything that frustrates you about any of the games you play? Anything that you would like to see done differently?

7. Are there any games that you have tried that you *didn't* enjoy? Why?

8. Besides fun, is there anything you like to get out of a game?

Move to part 2 of the interview.

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PART 2 – TEST CASES

INTERVIEWER: Ok, thank you – now we're going to move onto the second part of interview. At this stage, I'll be asking you to complete a series of small tasks on the web-page. This will help us measure the usability of our site and identify any bugs in the app. Please don't worry if you're not sure how to do something, as this indicates to us that we may need to make it clearer!

Then, open the application and go to the homepage. One at a time, read out the test procedures listed in the table below and note down the results of the user's actions. Compare these results with the expected results to determine whether the test case is a pass or fail.

Section	Test procedure	Expected result	Actual result	Pass/fail
Homepage/village page (pre-quiz)	Share the web-app on twitter	User clicks twitter icon. They are redirected to twitter login/share page.		
	Enter the site	User clicks 'start' button. They are redirected to village page and instruction modal appears.		
	Dismiss the instructions and bring them up again	User clicks 'close' on the modal and then clicks 'instructions' to bring it up again.		
Food quiz	Start the game	User clicks on 'Village 1' box and is redirected to food-quiz page. The meal-time is 'Breakfast' and they are presented with a list of 3 random meals.		
	Select the hobbit's first meal	User clicks on one of the three meals. The sugar level updates, and the meal is added to a list containing sugar content information		
	Move on to the next meal	The user clicks the 'Next Meal' button. The meal-time and food choices update.		
	Request help/further instructions	The user clicks the 'Help' button. A modal pop up giving further instructions.		
	Skip to the end of the game	User clicks 'next' button. They are redirected to game-over page. They do not win or lose.		
Game over page (post-quiz)	Share you results on Facebook	User clicks 'Share Results' button and a modal appears. They then click the 'Facebook' link and are redirected to Facebook share/login		
	View the nutritional information of the meals you selected	User clicks 'View Meal Summary' button and a modal appears. This contains nutritional info for the meals they chose.		
	Go back to the village page	User clicks 'Play Again' button and is redirected to the village page.		

INTERVIEWER: Great, that's the end of the tasks. I'm now going to ask you to browse the app freely for around five minutes. You can try and beat the game; you can view nutritional information – anything you'd like! After five minutes I'll stop you and ask a series of questions regarding your thoughts on the web app.

Five minutes passes.

Ok – I'm now going to ask you a few questions.

Testing the 1st key objective: 'produce a functioning quiz'

1. Were you able to complete a village fully? Did you have any difficulty doing this?

2. Did you attempt the same village more than once? If so, did you already know the answers from your previous attempts?

3. Did you encounter any errors when clicking buttons, loading pages etc.?

Testing the 2nd key objective: 'design a visually engaging and interactive interface'

1. What did you think of the colour scheme?

2. Do you believe the hobbit theme positively contributed to the web app?

3. Is there anything you would change about the quiz to make it more engaging/interactive?

Testing the 3rd key objective: 'display food sugar levels effectively'

1. Do you believe 'teaspoons' as a measurement is an effective way to visualise sugar content

2. Have you learned anything new regarding the sugar content of certain foods?

3. Is there anything you would change about the way sugar content is displayed?

Testing the 4th key objective: 'guide behaviour of the user'

1. Based on what you've learned from the quiz, will you be changing your dietary behaviour?

2. Would you recommend this game to friends/family?

INTERVIEWER: Ok, that's the end of the interview. Thank you very much for your help – do you have any questions or are there any final comments you'd like to make?