***Sugar Rush - User Acceptance Interview Script***

***Date:*** 22/05/2020

***Age:*** 27

***Gender:*** Female

***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 Ye

**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?
   1. ***If yes*** *–* what type of games do you enjoy? Could you tell me why?
   2. ***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?

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| Yes – I really enjoy both mobile and web games. For mobile, I like puzzle games during my down time; they’re a nice distraction and they give me a bit of headspace. For web games, I like to play ones with a social element – it’s been a great way to keep in touch with friends during lockdown. |

***If user answers yes, proceed with the following questions. Else, skip to next section.***

1. How often do you play games?

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| On my mobile, I play a bit every day. Online, I play once a week. |

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

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| Mobile – 10 minutes roughly. Online – about 2 hrs. |

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

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| I really like the computer or my x-box – games are better developed and more powerful on those platforms. |

1. 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.*

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| I love my Star Wars game on my x-box; the idea is that you become a jedi character, and run through the story as that character. It’s really fun, and I love that you can build the story as you go in quite a personal way – it doesn’t feel too scripted. I also love the Star Wars theme, because I’m a nerd! |

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

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| I would love to see games that adapt to your skill level and that feel personalized (with a little bit of AI magic!) – it’s annoying and frustrating to try and complete a level 1000 times when it’s too hard, and makes me just give up on the game. |

1. Are there any games that you have tried that you *didn’t* enjoy? Why?

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| I tried this game called “Amongst Us” during lockdown, which everyone was playing – it was basically a version of Pacman, but I didn’t like it as I found it really boring and repetitive. You basically just had to do the same thing each time. |

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

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| I like the social aspect of some games, and I also find it’s a great way to decompress/relax. |

***Move to part 2 of the interview.***

***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-app. 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.***

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| --- | --- | --- | --- | --- |
| **Section** | **Test Procedure** | **Expected Result** | **Actual Result** | **Pass/Fail** |
| **Homepage/village page (pre-quiz)** | *Share the webapp on twitter* | *User clicks twitter icon. They are redirected to twitter login/share page.* | As expected | **Pass** |
| *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* | As expected | **Pass** |
| *Dismiss the instructions and bring them up again* | *User clicks ‘close’ on the modal and then clicks ‘instructions’ to bring it up again.* | As expected | **Pass** |
| ***Food Quiz*** | *Start the game* | *User clicks on ‘Village 1’ box and is redirected to food-quiz page. The mealtime is ‘Breakfast’ and they are presented with a list of 3 random meals.* | As expected | **Pass** |
| *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* | As expected | **Pass** |
| *Move on to the next meal* | *The user clicks the ‘Next Meal’ button. The mealtime and food choices update.* | As expected | **Pass** |
| *Request help/further instructions* | *The user clicks the ‘Help’ button. A modal pop up giving further instructions* | As expected | **Pass** |
| *Complete the game* | *User keeps choosing food items until they complete the game.* | As expected | **Pass** |
| **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* | As expected | **Pass** |
| *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.* | As expected | **Pass** |
| *View the nutritional information of the meals you selected* | *User clicks ‘Play Again’ button and is redirected to the village page.* | As expected | **Pass** |

***PART 3 – FREE BROWSING***

**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?

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| Yes – I had no trouble, it was pretty common sense. |

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

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| Yes – to try and make different choices! I remembered some of the answers. |

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

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| No errors – it was a pretty smooth experience. |

**Testing the 2nd key objective: ‘design a visually engaging and interactive interface’**

1. What did you think of the colour scheme?

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| I liked it, but it wasn’t consistent all the way through – for example, some buttons were not following the scheme. |

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

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| I wouldn’t particularly associate hobbits with sugar consumption, but I liked it (maybe because I’m a geek!). It might not appeal to everyone though. I would say it particularly contributes to the game though, as it’s not worked through in a very strong way. |

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

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| Rather than picking one food, I think it would be more fun to try and pick a combination of foods – might make the game a bit more challenging. |

**Testing the 3rd key objective: ‘display food sugar levels effectively’**

1. Do you believe ‘ice cream’ as a measurement is an effective way to visualise sugar content?

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| I understood what they were, although the colours confused me a little – I didn’t know what they were meant to represent. I also didn’t immediately spot the difference between the orange and red colours, as the contrast wasn’t very high. |

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

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| Wholemeal bread surprised me! I wouldn’t have thought it had more sugar than white bread. |

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

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| I would have preferred sugar cubes instead of ice cream cones. I would have also liked a bit more interactivity when I made a choice – something to make it clear that I’d made the right choice for example. |

**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?

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| Yes – I think it’ll prompt me to read the labels on food a bit more! |

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

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| Yes – probably just for kids though. You could do an adult version with alcohol… |

**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?

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| You did a nice job, it’s a good interface. The only thing I didn’t like was the scrolling down on the game interface – that was a bit awkward. |