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

***Date:*** 19/05/2020

***Age:*** 29

***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

**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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| **Section skipped – repeat interviewee** |

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

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

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

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

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***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, it was very easy and quite self-explanatory |

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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| I attempted it twice, to try and do it right. I remembered the answers. |

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

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| No |

**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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| It’s nice – but the hobbits don’t match the colour scheme. Otherwise, it looked game appropriate and readable. |

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

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| It could have been worked into the game more strongly, as it wasn’t very apparent. |

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

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| There were some things I wanted to click on that weren’t actually clickable – for example, the hobbit (especially given the colour change on hover), the site logo, the sugar info in the quiz (which looks like a button). I also wanted to click outside the modal to close it, but that didn’t work.  I also don’t think the game had much replay value – it could get quite repetitive quite quickly, and it’s not mentally challenging.  Some of the food choices were overly simplistic or odd, like jam for dinner or eating just chicken at a meal. I would have liked to be able to “stack” items from a selection to try and create a low sugar meal.  Scrolling during gameplay is a bit odd – I would prefer not to.  I don’t really understand the final score, and what the number means.  The modal comes up every time you return to the village page – that could get annoying quite quickly.  Having a most recent score tacked on the houses in the village would be useful for keeping track of progress. |

**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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| It’s visually helpful, but doesn’t really fit in with the theme |

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

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| I was surprised by the bagel |

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

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| Communicating sugar in grams doesn’t really contextualise the quantity or why it’s bad. More introduction into why sugar is bad at the beginning of the game would help to set the scene and contextualise things. |

**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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| It’s mostly already stuff I know as I’m quite health/sugar conscious. |

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

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| I would recommend it as a one off thing, just for fun |

**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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| The hobbit on gameplay page should be more integrated  What about ways to offset your sugar intake? Exercise? |