

MentorFinder

Instruction Guide

Introduction

Dear Participant,

Thank you for your participation in this usability test. Your feedback will help us in making MentorFinder the best it can!

This test will be unmoderated, and so, the moderator will not be able to communicate with you during the test. Please complete the test to the best of your ability and remember to always **think aloud**.

Before you begin this test, please read the disclaimer below.

“By performing this test, you consent to have your video and audio recorded. The recording will be used for analysis purposes only and will not be shared with any third parties. Your information will remain confidential and recordings will be disposed of after analysis.”

Pre-test Setup

Before you begin the usability test, please make sure your test environment conforms to the below requirements.

- A working computer with mainstream Graphical User Interface based operating systems such as Windows, macOS, or Linux (non CLI flavors).
- Microsoft Teams to receive test instructions.
- Any screen recorder software such as OBS Studio.
- A working microphone and camera to record their audio and video during the test.
- An Internet connection.
- Any of the following supported browsers: Chrome (minimum v75), Firefox (minimum v78.3.1), or Safari (minimum v10).

Test Instructions

Below are the instructions to start your test.

1. Unzip MentorFinder.zip file to a local folder on your hard drive.
2. Start your screen, video, and audio recordings.
3. Open index.html file using a browser.
4. Follow the test scenarios outlined in the next section. **Important! On every task you start, please say “Task Started”, and say “Task Ended” on task completion.**
5. Once all test scenarios are complete, please visit the following URL to complete a post-interview survey: <https://forms.gle/BSaHsQ4Z3uYG6W1A8>

Test Scenarios

The task scenarios used for testing are described below.

Important! On every task you start, please say “Task Started” and “Task Ended” on task completion.

- Scenario 1 version 1: Use “Find a Mentor” form to search for a mentor for course COMPSCI 4HC3 at McMaster University – Do not use any of the search assistant options available.
- Scenario 1 version 2: Use “Find a Mentor” form to search for a mentor for course COMPSCI 4HC3 at McMaster University – use the search assistant options available.
- Scenario 2: Use “Browse Available Mentors” page to find mentors with rating 3 and up stars.
- Scenario 3: Use “Browse Available Mentors” page to find mentors with budget between \$30-\$50.
- Scenario 4: Use “Browse Available Mentors” page to find mentors using sorting.
- Scenario 5: Use “Browse Available Mentors” page to find mentors to search for mentor “Sal Yassi”.
- Scenario 6: Use “Browse Available Mentors” view a mentor’s profile and return back to the “Browse Available Mentors” page.
- Scenario 7: Use “Browse Available Mentors” to hire a mentor with ratings of 4 stars and above.
- Scenario 8: Leave a comment and rating to a mentor you hired using the mentor’s profile page.

Post-Test Interview

Once done with the test scenarios, please send me your video recording via Microsoft Teams. I will then have quick follow-up questions with you.