Study Protocol

Words to Say (Actions are marked in **bold**)	*Purpose/Information*
0. Introduction:	
Hello, my name is *<NAME>* and I will be your guide for this study.	*Introduction of the presenter*
You are here today because we'd like to test a feature of our newly developed calendar application. We'd like to see how you interact with different representations of our feature.	*Tell the user why they are here and what the goal of this session is*
The session will consist of the following four steps: 1. I'll ask you to fill out a short questionnaire about yourself, so that we get to know you better. 2. Then, you'll have some time to familiarize yourself with the application and I'll explain the task to you. Don't worry, you'll get time to practice the task before the actual test. 3. Next up, we'll perform the testing. I'll explain the procedure in detail before we start. 4. Afterwards, we're going to have a short talk about what happened during the test and what your experience was. Are you ready?	*Give an overview of the study session to the user*
1. Collecting Participant Data: **Participant Questionnaire: https://forms.gle/kH7ugRdbn9njAWXg6**	
Great, here is the questionnaire I mentioned, please take your time to fill it out. The data will be properly anonymized. **Hand the "Participant Questionnaire" to the user, let them fill it out:** ● **Already fill in the participant ID if possible** Thank you very much.	*Collecting **participant data***

2. User Preparation & Trial Run: **If the participant ID is even, start with variant A and end with variant B** **If the participant ID is odd, start with variant B and end with variant A.**	
Alright, we want to test two variations of our app. For this, I will give you a task and you'll complete it on both variants of our app. Here is your task. **Hand the "Task Sheet" to the user, give them time to skim it**	*Present the task to the user*
And this is the device you will be performing the task on, feel free to explore the app a bit. **Hand the device to the user, let them play with it for 30s:** ● **Make sure to hand out the correct variant** ● **Continue even before the time elapses If they become uncomfortable and don't know what to explore.** You're doing great. Now, please try to perform the task. As already mentioned, we're not measuring anything now, so you can relax. **User performs the task (trial run):** ● **Answer any questions they might have** ● **Feel free to help them out if they struggle, but take notes of what they struggle with.** Nicely done, let's switch to the second variant and do the task again: **User performs the task (trial run):** ● **Make sure you switched to the correct variant** ● **Answer any questions they might have** ● **Feel free to help them out if they struggle, but take notes of what they struggle with.** ● **Take away the device to switch the variant** ● **Reset the database** Do you have any questions? **Answer any questions they might have**	*Present the application to the user (let them decrease their fear of handling an unfamiliar device)* *Let them become familiar with the task/device (First Variant)* *Let them become familiar with the task/device (Second Variant)*

3. Actual run:
If the participant ID is even, start with variant A and end with variant B
If the participant ID is odd, start with variant B and end with variant A.
Group Calendar Questionnaire: https://forms.gle/VEDy2oq1w4EGb6Ba7

[1]: An error is when the user selects a wrong template. Tell them to navigate back and select the correct template. If they again select a wrong template, repeat the above.

Now, I'll explain the process of the actual test to you: ● You will start by performing the task you've just practiced on the first variant. I'll ask you to speak your mind while doing so, tell me what you are thinking while performing the task, for example, things you are struggling with. ● Then, you'll fill out a short questionnaire about the first variant. ● Afterwards, we'll repeat these two steps for the second variant Is everything clear to you? **Answer any questions they might have** Great, let's start. Please remember to think aloud:	*Explain the test process to the user*
Hand the device to the user, let them perform the task ● **Make sure you switched to the correct variant** ● **Try not to answer questions. Just give them vague hints like "Try to read the task again"** ● **Take notes on what they say aloud and other realizations.** ● **Count the number of errors[1] they are making** ● **Export the automatically collected performance data**	*Perform the test on the first variant (collecting **performance data** and **qualitative feedback**)*
Thank you. Now, please fill out this questionnaire. **Hand the "Group Calendar Questionnaire" to the user, let them fill it out:** ● **Already fill in the participant ID if possible** ● **Already fill in the variant if possible**	*Collect **subjective ratings** for the first variant*
Let's move to the second variant, please perform the task again. Remember to think aloud. **Hand the device to the user, let them perform the task** ● **Make sure you switched to the correct variant** ● **Try not to answer questions. Just give them vague hints like "Try to read the task again"** ● **Take notes on what they say aloud and other**	*Perform the test on the first variant (collecting **performance data** and **qualitative feedback**)*

realizations.
   ● **Count the number of errors[1] they are making**
   ● **Export the automatically collected performance data**
 	
Thank you. Now, please fill out this questionnaire, it's the last one, I promise.
 	
Hand the "Group Calendar Questionnaire" to the user, let them fill it out:
   ● **Already fill in the participant ID if possible**
   ● **Already fill in the variant if possible**
 	
Thank you, you did great!
	*Collect **subjective ratings** for the first variant*

4. Debriefing session: **Presenter Notes Questionnaire: https://forms.gle/MZ1j7S2RqJMJAqgs7**	

Let's do the talk I alluded to at the start.
 	
Interview the tester:
   ● **Start by letting the tester talk, they didn't get to write things down. Take notes.**
   ● **Ask about the things you wrote down (both during the trial and the actual run). Take notes.**
 	
This is everything from my side, thank you very much for your time and have a great day!
 	
Place all the metrics you collected in the "Presenter Notes Questionnaire"
	*Collect **qualitative feedback***