Usability Test Plan

At least 3 users are required for testing, i.e., you will need to carry out at least 3 separate test sessions, one with each user. More information on selecting appropriate users can be found in the "User Population" document.

All test sessions must be recorded (video). It is okay to not include the users' faces, but it is important to get footage of them performing the test tasks, including their speech, hand movements and screen interactions.

We recommend having 3 observers present to conduct the tests:

- one for setting up the equipment required for the prototype, and filming the tests;
- one for directly interacting with the user by reading out the test script, providing the user with appropriate documents at the right time, answering questions etc.;
- one for doing the wWizard of Oz tasks (explained below) and optionally filling out the data collection sheets while the users perform test tasks.

All information required for setting up the testing environment is provided in the "Prototype" section of the notebook.

You will begin a test session by thoroughly reading the "Observer Briefing", and "Test Script". These two documents tell you in detail, what your role is as the observer, all the steps you need to carry out during the tests, how to and how not to interact with the users, and general do's and don'ts. Additionally, read the note about Wizard of Oz tasks at the bottom of this document.

The only documents that need to be presented to the users are "User Briefing", "Pre-test Questionnaire", "Test Tasks List", "Post-test Questionnaire". The test script explains the order in which these are to be presented to the user. Make sure that you read through these documents and understand them before you present them to the users, so that you may be able to answer any questions they have or provide clarifications. Note that the users must **not** be shown the "Prototype Manual" at any point. That is reserved for the observers only.

Use the "Data Collection Sheet" to collect raw data. This may be done during the test sessions, or afterwards, using the recorded footage (but do not delay this step for too long, and try to do it while your memory is still fresh). More information on recording and handling the collected data is provided in the "Reporting Procedure" document.

Note about Wizard of Oz tasks: At this stage, we were unable to fully implement the voice recording and playback feature. However, this is an important step for one of the test tasks, so the Wizard of Oz technique must be used for this step. You must carefully follow the following instructions:

When a user is performing the first task, i.e. Send out a message (a Bottle), you must pay special attention. They will be prompted to record a message. When they click on the "Start Recording" button, start recording the user using a voice recorder app on your phone (or any other device of

your choice). When they click the "Stop Recording" button, stop recording on your phone as well. The user will then go to the next screen, where they will have the option to play their recording. If they press the play button, you must play the recording on your phone and allow them to hear it. If they try to pause the recording, you must pause the recording on your phone too. Also note that a user may decide that they are not satisfied with the recording, and attempt to redo it. In that case, you would follow the above-mentioned tasks again. We sincerely apologise for this extra hassle, as we were unable to implement this properly due to the limitations of Framer, and hope that this step goes smoothly for you. We recommend doing a practice run of the test with one of your fellow observers, and practice this step in particular.