

User Briefing

Thank you for agreeing to participate in our usability test. The product we will be testing is a prototype of a system called “Bottle”, which is an anonymous audio-based venting platform to help social-media users express their thoughts and feelings without the pressures of maintaining their appearance or image. The data collected from this test will determine whether our prototype complies with our usability goals and will influence the direction of our platform’s design.

The test will take around 20 minutes to complete and will be recorded. Before beginning the test, please fill out the pre-test questionnaire. During the test, you will be given a list of tasks to complete using the prototype. Please note that it is not you who is being tested but rather the usability of the system. That is to say, we expect you to be confused at times and make mistakes, or even be unable to complete a task or two! In that case, it would be our design that is flawed and not user-friendly, and not a failure on your part, so try to go through the test to the best of your ability and don’t be afraid to mess up. If something about the design does not seem right, feel free to express that.

Once the test begins, please try to perform the tasks you are given, and follow these guidelines:

1. Try to ask as little questions as possible (try to figure things out on your own!). However, we do encourage you to think out loud while you perform the test tasks, and express any thoughts or concerns you have about the tasks, e.g. “I am confused about how to return to the main menu from this screen.” or “I don’t understand what this button is supposed to do.”
2. When you are given the task list, you will notice that you are told “what” to do, not “how” to do it. The reason for that is we want you to try to figure out how to do a task, with as little help as possible. If you are absolutely unable to understand how to accomplish a certain task, and consequently are unable to proceed to the next task, ask the observer for help on how to finish the task you are stuck on.
3. If you need help, please explicitly ask the observer for guidance as they are instructed not to help unless asked.
4. While we understand that visual appeal is an important factor in any design, we ask at this stage you try to focus your attention more on the general feel and features of the prototype, rather than the aesthetics.

When the test is completed, please fill in the post-test questionnaire.

Thank you for your time.