A7

CSC318
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Equitech

Research Protocol
Project Title: Observations of Testers using our Web-app Equitech
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Purpose: The purpose of this study is to examine whether the prototype created is user friendly and to also measure the performance of the prototype in terms of how many tasks the user finishes successfully. We want to be able to identify potential flaws in our product and create the best possible solutions in order to improve those flaws.

Prototype explanation: The prototype named Equitech is a web application that allows users to register on to our platform, search and apply for volunteer opportunities according to their preferences, which are filled out at the time of registration. The platform provides a means of communication between the user and the non profit organizations through a messaging service.

Rules for the study: Users will be asked to complete a series of tasks on the prototype in order to test out all the features of the prototype. They will also be provided minimal help to complete a task in case any confusion occurs.

Process to be followed: We will make assessments on how efficiently a user completes a series of tasks. We will have the facilitator talking to the testers to try to get an insight or what is going through there mind, so we can get a clearer sense of what the problems might be. Participants will be evaluated on each task on a scale of Success, Partial Success and Failure.

Relationships: Our relationship to the participants can be described as follows: no relationship.

Risk and benefit: There will be minimal to no risk to the participants. We benefit by finding problems in our prototype through observing user reactions and comments during and after their use of Equitech.

Consent details: We will brief the participants about the purpose of the study, and explain the **attached consent form** to them, and ensure that they consent to participate and sign the consent form.

Information sought: The information to be sought is problems or issues with our prototype. Knowing the positives would also be helpful because we will know what should keep in the refined version of our prototype.

Confidentiality: All information collected during this study (including names and any personal data) will be kept confidential and not be used outside of this study. This information will only be used for the purpose of optimizing our prototype.

Compensation: There will be no compensation provided.

Contact: If participants have any further questions about the research study, they are free to contact them at their respective emails (listed above).

Consent Form: Prototype Testing

I hereby consent to participate in a research study conducted by Som Mathur, Justine Chen, Ismael Gharim, Robert Gardiner for an assignment in University of Toronto Computer Science 318, *Design of Interactive Computational Media*.

I agree to participate in this study the purpose of which is to assess the usability of the web application named Equitech.

The study conducted will consist of audio recording. Would you like to opt out?
<div align="center">Yes___   No___</div>

The study conducted will consist of screen capture. Would you like to opt out?
<div align="center">Yes___   No___</div>

I understand that
- **The procedures to be used are a series of tasks to be completed on the Equitech prototype .**
- **I will receive no compensation for my participation.**
- **I am free to withdraw before or any time during the study without the need to give any explanation.**
- **All materials and results will be kept confidential, and, in particular, that my name and any identifying or identified information will not be associated with the data. This information will be used for research only and not be distributed outside the scope of this study.**

PARTICIPANT

Name (please print): _____

Signature: _____

Date: _____

INVESTIGATOR(s)

Name: _____   **Signature: _____**

Name: _____   **Signature: _____**

Name: _____   **Signature: _____**

Name: _____   **Signature: _____**

3. Research Instruments (Usability testing)

Introduction-

Hi, we are students at the University of Toronto currently taking a course on the Design of interactive computational media. We are essentially looking to test out our prototype to see how well the prototype functions and hopefully get valuable feedback and results from this testing.

Please take a look out our homepage for five seconds.
- What was your first impression of our homepage?
- What do you think our application does?

The name of our application is Equitech and we are looking to help the public search for volunteering opportunities according to their preferences and also look to connect them with non profit organizations.

3.1. Pre study questionnaire to gather demographic data

The purpose of the pre study questionnaire demographic data is to make sure that the right participants are chosen to test the prototype.

The following are a list of pre study questionnaire questions-

1. What is your date of birth?
2. Do you have a basic understanding of using websites on the internet?
3. Are you on the lookout for volunteering opportunities?
4. What causes, if any, are you passionate about?

3.2. Test script

1. How would you Sign Up and get and account for Equitech
2. How would you Log In
3. You have now moved to Mississauga, how can you change your account to reflect that?
4. You would like your newsfeed to show you positions related to recreation. How can you change this?
5. You have just switched to a new email, how might you change this on your account?
6. Assuming you have been corresponding with organizations, please check your messages.
7. Organization search scenario - You are looking for a nearby nonprofit organization relating to the environment. How might you find an organization that fits that description? Once you have found the organization, how would you contact them?
8. Position search scenario - You have 5 hours of free time every week and are looking for nearby volunteer positions related to the environment. How might you find a position that fits that description? Once you have found the position, how would you apply for the position?

3.3. Observation and performance measurement

We will be taking a naturalistic observation method. The facilitator will have full control of the usability-testing and the observer will be taking down observations throughout the process. If there is any confusion, while the user is using the prototype, the observer will take note of which page the issue occurs on and why the user experienced confusion. The observer can also make notes of any questions that the user asks the facilitator about the functionality of the application. The observer should also remain unbiased so they do not affect the user's decisions and so as to not overwhelm the user using the prototype. The facilitator should be the only person giving instructions to the user.

Each Scenario/test given to the participants will go through Task Analysis and will be recorded as a fail, success or partial success. This will help us pinpoint where users go wrong and we will be able to tell if one specific section causes problems.

3.4. Post study interview/questionnaire

Post Interview

- Now that you're just coming off using our web-application, what is your first reaction to the prototype?

- Do you feel there are any issues that could deter an individuals experience?

- Would you use this application if you decided to volunteer?

- Is it clear how to proceed on all pages? Is the flow of the application easy to navigate?

- In the Sign Up process do you feel all the information is relevant?

- If you could make one change off the top of your head would you change anything?

1: Strongly Disagree**, 2:** Somewhat Disagree, **3:** Neutral, **4:** Somewhat Agree, **5:** Strongly Agree

Statements (Rate from 1-5)	1	2	3	4	5
I think I would like to use this system to find volunteer opportunities					
I found that the information asked about me during sign up was adequate and relevant					
I found the website easy to navigate					
I thought there was too much inconsistency in the website					
I felt confident using the website					
I found the website cumbersome to use					