

User Introduction

Thank you for participating in our usability testing. Your feedback will provide very valuable information on how to create a system that will be helpful to users.

In this session, you will be testing two prototypes centered around video calling. You will not need to bring any materials to the testing but you should block out about 1 hour in order to fully test the two designs. We would ask that you attempt to be prepared in the same way that you usually use your computer. For instance, if you are often accompanied by a family member or friend to help you troubleshoot problems, we would encourage you to have them present for the testing as well. In addition, we would like you to keep in mind the following suggestions when performing the usability tests:

- The goal of these tests is not to assess a final product but to find which parts of our system are useful and which could be improved upon.
- Feel free to ask questions at any time that you are having trouble. This is not meant to test how well you understand the system but how well the system is able to conform to your needs.
- If you feel anything doesn't work how you want, please say something about where you feel the system is not working as well as it could.
- Remember, there is no time limit to this test. If you don't understand something right away, don't feel pressure to move on because of time constraints.

We would also like to ask permission to film the test so that we can look back and assess how we may improve the system for future users. We promise to keep the videos private as we will only be using them as a reference for how successful various aspects of the system are.

Thank you so much for participating!