

Observer Briefing for SeniorityRules Usability Tests

Today's user testing experiment is for assessment of key designs of our video conferencing app for Seniors to facilitate emotional connection of digital platforms in the age of COVID19. As the observer, we have laid out some test materials for you to go through prior to and during the experiment. Please take a moment to familiarize yourself with the following information.

Setup Information

We have two prototypes for the experiment participants to assess.

1. Keeping it simple - In this model, we have kept our design to an absolute minimum.
2. User personalization - In this model, we have added more user personalization and integration.

Both prototypes are physical mock-ups of a digital device (smartphone and computer), constructed with cardboard and paper. Due to the restrictions of social distancing and physical separation imposed by COVID19, the prototypes are not physically in the same location as the individuals participating in this test. To handle this discrepancy, there will be two observers: one operating the prototypes (*Observer A*) and one in the room physically with the experiment participant (*Observer B*). Observer A will be operating the prototype over video conferencing to mimic the appearance of a 'digital' app that the participant can 'interact' with. Observer B will make sure the participant has been set up properly on the video conferencing app for the experiment, will dictate the tasks to the participant, and will communicate the participants actions to Observer A such that Observer A can manipulate the prototype as intended.

When Observing

Observer A will do as follows:

- Utilize the Zoom conferencing platform and record audio/visual of the experiment
- Eliminate distractions during experiment (turn off notifications, ringers, etc.)
- Hold questions until the end of the test
- Take structured notes as outlined by the *Data Collection Sheet*

Observer B will do as follows:

- Set up Zoom visuals and audio for participant
- Ask user to perform set of tasks
- Dictate to Observer A what actions to perform
- Sit out of site of the participants
- Be positive, friendly, and accommodating; laugh only if a participant intentionally tells a joke.
- Don't answer questions from the participant unless it is for technical advice when they are truly stuck. New information will influence the experiment.