Rationale: This section should contain a description of how the session will be structured, and the reasons for your choice.

Remote moderated usability testing will be used to evaluate usability of the prototype. Remote moderated usability testing will eliminate the need for a lab environment. Testing the prototype will need an evaluator to interact with the participants so that evaluator has control over the session and can make sure participants don't get stuck or off-track. One of the reasons for using remote moderated testing is that it is considered to provide comparable results to a traditional user test of the same application, it is less time consuming and it identifies fewer usability issues over remote unmoderated testing.

The test will be run by an evaluator with one participant at a time (20 participants in total). Each participant will spend between 15 – 20 minutes for the test session. Participants can do the test from home on a lap top or desktop computer.

To run the test, the following software are required.

1. Google Hangouts will be used as Two-way real-time online communication to connect the evaluator and the test participant. Google Hangouts is free, and it doesn't require participants to install new software on their machines.
2. Morae will be used for recording and logging user interactions. Using Morae recorder, evaluator can capture audio, video, on-screen activity, and keyboard/mouse activity during the test session.

Evaluator Instructions: This section should contain the instructions that evaluators should follow.

Before test sessions,

- Learn how to use Google Hangouts if evaluator doesn't have experience.
- Download trial version of Morae and gain experience using the software.
- Provide participants with the session time (what time to sign in), and preparations (prototype zip folder and how to use Google Hangouts)
- Prepare yourself. Spend time going through the tasks. Do a few practice runs so that you know your test materials well and test questions.
- Plan ahead how to solve an emergency situation. For example, how to restore or reset the test.

During test sessions;

- Introduce yourself and give basic structure of the section to the participants.
- Make sure that evaluator isn't talking too much throughout the test session.
- Suggest the participants to think aloud.
- Present a task, allow participants space to read and observe their actions.
- Listen to what participants say. Use phrases such as "Tell me more about that.", "Tell me what you are doing now?" if evaluator thinks he/she needs to speak.
- Do not suggest for doing anything in any specific way. Stay neutral.

- Do not explain design of the prototype or any special functionality to the participants because explaining such things will affect how the participants use the product.
- Do not argue with the participants even if they may be critical about the interface or design.
- Do not make any correction on the participants' actions. When they are misunderstanding something in the interface or going in an unintended direction, wait and see what happens.
- When participants ask questions, use the technique, "Answer questions with questions". For example, use phrases such as "What do you think you should do?", "How do you think you get back to the beginning?", etc.
- Let the participants work on their own speeds. Do not pressure them for going too fast or too slow.

Participants: This section should describe how participants will be recruited, the screening process and the recommended number of participants

The prototype is designed for Canada Health Service (CHS) to assist patients in their weight loss efforts. If the organization has a recruiter on staff, this person can provide recruiting individuals with appropriate training and mentoring for recruiting process. Majority of participants will be chosen from patients of CHS. If needed, another way to recruit prospective participants is to ask internal Employees. A usability talk can be arranged at employee meetings and names of the employees who are willing to participate in the test session can be gathered. Recruiting posters can be put up at the entrances. Recruiting will be easier if prospective participants trust you and you have been recommended by someone they trust. Internal employees and Patients of the CHS must know other prospective participants. They can be asked with a deal to refer their friends and coworkers. Participants can be chosen in other ways such as placing an ad in local newspaper and online services (www.craigslist.org, www.kijji.ca).

After recruitment planning is complete, a participant screening script and questionnaire is prepared and will be used by the individual contacting targeted users to recruit them as participants in the test session. The screen script and questionnaire document must include questions specific enough to help determine whether the respondent is a good candidate for the test. Screening questionnaire must include age, gender, weight, height, behaviours for weight gain, needs and obstacles for weight loss and motivation for weight loss. The screen script and questionnaire document must also provide all the requirements a participant will need in order to agree to be a participant and to attend to the scheduled test session on time. After making a list of targeted participants and figuring out the appropriate incentive to offer them, contacting prospective individuals will be done by phone or via email. While contacting targeted participants, they should be informed that participants need to have a laptop or desktop computer with reliable internet access to participate the test, they have experience using smart phone apps, the test session will be moderated remotely by an evaluator and it will last about 15 – 20 minutes, Google Hangouts will be used for two-way online conferencing, and the session will be video-recorded. While contacting the targeted participants, information such as name, age, gender, height, weight, how they've gained weight, reason for weight loss and health problems are summarized in a table which should reflect screening criteria. From the data collected during the contact session, a process for determining how many participants will be recruited and choosing the right participants is proceeded.

Twenty individuals will be recruited as test participants. Choosing the right participants for usability testing is essential. These participants should possess characteristics found in the protopersonas of the prototype project. Out of twenty test participants, ten must possess similar characteristics (behaviours, needs, obstacles, motivation) of the primary persona, five must possess similar characteristics of the secondary persona and five must possess similar characteristics of the supplemental persona. Selected participants will be offered an incentive of 30 CAD dollars for their time spent in the session. It is important to send a reminder email to the selected participants 2 days before the test session to confirm the session date and time.

Participant instructions. Participant instructions to be read out by evaluator

- Participants need to think aloud. “Describe your steps and what you are looking for. Please think aloud.”
- They need to give comments. “Please give honest opinions (good or bad) because your comments are very important.”
- They should stay neutral. “I am not here to judge you or test you. We are just testing the design prototype. Please stay neutral during the test session.”
- Participants should go with a normal pace to complete each task. “Please complete the tasks with your normal pace. Take your time. You don’t need to rush or go too slow.
- Participants need to be reminded that the session will be recorded. “We’ll be recording the session. The recorded session may be reviewed by our design & development team.”
- After recording has started, inform the participants that, “Please use mouse to describe items or part of the screen.”
- Ask the participants to get permission for recording the session. “Do you allow me to record the session?”

- Ask the participants if they have any questions. “Do you have any questions or concerns before we begin the test?”
-

Tasks. List of tasks to be completed by participants.

Texts inside parentheses aren’t expected to be read out to the test participants.

- Launch ‘fitterMe’ app.
- Do your initial steps as you see.
- Enter your information.
- Show me how to change any information you just saved.
- Let’s move to the next step.
- On step 2, go ahead to enter or choose appropriate fits.
- Do you have any questions or comments for this page? Let’s move on to the next step.
- We are now on step 3. Just a reminder, you won’t be able to upload a real photo here. There will be a default photo. Go through the page and do what you think you need to do.
- (Once on “Pages” page of all sections) Go to ‘Profile’ page.
- (On ‘Profile’ page) A reminder here is that a default profile photo will be uploaded. Browse through this page and validate your information.
- (When participants are trying to save location) Ask them to enter Canada, Ontario, Ottawa.
- (If user asked about ‘My daily exercise goal’) Where do you think you should go for this?
- (If user clicked on “Progress” (chart icon), let user find out if it is the right page.)

- (If user clicked the right icon "Pages" menu (3 bars)) Where do you think you should go to find out for 'Exercise goal'?
- Can you show me how to set a goal for exercise?
- Let's check other pages.
- Go to "Progress" page.
- (On "Progress" page) Assume that today is Sunday and it's been a week and your weight is now 1 pound less. What do you think you should do? (New weight should be saved and displayed correctly in "Profile" page. If participants asked, let them know that two charts are just default examples. Give them time to read the charts) How can you go back to view your previous week "Weekly Calorie Track" chart?
- Let's go to "Track Food & Exercises" page. (If asked, let user know that this page contains default data such as date and clicking on each button only displays default calorie amounts.)
- Here, how many different ways can you enter calorie amount for each meal?
- (Let user browse and find out "Exercise Tracker". If asked, let user know that clicking on "Go" only enters a default value (200).)
- Let's go to "Healthy Recipes" and explore yourself.
- Go to "Overcome Obstacles". Check each category.
- What should you do if you are craving for sugary snacks?
- What should you do when you feel like eating fast foods?
- What should you do if you feel like going out for a drink or have a dinner plan?
- What should you do if you are an emotional eater?
- What should you do when you are planning to a travel?

- Go to “Messages” page and explore. (Let user know default profile and default message if asked.)
- Go to “Community” page and explore. (Let user know that they are only default local and global forums, default forum posts and default users if asked.)
- Go to “Educate Myself”.
- Go to “My Goal”, “Motivation”, “Personal information” and find out about each page.
- Do you have any questions about the interface? Please give honest comments.

Data collection and analysis. A description of the data to be collected, and how it will be analyzed.

Evaluator can take notes during the test session or visit the recordings and take notes afterwards. Note particular points where the participants were confused or couldn’t get the tasks done. Note participants’ comments about the interface. Note verbal cues and facial expressions.

Data can be analyzed by the following method.

- Go through the notes and look for more significant findings and issues.
- When it comes to analyzing results, speed is very important.
- Use Google spreadsheets or excel to categorize the notes into positive comments, negative comments, issues, and observations by the participants.
- Find the number of how many participants acted certain ways, and how many times the issue was encountered. Look for patterns.

- Affinity diagram can be used to bring some order to the chaos. Different coloured cards can be used to label the findings. For example, use orange for usability issues, green for comments, grey for significant findings, etc.
- Concentrate on serious findings. Summarize the main points.
- Make screen shots and video clips to demonstrate those findings and issues.
- Use movie editor (e.g. movie maker) to make videos clips as required.

1995 words

(Section headers excluded)

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