

Briefing

Wat. Way too early for this
Let's figure out your
app early just

We are conducting a study to find out what people think about this. We will not record or publish any information with your name. This is for a course we're taking in Human-Computer Interaction from Prof. Sprague in the College of Computer and Information Science. Your participation is voluntary and you can stop anytime and ask that your data not be used. It should take about 20 minutes. Can you help us out with this?

Thank you! We're working on a product for a website called Swap Pal that lets Northeastern Students and Faculty to swap items. The purpose of today's session is for you to help us figure out how to make this interface more user-friendly before we finish developing it.

We'll give you some tasks that we think are representative of what people might do in real life. Such as swapping your item for something else, rating a swap, searching for an item, etc. Keep in mind that we're testing the interface--**we're not testing you**—so if you run into any problems it's not your fault and it means that there's something we need to change.

We only implemented the front-end UI for now, so the post you create will not be stored or displayed, only the predefined static pages will be shown.

Three Tasks:

Scenario 1 - Creating a Post

You are Anna. You need an airbed and you are willing to swap your blender for the airbed. Your task is to use a new website "Swap Pal" to achieve this goal. The credentials to login as Anna is given to you as follow:

email: anna@husky.neu.edu
password: annahusky

Scenario 2 – Searching & Contact

You are Ed. You urgently need a blender. You have an airbed. Your task is to obtain a blender using a new website 'Swap Pal' to achieve this goal, without creating a post. Please first use the link provided to you earlier to go back to the login page and login as Edward. The credential is given to you as follow:

email: ed@husky.neu.edu
password: edwardhusky

OK but make sure
the ideal stuff
is
not
obvious. The
interesting thing is
the search space.
If you make it obvious,
I will say your evaluation is
terrible (warning)

* Big message: Do NOT give a simple task. Find out how users really find a swap.

Well established how to do this.

P7a was Scenario 3 - Take down a post and review

You're Anna. You are happy with the airbed you got, now take down your post. Again, please go back to the login page first and Login as Anna with the same credential
not seeing the forest for all
email: anna@husky.neu.edu
password: annahusky

the fees Study Types:

There we go

We are doing a combination of Formative User Testing and Qualitative Evaluations.

I want the idea Who we are going to test:

People own NEU email account, including student, professor, alumni and etc.

first. Metric :

- Completion rate of finding a match for swap.
- Check if the user creates a post when he or she does not find a match for swap.
- Time spent to understand our system and complete the transaction.

Keep up the good work Users will be measured by the above mentioned metrics.

Qualitative Evaluations

Questionnaire (Interview questions):

1. What is your overall impression to Swap Pal?
2. What is your impression of the search capability?
3. Do you feel this site is current? Why?
4. What did you like best about the site?
5. What did you like least about the site?
6. Is there anything that you feel is missing on this site?
7. If you were to describe this site to a colleague in a sentence or two, what would you say?
8. Do you have any other final comments or questions?

It's for your approach, not the plan details.

Quality of match too

interesting. Again, it needs to be non-obvious data I want you to test your system, not necessarily to sell me how awesome your

system is. They use realistic tasks and really test things.