Iter2.06 Lab Design

*<G1T7>*

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# Goals and Data

1. Users should be able to complete tasks without guidance from a test facilitator.
   1. (**qualitative**, **observation**) critical incidents
   2. (**qualitative**, **observation**) think-aloud data
2. Users should find the application useful to obtain more information on the CCA
   1. (**quantitative**, **question**) “How useful do you think the SmooBoard application is for finding more information?” (scale of 1 to 10) (target: average 7 or higher)
   2. (**qualitative**, **question**) explanation of rating to previous question
3. Users should find it easy to navigate through the app and obtain more information.
   1. (**quantitative**, **observation**) total navigation/discovery errors (target: average 3 or fewer)
   2. (**qualitative**, **observation**) navigation/discovery error descriptions
4. Users should be able to complete tasks within the time frame given
   1. (**quantitative**, **observation**) time taken to complete the tasks (will specify in each task below)
5. Users should find features in the application useful
   1. (**qualitative, observation)** participant comments
6. Users should find design of the application pleasing
   1. (**quantitative**, **question**) “How pleasing do you find the design of the SmooBoard application to be?” (scale of 1 to 10) (target: average 7 or higher).
   2. (**qualitative**, **question**)
      * explanation of rating to previous question
      * What did you like/dislike about the UI?

# Recruiting

<Describe the participants you will recruit and how you will recruit them.>

As the aim of our application is to help SMU students to make their campus life more vibrant. Most undergraduates in SMU tend to be in the age group of 18-25, we are going to focus on this age group. Hence, we would be recruiting heavily from our circle of friends in SMU, before expanding our search to second and third-degree connections. As a way to test this SMOOBOARD against current means, they need to use social media platforms and the school email system to find information about the school at least once every 2 to 3 days.

# Environment

As we will be recruiting from our circle of friends, and most of them are in SMU, we will be using a group study room (GSR) in SMU to conduct our study. The GSR is where they will spend their free time in realistically, and we will model it as such, without any need for simulation.

# **Tasks**

# CCA searching and Inquiry

Task 1 A: Navigate the application by using the search / filter function

Task 1 B: Navigate through the application and find the Eye Investment Page without using the search / filter function

Task 2: Explore the page to find more about page and upcoming events offered by Eye Investment

Task 3: Sign up to be a member of Eye Investment

Task 4: Send Eye Investment an inquiry message

Task 5: Add an Eye Investment Research Meeting to Calendar from Eye Investment page

Task 6: Navigate to your Calendar (Assuming successfully registered as Eye Investment Member)

Task 7: Schedule a project meeting with your Eye Investment Group Members

# Script

Hello, my name is *(You Xing)* and welcome to team G2T7’s application testing. On behalf of the team, I would like to thank you for taking time out to help us complete this test. Please allow me to introduce my teammates and their roles in this test session:

This is *(Matthew and Hong Ji)*, and he is in-charge of recording any observations made, as well as your comments throughout this session with Hong Ji as his assistant.

This is *(Charmaine)*, and she will be taking note of the number of clicks and errors you may plausibly run into during the course of this study.

This is *(Vedant)*, and he is in-charge of videography of this session.

This is *(Yi Bing)*, and she is providing technical support for the application.

Last but not least, I am the facilitator for this test session.

**Administrative Instructions:**

Before we let you commence testing, there are a couple of important information that you should be aware of.

Firstly, we will need you to fill up the following consent form. This test session will only continue after you have completed this consent form.

***<Give out the form to participant and let the participant complete the consent form and collect it>***

Secondly, as per the consent form, there will be a questionnaire for you to fill up at any time during the test. This questionnaire is for us to consolidate feedback on our application.

Thirdly, please bear in mind this is a test on our application and is no way intended to test your abilities. If anytime during the testing, you feel uncomfortable or choose not to complete the testing, you are free to discontinue testing and leave the room.

Lastly, as per the consent form, there will be a video taken of you during the test. The video is strictly for our own archiving and transcribing purpose. Your face will not be filmed to maintain your anonymity.

Rest assured that your identity will be kept confidential throughout the entire test session. All data collected during this study will be tagged to a unique number. Your personal information, beyond the feedback given to us, will not be logged nor divulged to anyone.

Up to this point, do you have any questions or concerns before I move on to brief you on the conduct of this testing session?

**Introduction to Application**

Let me first give you an introduction to the application you are testing. The application is called SmooBoard and is being currently developed by the 6 of us for a module called Interaction Design Prototype.

This application is designed for mobile phones, with the purpose of helping users enhance their campus life. We hope to do this by providing information on the latest events outside of school curriculum hours. Previously, users have to scour all over from social medias to messaging app to excessive emails and lastly to Ontrac ll to find out the latest news; we aim to be a one stop solution for users to explore new happening, join it, and share them with others.

Through this testing session, we hope to be able to obtain your feedback for us to improve our application.

**Test Procedure Briefing**

For this test, you will be given a series of tasks to complete, along which, you will have to answer specific questions about each task.

***<Give out the task list and writing materials to participant.>***

There are a total of <x> tasks to complete, and the entire procedure should take approximately 30 minutes according to our estimation. You can take as long as you need to complete all the tasks. Please do not restrain yourself to 30 minutes as it is just a rough benchmark.

While you are executing the tasks, please voice out your thought process, as it will be immensely useful for us to know what and how our users think as they are interacting with our application. As mentioned earlier, you will be filmed during the course of this testing. Rest assured that we are not going to circulate this video, and the video will only be used to transcribe your exact comments.

The exact tasks are stated in the task sheet given out to you; and they will be conducted on this mobile phone, a Samsung S10.

***<Give out the mobile phone to participant.>***

Any point during the testing, if you have any questions, feel free to ask me. As of now, do you have any questions up to this point?

**At the end of the testing**

***<Give out the post test questionnaire and writing materials to participant.>***

***<After participant completes and submits the questionnaire and study tasks>***

Once again, thank you for taking time off your busy schedule to help us with our testing.