Usability Testing protocol

Roles

- **\<Name\>** will be the facilitator
- **\<Other name\>** and **\<other name\>** will be the observers

Participants

Target population: University students

Age: 18 – 27 years
Expertise with news and social media terminologies: good
Expertise with the web: basic
Expertise with the mobile applications: basic
Usage of smartphone: yes

Equipment

A Smartphone with stable internet connection
Phone Camera
Microphone

Requirements

Set up the React environment, back-end environment of the application,
Set up initial interests when starting the application (it doesn't have empty home page)
Reset the filters about events
Set up some liked events
Set up database connection to perform data saving in a persistent way

Artifacts

Informed consent form
Pre-test questionnaire
Post-test questionnaire (SUS)

Tasks

#	Text of the task	Success criteria	Methodology
T1	Quick look at the application	-	-
T2	Navigate the home page and browse for an event	The application displays all the detailed information about the chosen event	Thinking aloud
T3	Apply filters to the events	The application shows filtered events on the home page	Thinking aloud
T4	Reset the interests of the platform	The application changes the events based on the new selected interests	Cooperative Evaluation

Metrics

Subjective Measures ()
Success Rate
Critical Errors

Script

Hi,**<Participant name>**. I am **<Facilitator name>** and today we are here to test the application that we have implemented, as a part of our project regarding university students residing abroad. Disclaimer, we're testing the platform and your interaction with it, not you!

Before starting the session, please, fill out this document for giving us permission to use your recordings for our studies.

PRE-TEST Questionnaire:

OK. Before we look at anything, I'd like to ask you just a few quick questions:

- **What's your occupation?**
- **Since when you live in France?**
- **What are somethings that you like to do in a community?**
- **How frequently do you use applications to find events that you're interested in?**

Now that we have collected some initial information from you, do you have any inquiries, questions or concerns that you would like to know before starting the test process of the application?

Set up the application and open it on the home page.

[START the recording!]

T1 Quick look at the application.

Now you can see the home page of our application. You will have 30 seconds to look on the different pages of our application. At this stage you are not allowed to click or scroll on anything other than the three buttons of the bottom bar (Home, Filters, Settings).

Participant looks at the page for 30 seconds.

OK, stop looking!

What's your first impression of this application? (What application is it?) What/ who do you think it is for?

Describe the options you see? What do you think they are for? In the home there is an event and the search bar, there is the type of the event and the price , there is the heart and the "view more the" location and the date.

THINKING ALOUD

For the rest of the tasks, you will need to think aloud – you must tell me what you are thinking! It will feel strange, but this is very important, OK?

**I'm now going to show you what I mean by 'thinking aloud'. for this example.
Here we go:**

I'm clicking button X, I would like to enter section B.

T2 Navigate the home page and browse an event.

Now, please select the home page. Carefully, navigate through it: your objective is to search for an event that you like. Please remember to explain everything you're doing or you're thinking about. Please start.

T3 Apply filters to the events.

Moving on, go to the filter section, you will find diverse filters that you can apply on your events. Your next objective is to apply some of these filters and visualize the results. Please remember to explain everything out loud.

T4 Reset the interests of the platform.

Next up, we're going to perform a new selection of the interests that you would like.
For this task I will guide you step by step and take your feedback after each one.
First, please open the settings page.

Can you please describe what you see on this page?

What is, in your opinion, the option you need to click on, to proceed to the next step?

What do you see?

Now, please select the categories that you would like to see for the events.

Proceed to the next page.
Now select your specific interests related to the previous categories that you've chosen.

Can you please describe what do you see on the page?

Now please look at the homepage, has it changed? How?

POST-TEST Questionnaire (SUS)

Thank you for your great performance testing our application, now we will go through 10 general statements that will help us understand your objective opinion regarding our application. We would like to kindly propose to be blatantly sincere with your answer, in this way we can get the most accurate feedback from you!

Please note that the answers range from 1 to 5 with *1* meaning I strongly disagree and *5* meaning I strongly agree.

1. **I think that I would like to use this system frequently.**
2. **I found the system unnecessarily complex.**
3. **I thought the system was easy to use.**
4. **I think that I would need the support of a technical person to be able to use this system.**
5. **I found the various functions in this system were well integrated.**
6. **I thought there was too much inconsistency in this system.**
7. **I would imagine that most people would learn to use this system very quickly.**
8. **I found the system very cumbersome to use.**
9. **I felt very confident using the system.**
10. **I needed to learn a lot of things before I could get going with this system.**

Do you have some suggestions to improve the application?