

Pretest Checklist

- Clear cookies
- Have the board ready
- Screenshot the board
- Remove login saved memory
- Print task instructions, one per page
- Print this Test Script
- Start screen recording

Posttest Checklist

- Stop recording, save audio and video to backup drive
- File informed consent form
- File logging sheet

Introduction to demo

Moderator (with a big smile!): Thanks for coming in today! We are graduate students in school of information at UM and we're working on a research project about improving RetroQuest. Getting your frank feedback is a really important part of that.

The goal for today's session is to test RetroQuest mobile version and the new layout in desktop. I'm here to learn from you so I'll ask a lot of questions, **but I'm not testing you**. There are no right or wrong answers.

I'll start this session by asking some background questions. Then I'll show you some things we're working on, and ask you to do some tasks. As you work on the tasks, please **think aloud**. This means that you should try to give a running commentary on what you're doing as you work through the tasks. Tell me what you're trying to do and how you think you can do it. If you get confused or don't understand something, please tell me. If you see things you like, tell me that too. I want to emphasize that, **you won't hurt anyone's feelings by telling me what you think**. Frank, candid feedback is the most helpful. When you're done with each task, simply say "I'm done."

If you do get stuck, **I'm going to try not to answer your questions** or tell you what to do. I'm just trying to see what you would do if you were using it on your own. But don't worry--**I'll help you if you get completely stuck**.

Can we record the video so that we can check your facial expression later?

Do you have any questions before we begin?

Consent Form

Present Consent form, summarize it, and obtain signature.

Pre-test Questionnaire

Take the online questionnaire on google form.

https://docs.google.com/forms/d/e/1FAIpQLSd4IUaUIB5v12DCyFTUECMvuNHakxL1f-cho268ITOTVGR3Hg/viewform?usp=sf_link

Task Instructions

Print tasks and present them, one at a time. Read each task aloud and give the printed sheet to the participant.

Debrief

1. Review parts of the test where the user struggled: What difficulties did you have on ____? I noticed you struggled with____, can you tell me what happened? You paused here, tell me more about that.
2. Which parts of RetroQuest are most/least important to you?
3. Changes: If you had 3 wishes to make this better for you, what would they be? Why?

Post-test Questionnaire

Take the online questionnaire on google form.

Conclusion

This has been incredibly helpful. Today, you mentioned...[Moderator: Try to briefly summarize some key parts of the discussion or issues.] Your input is really valuable for me and the team as we think about the next steps for these ideas. We really appreciate your support.

Mobile

Task 1

You are in the meeting room and going to start the RQ meeting. You want to have the RetroQuest board ready before the meeting officially starts. What do you do?

Boardname: Unicorn

Password: Unicorn2019

Task 2

Now that you've logged in the board, you have two very clear thoughts about the past week that you would like to discuss in the retro:

1. Imagine a new member just joined the team! His name is Bob. You view this very positively, because you have been requesting extra headcount for a long time. Add a thought to make the announcement that a new member is joining and his name is Bob.
2. You couldn't finish the action item from last week. You view this very negatively. Add a thought to let everyone knows about this.

Task 3

You have a long list of cards on the board now with varying priority. You have a short retro today, so you NEED to address the most important cards first. Make changes to the board so that the team will visually notice and address the most important cards first.

Task 4

While you are in the meeting, you learn that the name of the new member is actually Sam instead of Bob, and you want the board to reflect that. Make the necessary changes to the board.

Task 5

During the meeting, there is some discussion about the new teammate, Sam. Someone needs to organize a welcome lunch. The team determines that Jeanie organizes the best lunches, and Jeanie commits to doing that. Make changes to the board to reflect her commitment.

Task 6

While you are going through the thoughts, you notice that an old member of your team (who rotated out of it) accidentally logged into this board and posted cards that do not belong. He is now on the accounting team and posted a card about tax filing deadlines. Remove that card from the board.

Task 7

You have finished the meeting. All cards have been reviewed. All action items have been created and assigned. Take steps to formally end this RetroQuest session.

Desktop

Task 8

Now that you have ended the meeting, imagine that you are back to your office and have access to your computer. You are curious about past retros.

- You want to take another look at the thoughts on the board you just closed. Find and open it.
- You want to see what the archived board with the most thoughts looked like. Find and open it.