



Politecnico
di Torino

COMMUNIPREP

Usability Testing Protocols

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HUMAN COMPUTER INTERACTION

2024-2025

PROF. LUIGI DE RUSSIS

TOMMASO CALÒ



Roles

The work is split in two groups of two team members, conducting 3 sessions each.

For each session, one team member acts as the Facilitator while the other acts as the Observer.

Participants

Target population: University Students preparing for Job Interviews

Age: 22 – 30 years old

Expertise with interview skills: Basic to Intermediate

Expertise with technical topics: None

Expertise with PC Usage: Regular users

Equipment

- PC with a webcam, microphone, and speakers
- Camera
- Screen recording software
- Pens and blank paper sheets

Requirements

- A “fake” User Profile
- A suitable “fake” past history

Artifacts

[Printed List of Tasks](#) (including SEQ questionnaires)

[SUS Questionnaire](#)

[Consent form](#)



Tasks

#	Text of the task	Success criteria	Methodology	Task metrics	Errors
1	You recently received a job offer for a Software Engineer position, and you want to be prepared. Try to do an Interview Simulation and answer the first question.	User starts the Interview Simulation with the “Software Engineer” job role and reaches the second question.	Think-aloud	Critical errors rate: (absolute)	Minor issue: - User starts Simulation but with wrong job role. Major issue: - User can't start Simulation - User can't reach second question
2	While answering the second question, you appear nervous as you frequently touch your hair and use filler words. Monitor the feedback provided and refine your response with better words and more confident language. You can use this words: FILLER WORDS Probably Basically Stuff Like BETTER WORDS Achieved Resolved Managed Learned Supported	User receives appropriate feedback for his/her both verbal and non verbal answers.	Cooperative	SEQ scale (1-7)	–



3	Try to complete the interview and see your final results.	User complete the Interview Simulation and lands to Feedback Page	None	Success rate: 100% - no issue 70% - non-critical issue 30% - critical issue 0% failure	Minor issue: - User completes interview but without landing on Feedback Page (Saves answer through Pause menu then goes to Home) Major issue: - User leaves interview without saving last question
4	You want to try another simulation with more than 4 questions and with a more advanced level. Find a way to customize your Interview.	User finds personalization settings and changes the default value for the number of questions and level of difficulty.	Think-aloud	Success rate: - 100%: no issues - 70%: 1 minor issue - 60%: 2 minor issues - 40%: 1 major issues - 30%: 2 major issue - 0%: failure	Minor issue: - User finds personalization but doesn't change <u>number of questions</u> - User finds personalization but doesn't change <u>difficulty</u> Major issue: - User doesn't find personalizations - User finds and change personalizations but <u>doesn't start the interview</u>
5	During the interview session, you realize your PC battery is low and you may not be able to finish all the questions. Try to find a way to not lose your progress, before leaving.	User successfully saves progress and exits from the simulation.	None	Task success (Yes/No)	



6	You left an interview without answering all the questions. Find that interview and complete it from where you left off.	The user finds the in-progress interview and completes it.	Cooperative	Task success (Yes / No)	
7	Check the results from one of your previous interviews	User successfully accesses the feedback session from My Interview Page.	None	Time on Task	
8	You recently had a real job interview and you want to share your experience with other people. Find out a way to provide one of the questions to the system.	User successfully adds a new question to the system	Think aloud	Task success (Yes / No)	
9	You found out one of the questions that you added before has some grammatical errors and you want to update it.	User successfully updates the question with a different text	Cooperative	Task success (Yes / No)	

Metrics

SUS score

Task success (Yes / No)

Success rate (0-100%)

Critical errors (absolute number)

Debriefing: asking about particular behaviors, things that were done differently, what can be improved, what it's ok etc.

Script

<Restore default version of the application>

Hi, <name of the participant> _____ .

I am [name of the facilitator] > _____, and with me is

[name of observer] > _____.

We are here to test our application, which is designed to help university students improve their communication skills for job interviews. Many students struggle to express their qualifications effectively, even when they have strong skills. Our framework provides real-time feedback using a simple structure, guidance on your answers and tips on body language.

First of all, we are not testing you; we are testing the application. you are helping us evaluate it. If something goes wrong, it's not your fault—it simply means we need to improve the design of our prototype.

This application is part of a project for the Human-Computer Interaction course. It is designed to simulate a job interview via video call, where you can interact with a Human Resources expert.

The test will consist of 9 tasks. I will give you a sheet with the tasks written down, but I will also read them aloud. After I read each task, you can start performing it. In some cases, I may ask you to think out loud so we can better understand the reasoning behind your actions. In other cases, I may step in to help you complete the task.

After some tasks, and at the end of the test, there will be a few questions to answer. We ask you to be honest with both positive and negative feedback. Your feedback is essential for improving the application.

Before we start, please fill out this form to give us permission to record this session. The recording will only be used by our team for review purposes. This helps to reduce the need for us to take notes during the session.

<handling the consent form and pen>

Before we look at the app, I'd like to ask you just a few quick questions.

I'd like to know,

- Do you have any prior experience in job interviews?
- How old are you?



<Open the laptop with browser tab minimized>

<START the recording>

Before receiving the tasks, you will have some minutes to interact and explore the app on your own and get familiar with it.

Tell me when you are ready.

<Provide the User with the list of tasks>

These are the tasks for our session. You can start.

T1

You recently received a job offer for a Software Engineer position, and you want to be prepared. Try to do an Interview Simulation and answer the first question.

Please, think loudly about everything that comes to your mind.

- ☐ User starts the Interview Simulation and reaches the second question.

Minor issue:

- ☐ User starts Simulation but with the wrong job role.

Major issue:

- ☐ User can't start Simulation
- ☐ User can't reach second question

NOTES: _____

T2

While answering the second question, you appear nervous as you frequently touch your hair and use filler words. Monitor the feedback provided and refine your response with better words and more confident language.

After that, complete the questionnaire below on your paper sheet.

You can ask for our help now, if you need.

NOTES: _____



T3

Try to complete the interview and see your final results.

- ☐ User complete the Interview Simulation and lands to Feedback Page

Minor issue:

- ☐ User completes interview but without landing on Feedback Page (Saves answer through Pause menu then goes to Home)

Major issue:

- ☐ User leaves interview without saving last question

NOTES: _____

T4

You want to try another simulation with more than 4 questions and with a more advanced level. Find a way to customize your Interview.

Please, think loudly about everything that comes to your mind.

- ☐ User finds personalization settings and changes the default value for the number of questions and level of difficulty.

Non-critical errors:

- ☐ User finds personalization but doesn't change number of questions
- ☐ User finds personalization but doesn't change difficulty

Critical errors:

- ☐ User finds and change personalizations but doesn't start the interview
- ☐ User doesn't find personalizations

NOTES: _____

<Take notes about which errors the user make (if any)>



T5

During the interview session, you realize your PC battery is low and you may not be able to finish all the questions. Try to find a way to not lose your progress, before leaving.

- ☐ User successfully saves progress and exits from the simulation.

NOTES: _____

<Take notes about if the user prefers to go to Feedback Page or back to the Home Page>

T6

You left an interview without answering all the questions. Find that interview and complete it from where you left off.

You can ask for our help now, if you need.

- ☐ The user finds the in-progress interview and completes it.

NOTES: _____

T7

Check the results from one of your previous interviews

<start chronometer>

<stop chronometer when the user successfully accesses the feedback session from My Interview Page>

NOTES: _____



T8

You recently had a real job interview and you want to share your experience with other people. Find out a way to provide one of the questions to the system.

Please, think loudly about everything that comes to your mind.

- ☐ User successfully adds a new question to the system

NOTES: _____

T9

You found out one of the questions that you added before has some grammatical errors and you want to update it.

You can ask for our help now, if you need.

- ☐ User successfully updates the question with a different text

NOTES: _____

<Task session finished>

Perfect. Now, I ask you to compile just the last questionnaire,

<Handling the SUS questionnaire>

Well, if you want you can give us some suggestions:

<debriefing>

Asking about particular behaviors, things that were done differently, what can be improved, what it's good etc. Observers and note-takers can ask general and specific questions, to better understand some pathways or comments

Perfect, the session is finished, thank you!

<Stop the recording>