

## Common Ground App User Testing Script

- Introductions & thank-you for participating
- Brief explanation
  - App description
    - The app is designed to help you connect with people nearby
    - It works using a list of interests you select
    - It only shows nearby people with common interests
      - Gives first name, photo, common interests
    - It works along with facebook
    - The profile is already filled out: you are "Darrel"
  - Testing Interface, NOT YOU.
  - You might have problems--they are NOT YOUR FAULT.
  - "In fact it is great if you find problems, because it will help us. Don't feel bad; it will be the interface that is at fault."
- Get consent and explain how the data will be used
  - Can we take a video of the screen as you do things?
    - Probably the best way to document
    - Only used for class, and only indirectly (transcribed)
- Explain think aloud protocol
  - Give an example
- Do a simple practice task
  - PRACTICE TASK: Go to the Help section
- Begin the test
  - Make sure the prototype runs smoothly, or that you can simulate smooth operation
    - Start on the Home (off) tab
  - Remember your key behaviors of courtesy, assurance, and encouragement -
  - Remind to think aloud -
  - Have participants complete tasks
    - TASK 1: Add "Dancing" to your list of interests
      - Pretty straightforward
    - TASK 2: Look at the people nearby
      - Requires them to turn the app On first
    - TASK 3: Notify "Margie" that you are looking for her
      - Can they find the Notify button?
  - Allow them to stray/run into issues! For a while...
  - Try not to answer the user's questions...turn the question around
- Debrief
  - Tell the participant more details about the usability test and what you were trying to learn
  - Answer their questions
  - Potentially go back to problem spots / tasks that were problematic
  - Thank them

## Testing Notes

- On/Off switch is a problem
  - Confusing as far as what it controls
  - User confused about when they need to turn it on
  - Maybe call it something else? maybe Visibility?
  - Or give it a short description?
- Make the block icon red
  - Possibly change the icon
- Notify icon is confusing
  - Does not convey sense of communication
  - Maybe just a arrow pointing right?

## Changes:

- Changed the on/off switch label to 'Status:'
  - With ONLINE / OFFLINE after it
  - And a short explanation underneath
- Changed the 'Notify' button icon from an eye to an icon of two people shaking hands
- Changed the 'Block' button icon from a circle/slash to an red X