

Assignment 5 - High-Fidelity Prototype Usability Test

Team SUSA of the Humans meet AI theme

ITALIFY App

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Introduction

This report presents the usability test of Italify, a mobile app designed to facilitate Italian language learning through short videos, practice questions, evaluations, and AI-driven interactive feedback. The testing aimed to assess the app's usability, effectiveness in language teaching, and overall user experience.

Equipment

A laptop
Internet connection
Camera
Screen recording software installed on the laptop
A browser
Pens

Requirements

The apk of the app should be installed on the smartphone.

Artifacts

Informed consent form
Pre-test questionnaire for getting background info
Post-test questionnaire (SUS)

The Test Protocol

1. THE INSTRUCTIONS

"Hi, we are Italify team. And we are going to be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a mobile app (Italify) that we're working on so we can see whether it works as intended. The session should take about an hour.

The first thing I want to make clear right away is that we're testing the app, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the app, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us."

"Also, please don't worry that you're going to hurt our feelings. We're doing this to improve it, so we need to hear your honest reactions."

"If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the app, and it won't be seen by anyone except the people working on this project. And it helps me because I don't have to take as many notes.

If you would, I will ask you to sign a simple permission form for us. It just says that we have your permission to record you and that the recording will only be seen by the people working on the project."

"Do you have any questions so far?"

2. THE FIRST SCREEN TOUR

Now, before you start doing anything, just look at the first screen and tell me what you make of it: what strikes you about it, what you think you can do with it, and what it's for. Just look around and do a little narrative.

You can scroll if you want, but please don't "click" (or tap) on anything yet.

3. TASK SCENARIOS

"We're going to conduct a series of tasks without utilizing search functionality to evaluate Italify's effectiveness in facilitating Italian language learning through real-life scenarios. These tasks aim to gauge how intuitive and engaging the app is for users at different learning stages. Your feedback is vital in assessing Italify's usability and its ability to immerse users in Italian culture. As you complete each task, please vocalize your thought process, including any obstacles you encounter along the way."

Task 1: Find your interesting topic

Use Italify to learn some Italian vocabulary in a topic of your interest.

Success Criteria: User should scroll the homepage to find a topic, taps on it to go to lesson page. then open any available video and watch it.

Task 2: How to get stars

Imagine you want to study materials on a topic that is currently locked. Try to understand what you should do to unlock it and do them.

Success Criteria: first user should tap on any locked topic and read the number of required stars to unlock it. then he should do any practice of any videos to earn stars by answering questions correctly, and after earning enough stars, he can choose the previously locked lesson.

Task 3: Leave the app while you are answering questions

Imagine you're in the middle of answering questions, and due to some emergency, you have to stop answering questions, but you don't want to lose your progress and want to continue from where you left next time you use the app. Find out the way to do so

Success Criteria: the user can evoke save functionality by pressing any button on the page or pressing back button.

Task 4: Evaluations

After completing your practice, you want to know which questions you answered wrong, read the provided feedback, and think again about other options to that question.

Success Criteria: the user shall understand his mistakes and their reason from the AI feedback, but also more importantly when he closes the modal he should notice the green tick or red cross along each question which appeared after finishing the practice.

Task 5: Interactive Feedback with AI

Imagine after reading AI feedback and rethinking other options, you still have doubts or any issues and you don't understand correct answers or you come up with new questions, try to get help from the bot.

Success Criteria: the user should press chat with AI button in report modal, or if the modal is closed, first press see report button to report modal be appeared again.

Task 6:

On any page you are currently at, directly go to the homepage, and select a topic in which you previously did some of its practice. This time try to watch or do the practices of a video that you haven't previously done

Success Criteria: from any page except homepage, the user should find the home button on the right top corner and go to homepage. then select any lesson, and in lesson page he should notice the icon which indicate which practices he already finished.

4. Conclusion of Scenario Tasks

"Thank you for completing the scenario tasks. Thanks, that was very helpful. If you'll excuse me for a minute, I'm just going to see if the people on the team have any follow-up questions they'd like me to ask you."

"Do you have any questions for me, now that we're done?"



Informed Consent Form

Thank you for participating in our usability research.

As part of the Looking application testing, we would like to inform you that your session will be recorded. The purpose of recording your session is to enable Looking members who are unable to attend today to observe your session and benefit from your valuable feedback. We kindly request your consent to proceed with the recording.

Your feedback will be instrumental in guiding the development and improvement of the Looking application, and your contribution to this process is greatly appreciated. Please be assured that all recorded sessions will be treated with the utmost confidentiality and will only be accessible to authorized personnel.

Thank you for your participation and cooperation in this endeavor.

Please read the statement below and sign where indicated.

I have freely volunteered to participate in this experiment.

I have been informed in advance what my task(s) will be and what procedures will be followed.

I have been allowed to ask questions and have answered my questions satisfactorily.

I know I have the right to withdraw consent and discontinue participation at any time.

My signature below may be taken as an affirmation of all the above statements; it was given before I participated in this study.

I understand that my usability test session will be recorded.

I grant the Looking team permission to use this recording for internal use only, to improve the designs being tested.

Sign:

Name and Surname:



Shiril Jamshidi

Post-Test Questions (SUS)

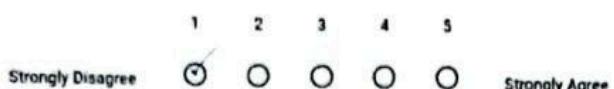
Name: *Sohail*

Surname: *Jamshidi*

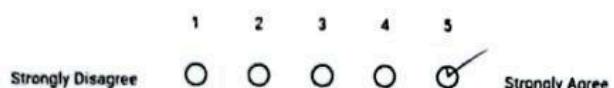
1. I think that I would like to use this system frequently.



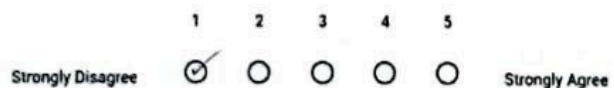
2. I found the system unnecessarily complex.



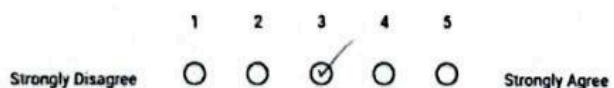
3. I thought the system was easy to use.



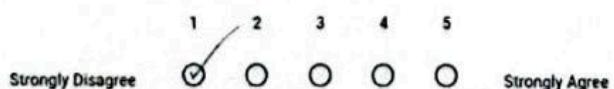
4. I think that I would need the support of a technical person to be able to use this system.



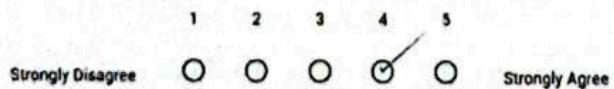
5. I found the various functions in this system were well integrated.



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.

1	2	3	4	5
Strongly Disagree	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				Strongly Agree

9. I felt very confident using the system.

1	2	3	4	5
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
				Strongly Agree

10. I needed to learn a lot of things before I could get going with this system.

1	2	3	4	5
Strongly Disagree	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				Strongly Agree

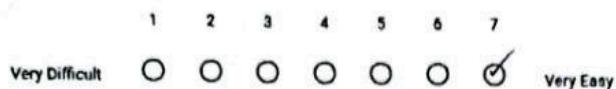
Post-Task Questions (SEQ)

Name: Soyxil

Surname: *Jarishidi*

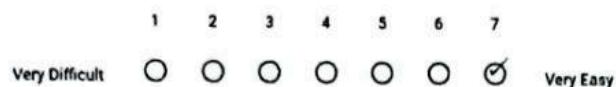
Task 1:

Overall, how difficult, or easy was the task to complete?



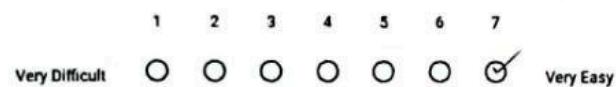
Task 2:

Overall, how difficult, or easy was the task to complete?



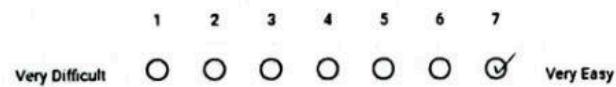
Task 3:

Overall, how difficult, or easy was the task to complete?



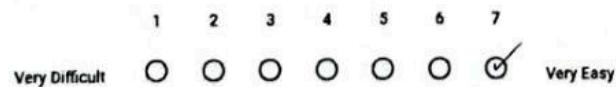
Task 4:

Overall, how difficult, or easy was the task to complete?



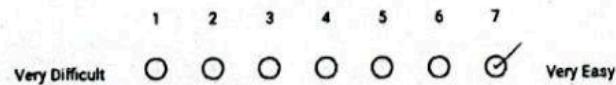
Task 5:

Overall, how difficult, or easy was the task to complete?



Task 6:

Overall, how difficult, or easy was the task to complete?



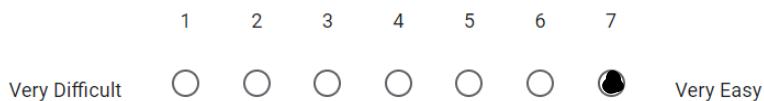
Post-Task Questions (SEQ)

Name: Tugce

Surname: CALISIR

Task 1:

Overall, how difficult, or easy was the task to complete?



Task 2:

Overall, how difficult, or easy was the task to complete?



Task 3:

Overall, how difficult, or easy was the task to complete?



Task 4:

Overall, how difficult, or easy was the task to complete?



Task 5:

Overall, how difficult, or easy was the task to complete?



Task 6:

Overall, how difficult, or easy was the task to complete?

