

## Round 1 (paper prototypes)

- *Think Aloud protocol*
- *Observations*
- *Structured interview*

### Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol

### Observations

User goal/ task	Interface part/ location	Physical behaviour

## Structured Interview questions

### Content

- Is there anything there that was not useful to you?
- Is there anything you need that is not there?

### Layout

- Was the layout clear?
- Was everything set out as you'd like?
- Is there any parts of the layout you would want to change? What?
- Is there any other features you would like?

### Usability

- Do you understand how it works?
- Would this be useful for you?
- Would you use it?
- Is there anything you don't understand? What? Why?

### Potential iteration feedback

1. Incentive to create a scenario
  - a. You have to submit one in order to view and learn
  - b. Being able to see comments and views on your scenario

### Questions

- What do you think of that?
- Would that improve it or make it worse?
- Would that make you more or less likely to use it or the same?

## Round 2 (paper prototypes i2)

- *Think Aloud protocol*
- *Observations*
- *Semi-structured interview*
- *Usability testing*
- *Heuristic evaluations*

### Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol

### Observations

User goal/ task	Interface part/ location	Physical behaviour

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## Semi-structured Interview questions

Content

Layout

Usability

Create page

View page

Feedback/suggestions

## Usability testing

(1-5 scale) - strongly disagree - strongly agree

1. I think that I would like to use this system frequently.
  - 3, I don't often come to situations where I feel uncomfortable often that's probably will be why I just won't need to use it often
2. I found the system unnecessarily complex.
  - 1, i think it was pretty simple to use and straightforward
3. I thought the system was easy to use.
  - 5, i think it was pretty simple to use
4. I think that I would need the support of a technical person to be able to use this system.
  - 1, I think it's pretty self-explanatory, like buttons and accent colors guided me
5. I found the various functions in this system were well integrated.
  - 5, I think it what I'd expect. Options for people and objects on the side are easy to see and move around
6. I thought there was too much inconsistency in this system.
  - 1, it was pretty consistent except maybe the button clicking and image clicking? so 2
7. I would imagine that most people would learn to use this system very quickly.
  - 5, it wasn't complicated simple buttons simple words you don't have to think twice just follow the instincts - buttons and text

8. I found the system very cumbersome to use.
  - 1, it wasn't heavy or overwhelming and the narrative was consecutive everything made sense
9. I felt very confident using the system.
  - 3, I was a bit confused with some things but because you haven't created an actual website yet so things were missing and you guys were also guiding me
  - Was a bit awkward cause you were watching me ticking the answers and stuff
10. I needed to learn a lot of things before I could get going with the system
  - 1, I don't think you really need to know much besides your own personal experiences and just how to control a mouse

## Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	Match system to the real world			
	Consistency and standards			
	Visibility of system status and feedback			
	Error prevention			
	User sense of control and freedom			
	Aesthetic/ minimal design			

	Recognition not recall			
	Help users with errors and recovery			
	Flexibility/ efficiency of use			
	Help and documentation			

## Round 3 (wireframes)

- *Think Aloud protocol*
- *Observations*
- *Semi-structured interview*
- *Usability testing*
- *Heuristic evaluations*
- *Usability tasks*

### Order:

1. Before questions
2. Usability tasks (think aloud)
3. Explore the website (think aloud)
4. Interview questions
5. Usability scale

## Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
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## Observations

User goal/ task	Interface part/ location	Physical behaviour

## Before Questions

*BEFORE THEY CLICK ON THE INTERACTIONS ASK WHAT THEY EXPECT TO SEE*

1. What would you expect to be able to do with this system?
  - a. Have no idea, no clue I want to be surprised
2. How would you expect it to look?
  - a. Simple and easuy to understand not lots of test

## Semi-structured Interview questions

Were you confused at any point while using the system? When? Why?

Do you feel as though this system is designed for you? Why?

What would make you want to use this system frequently?

How likely or unlikely would you be to recommend the finished system to a friend?

How would you describe this system to a friend using your own words?

What would be the first thing you'd want to do on this system?

If you had a magic wand, what would you change about the system?

Does anything seem out of place or unnecessary?

How do you feel when using the prototype?

Are any features missing? What?

How does the system measure up to your expectations?

How likely or unlikely would you be to use this system once it's finished?

## **Usability scale**

Participant number \_\_\_\_

(1-5 scale) - strongly disagree - 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 the system

## **Heuristic evaluation**



Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
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	Help users with errors and recovery			
	Flexibility/ efficiency of use			
	Help and documentation			

## Usability tasks

Task	Success 0 = Not completed 1 = Completed with difficulty or help 2 = Easily completed	Time to complete	Number of errors	Notes/ observations
#1 Sign up				
#2 View a scenario				
#3 Find a scenario that occured in Newtown				
#4 Change my password				
#5 Navigate back to the home page				
#6 Create a scenario				
#7 Search for a scenario with the tag "alcohol"				
#8 Save a scenario				
#9 View learning outcome status				
#10 Resume creating an unfinished scenario				

## Round 4 (high fi)

- *Think Aloud protocol*
- *Observations*
- *Heuristic evaluations*
- *UEQ (User Experience Questionnaire)*

### Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol

### Observations

User goal/ task	Interface part/ location	Physical behaviour

## Heuristic evaluation

Usability issue	Heuristics that are violated	Explain how the specific issue violates with the heuristics	Impact on user and task	Suggest interface design improvement
	Match system to the real world			
	Consistency and standards			
	Visibility of system status and feedback			
	Error prevention			
	User sense of control and freedom			
	Aesthetic/ minimal design			
	Recognition not recall			
	Help users with errors and recovery			
	Flexibility/ efficiency of use			
	Help and documentation			

# User Experience Questionnaire

Please assess the product now by ticking one circle per line.

	1	2	3	4	5	6	7		
annoying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	enjoyable	1
not understandable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	understandable	2
creative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	dull	3
easy to learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	difficult to learn	4
valuable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	inferior	5
boring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	exciting	6
not interesting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	interesting	7
unpredictable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	predictable	8
fast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	slow	9
inventive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	conventional	10
obstructive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	supportive	11
good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	bad	12
complicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	easy	13
unlikable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	pleasing	14
usual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	leading edge	15
unpleasant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	pleasant	16
secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	not secure	17
motivating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	demotivating	18
meets expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	does not meet expectations	19
inefficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	efficient	20
clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	confusing	21
impractical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	practical	22
organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	cluttered	23
attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unattractive	24
friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unfriendly	25
conservative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	innovative	26