

# Usability Test: Book Club App

Thank you for agreeing to participate in this usability study of a new phone-based program.

Please read and sign the consent form.

[upon completion]

I will open a web page in a web browser on this computer. The web page simulates a program on a smart phone screen--iPhone, Android, it doesn't matter. The important thing to remember is that you should use the touch screen whenever possible, as if it were a phone, and avoid keyboard use.

The application is being tested--you are not. Any insights you can provide will be welcome. The application is not 100% programmed, so the things we ask you to do are "scripted"--that is, we'll ask you to do something specific, and it might be that only that part of the program is functional.

For each task, I will name the task and describe what you should try to accomplish. When I say "Begin," the timer will start. To help us understand what your thought processes are, we ask that you talk out loud what you are thinking. If something is easy, or hard, or neat, or confusing, let us know. If you get stuck, we will give you a minute to try to figure it out on your own, then we may step in and provide guidance. You can also access the built-in help by using the button with that label. After the task is complete, you will be asked some questions about your experience or thoughts.

Do you have any questions?

## Task 1: Launch and log into the app

You will be testing the BookClub app for a smart phone. This application lets you join others in reading the same book. Your first task is to open the app and log into it. Your username is "bob" and your password is "bob." Any questions?

**Begin.** TIME TO COMPLETE\_\_\_\_\_ ERRORS\_\_\_\_\_

Was there anything confusing or difficult about this task?\_\_\_\_\_

On a scale from 1-5, 1=easy and 5=impossible, how would you rate the difficulty of this task? \_\_\_\_

## Task 2: Select a book club, then select a book within that club to read.

Your second task is to select a book club from the main screen, then select a book to read from that club. Your book club you should select is "Mystery," and the book you should select is "B is for Boring." Any questions?

**Begin.** TIME TO COMPLETE\_\_\_\_\_ ERRORS\_\_\_\_\_

Was there anything confusing or difficult about this task?\_\_\_\_\_

On a scale from 1-5, 1=easy and 5=impossible, how would you rate the difficulty of this task? \_\_\_\_

### Task 3: Create a book club.

[return to main screen]

Your third task is to create a new book club, which includes sending e-mail invitations to participants. The book club you should create is "**Hobbies**," and invite two people to it using their e-mail addresses: **bob@sawyerhome.net** and **bo@sawyerhome.net**. Any questions?

**Begin.** TIME TO COMPLETE\_\_\_\_\_ ERRORS\_\_\_\_\_

Was there anything confusing or difficult about this task? \_\_\_\_\_

On a scale from 1-5, 1=easy and 5=impossible, how would you rate the difficulty of this task? \_\_\_\_

### Task 4: Add a book to a club

[return to main screen]

Your fourth task is to add a book to a club. The book club you should add a book to is "**Mystery**." The book title is "**Test**." The ISBN-10 # is **1234567890**. Any questions?

**Begin.** TIME TO COMPLETE\_\_\_\_\_ ERRORS\_\_\_\_\_

Was there anything confusing or difficult about this task? \_\_\_\_\_

On a scale from 1-5, 1=easy and 5=impossible, how would you rate the difficulty of this task? \_\_\_\_

### Task 5: When opening a book club, visually determine approximately how much of a book has been read.

[return to main screen]

Your fifth task is to quickly check on your reading progress for a book by looking at its bar graph on the book club screen. The book club you should look at is "**Mystery**," and the book you should check the status of is "**C Is for Complicated**." Announce when you feel you know how much of the book has been read. Any questions?

**Begin.** TIME TO COMPLETE\_\_\_\_\_ ERRORS\_\_\_\_\_

How much of that book do you guess has been read? (use percentages or fractions, not page count)\_\_\_\_

Was there anything confusing or difficult about this task? \_\_\_\_\_

On a scale from 1-5, 1=easy and 5=impossible, how would you rate the difficulty of this task? \_\_\_\_

**Task 6: When opening a book club, visually determine approximately how much of a book has been read.**

[Load the "5" version]

Your sixth task is to quickly check on your reading progress for a book by looking at its bar graph on the book club screen. This is testing a design different than the previous. The book club you should look at is "**Mystery**," and the book you should check the status of is "**C Is for Complicated**." Announce when you feel you know how much of the book has been read. Any questions?

**Begin.** TIME TO COMPLETE\_\_\_\_\_ ERRORS\_\_\_\_\_

How much of that book do you guess has been read? (use percentages or fractions, not page count)\_\_\_\_

Was there anything confusing or difficult about this task?\_\_\_\_\_

On a scale from 1-5, 1=easier, 3=same, and 5=more difficult, how would you rate the difficulty of this task *as compared to Task 5*? \_\_\_\_