

User Session ID #:

(Identify all participants with # in findings for anonymity)

DRINKING WATER APP

User Testing Protocol

CS5760 – Graduate Human-Computer Interaction

Confidential

Keep participant identifying information for consent form and response study only
Do not disclose contents without creating reports/presentations using anonymized data
Consent form contains sensitive information regarding participant
Never allow stakeholders to request information by name of tester!

Briana Bettin – Team 2

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Intro Script

Hi there! My name is Briana Bettin, and I am a graduate student in Dr.Pastel's Human-Computer Interaction class. The students present here are undergraduate students from the same class, and will be observing the test today. This user testing is being conducted to find ways to improve the current design and functionality of a Drinking Water Testing application.

Please remember that this test is for the component, not you. If something is difficult to use for you, chances are that other users will find it difficult as well, and that feedback is what we are hoping to gather.

If you feel uncomfortable, you are able to stop at any time during this study.

It is beneficial if you speak all thoughts you are having regarding the application aloud as we go through the tasks, as this will aid in the understanding of why you have made certain choices. Any questions you have will be answered at the end of the study, and this study should take about [x] minutes.

Before we begin, I will need you to sign this consent form. Your information will be kept secure and when results are presented, your data will be anonymized. Any published results of this study will be compiled alongside other participants, and any specific references to a participant will be anonymized. Your privacy is our priority.

Please be aware that the screen movements, selections, and input from this test may be recorded, as well as the audio. This is only to ensure that our notes and assumptions are correct and to help us review any data we may miss. Your personal information will be anonymized relative to this data, and your likeness will not be captured on camera in any way.

Do you have any questions? Then let's get started!

Demographic Questionnaire:

Before beginning the study, I have a few questions I would like to ask about your background in order to help us better analyze our data. You may feel free to skip or not answer any of these questions.

1. How many years have you used a smart phone?
2. Please indicate your level of interest in testing this application:
1 – Strongly Interested 2 – Interested 3 – Neutral 4 – Not Interested 5 – Strongly Not Interested

3. Participant Age:
4. Participant Gender:
5. Have you ever surveyed a site or inspected equipment before, such as a car, a geographic location, a welding rig, a computer, etc.? If so, what have you inspected?
6. Do you have any difficulties with viewing colors, contrast, or content size on a smart phone or computer screen that you are aware of?

Tasks & Scenarios:

Thank you so much! Now, let's get to testing the application.

I am going to present you with several scenarios. Please imagine that you are in these scenarios and how you might use this application within those scenarios. If you are confused about a scenario, please feel free to ask for clarification – however, this is a test of the component, so I will not be able to clarify steps you “should” take or what functions of the application do. Please voice your thoughts if the application is not aligning with your expectation in this way!

Task: Fill in general information

Scenario: You are a water system inspector on your annual call to a plant in Waukesha county. The DNR plant's ID number is 1 and it is a Water Treatment system. You decide to fill in these crucial details on the form before beginning the inspection, so you don't forget later.

Task: No Issues in Element #1

Scenario: You begin your inspection of source issues, checking and double checking all the casings, ventilation, grout, and so on in plant. You determine nothing appears to be out of order, and decide to note your findings before moving on to the next inspection section.

Task: Find an Issue, Element #2

Scenario: You move to inspect the pumps, and notice some leakage occurring around the pipelines. Realizing this could be a problem, you make sure to take note of it on your evaluation form.

Task: Fill in another with text, Element #3

Scenario: As you move on to checking the storage tanks, you notice an array of electrical wires near the tank, precariously close to an area where they may come into contact with water. This setup seems a major issue for the safe design of the storage area, and you want to ensure it is brought to someone's attention.

Task: Choose N/A, Element #4

Scenario: You move to check the treatment system, but realize this particular plant feeds into a larger plant with the filtration system housed there. As such, there is nothing to check here.

Task: Choose multiple issues, Element #5

Scenario: You begin your final checks on the cross connections for the distribution system, and notice some plumbing lines that go nowhere. You also notice the distribution piping appears to be leaking.

Task: Add a corrective action(s)

Scenario: As you are finishing your evaluation of the plant, you recall several of the issues you noticed, including leaking pipes, unsafe electric wiring, and lines leading to nowhere. You want to make a note of steps this facility must take in order to be up to code, so that your suggestions appear in their evaluation and progress can be tracked for next year.

Task: Finalize Document

Scenario: You place the last finishing touches and your evaluation, and feel as though it is ready for completion. You decide to move on to the next step and take a look at your completed form.

Task: (If errors) Correct Errors

Scenario: You are alerted that something seems amiss in your completion of the form. You decide to investigate and attempt to correct whatever has gone wrong so that you can finalize your inspection form.

Task: Review & Print Form (PDF)

Scenario: You arrive at the preview of your completed form before it is printed. You decide to look it over one last time before you call the work done. After your perusal, you realize you left your portable printer back at the office! You decide to print the document to a PDF for now, so that you can save the work you've done to print out later.

Final Thoughts Questionnaire:

Thank you very much for all the valuable feedback you provided regarding those tasks! Watching you use the system and the thoughts you shared are going to assist us greatly in ensuring this application has the best design possible.

Are there any questions at this point that I can answer for you? Otherwise, I have a few closing questions about your experience with this testing today.

1. Please indicate how well you felt this application was able to perform in the scenario and tasks you were given.
1 – Strongly Performed 2 – Performed 3 – Neutral 4 – Underperformed 5 – Strongly Underperformed
2. Please indicate how much you enjoyed using the application
1 – Very much 2 – A little bit 3 – Neutral 4 – Not very much 5 – Not at all
3. Please indicate whether you would use this application again (assuming this was your job)
1 – Strongly would use 2 – Would use 3 – Neutral 4 – Would not use 5 – Strongly would not use
4. Which task or scenario was most confusing to you? Why?
5. Which task or scenario was most intuitive to you? Why?
6. (If errors) Did the error messages you received help you understand what was wrong?
7. Do you have any suggestions for what you might like to see improved or added?

8. Did you feel this application's text was easy to read and understand?
If not, what recommendations do you have for improving readability?

9. Based on your experience here, how easy do you feel this application would be to use on a smartphone in an outdoor environment? Do you see any potential issues with selection, visibility, etc.?

10. How did you feel about this study? Is there any way I could make this more enjoyable or easy to understand, or anything you wish might have been conducted differently?

Outro:

That completes all the questions I had for you regarding the system and study! Are there any closing questions you have for me? Anything regarding the tasks or scenarios that I could not answer before that you would like to discuss?

Thank you very much for your time and your feedback today. Being able to observe you work through these tasks and hear your feedback and recommendations has been incredibly valuable to our design process.

I hope you have a great day, and if you have questions at a later point, please do not hesitate to contact myself or Dr.Pastel. Thank you again!

