Hi _____, thanks for agreeing to participate. My name is Brooke and I will walk you through today's session. As a reminder, I am working to improve the usability of this premortem app.

I'd like to begin by thanking you for making time to do this testing with me. I know how busy everyone is right now with end of the semester craziness. Your feedback is valuable and will help us determine if our app functions as intended. Just to confirm, we'd like keep this session to around an hour. Does that still work for you?

If you need a break or to stop at any time, please let me know. During this session, I will start by asking you a few questions. Afterwards, I will ask you to share your screen and accomplish a few tasks using the website we're evaluating. Does this sound okay to you? Great, and just to reiterate, your participation in this testing is completely voluntary and you are able to end testing at any time and for any reason.

Please be aware that there are no wrong answers. In fact, this is probably the one place today where you don't have to worry about making mistakes! ==As you go about using the app, I will ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help. TBD== *(Not sure if I will have them think aloud...it might be hard given their tasks)*

We are doing this to improve the application, so we need to hear your honest reactions, so do not worry about the responses you will be providing.

If you have any questions as we go along, just ask. I may not be able to answer them right away, since we are 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.

Do you have any questions for me now?

Before we look at the app, I'd like to hear a little bit about you. Have you ever been a part of a premortem either as a facilitator or team member? *If yes, for what?* Do you use any project planning app or software currently? *If yes, what is it?* Finally, how much are you looking forward to being done with the semester?

Okay, we are done with the questions, and we can start looking at things.

I will put the application link that we will be working with inside the zoom chat box.
<Insert Link Here> → ==need to get from team members before testing==

Okay, the first thing I'd like you to do is share your screen.
You can do that by clicking "Share Screen" in the bottom of our video chat.

Before you share, make sure to close anything you don't want recorded.

I will give you 5 minutes to review the material I have put in the chat (scenario material). We can then begin with testing.

Scenarios (Will be counterbalanced across participants)
Michigan Plan
https://docs.google.com/document/d/1KdTpJiEx6oX3lYyYg-WpCFGzYd138iJORxAW6XZNHUQ/edit?usp=sharing

Texas Plan
https://docs.google.com/document/d/1KBKS6Hf91vWLIXUrbuBsiMz8_AQZmCHS10gWiw9sn_o/edit?usp=sharing

Task (As Facilitator)
1. Review the material (Texas or Michigan)…(I will send in Zoom chat box...link to google doc)
2. Please conduct a premortem as a facilitator. (Colin/Richard/Dominic/Scott/Jonah will be your teammate)
3. After task completion, debrief will occur

Task (As Teammate)
1. Review the material (Texas or Michigan)…(I will send in Zoom chat box….link to google doc)
2. Follow the facilitator's instructions
3. After task completion, debrief will occur

**Facilitator and Teammate assignment will be counterbalanced across all participants

Wrap-up Questions After Each Step
1. If you could change one thing about this step what would it be and why?
2. How would you describe this step? (i.e. intuitive, challenging, unclear?)

Last Question of the Testing Session
Is there anything else you would like to share with me today regarding this app?

Post Study Questionnaire (Have participants fill out after we are done with the session)
https://mtucls.iad1.qualtrics.com/jfe/form/SV_eR2uIfiMYMQRGEm

Test Facility
● The evaluation will be conducted remotely, the participants complete the tasks in their own home environment.
● The session will be recorded and evaluated using Zoom® online meeting room.

Test Administrator Tools
● The evaluation was conducted and recorded through Zoom®.

- Participants will be asked to share their screens.
- Team members will be assisting as note takers and Premortem Facilitators or Teammates (depending on the participant scenario)
- Team members will also be on hand in case users encounter a bug

Participants
- Testing participants (n=6); undergraduate students
- Participants were selected by convenience sampling
- The participant sample may not represent the true users of the application

Test Objectives
- This testing is an attempt to discover possible areas of improvement, satisfaction, and if users find that the application does what it is supposed to do.
- The assigned tasks do not cover the entirety of the application. However, for the sake of time the two selected tasks/scenarios address the two major uses of the application.

Structure of the Test Session
1.) Briefing
   a.) Purpose of test
   b.) Procedure
   c.) Their role (e.g., we are not testing you)
   d.) Approximate length
   e.) Their rights (privacy, data handling, stopping)
2.) Pre-task Interview
   a.) Participant experience, familiarity with the premortem (if any)
3.) Task Moderation
   a.) Participant performs task
   b.) Moderator listens, takes notes, probes where necessary, and may provide assistance when needed
4.) Debrief after each task (Not sure if I should do… may bias subsequent tasks?)
5.) Final Debrief

Metrics for Usability Testing
- Quantitative
   - Post-study Satisfaction Questionnaire
   - Click Rate → I'm not sure if this would be helpful (given the context of our app)
   - Error Rate → I'm not sure if this would be helpful (given the context of our app)
   - Time on Task → I'm not sure if this would be helpful (given the context of our app)
- Qualitative
   - Prompts/Probes
      - So what happened there?
      - Was that what you expected to happen? (Why or why not)
      - Did you find what you were looking for?

- ■ Is there anything else you could do at this point?
- ■ What additional information could have been helpful?
- ■ Tell me what you're thinking now?
- ■ Ask them to provide more detail. ("What do you mean by that? Can you tell me more?")