

Project Name: **S P A C E**

Usability Test Protocol

Version: 1

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Prepared for:

Client Name

Prepared by:

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Opening Talk Track (5 min)

Introduction

[First, thank participants for their time]

Welcome, my name is **Nikita** and I am a student at NMIMS School of Design.

I am looking to improve my project on Claustrophobia called SPACE and have created some new designs based on research. I would like you to assess these designs for further improvement.

The first thing I would like to clarify is that **we're testing the design, not you**. So you **don't have to worry** about making mistakes. The session should take about 45 minutes to an hour.

Also, **if you have any questions** as we chat, do ask; I may not be able to answer them right away, but will certainly try to provide as much clarity as I can by the end of our session. And **if you need to take a break** at any time, just let me know.

Setting

I will be recording this session for internal research and to validate the design requirements. It is strictly for research purposes and will not be used in any form outside of this study.

If at any time, you feel uncomfortable about the study, please let us know, as you are **free to withdraw** from this study at any time.

Do you have any questions for me before we get started?

Informed Consent

Please read this document carefully.

Information Collection

I will observe and record the information about; how you work on the given solution. I may also ask you to fill out questionnaires and answer interview questions. We may videotape all or some of the interview and your work. (Optional)

Confidentiality

Participation in this study is voluntary. By signing this form, you are giving me your permission to use your information for evaluating and depicting the results of the Project. This study is strictly restricted to research; all information will remain confidential. The descriptions and findings may be used to improve the application. However, at no time will your name or any other identification be used in any form.

As you are participating in a study for an application that is under development, any information you acquire about the same is confidential and proprietary. By signing this form, you agree not to disclose any information regarding this application.

Freedom to withdraw

You are free to withdraw your consent to the study and discontinue participation at any time without prejudice.

I have read and understood the information on this form, and agree to participate in this study.

Name: _____

Signature: _____

Date: _____

Thank you! We appreciate your participation.

Inform & Start the Recording

Ice Breaker (check demographics) (5 min)

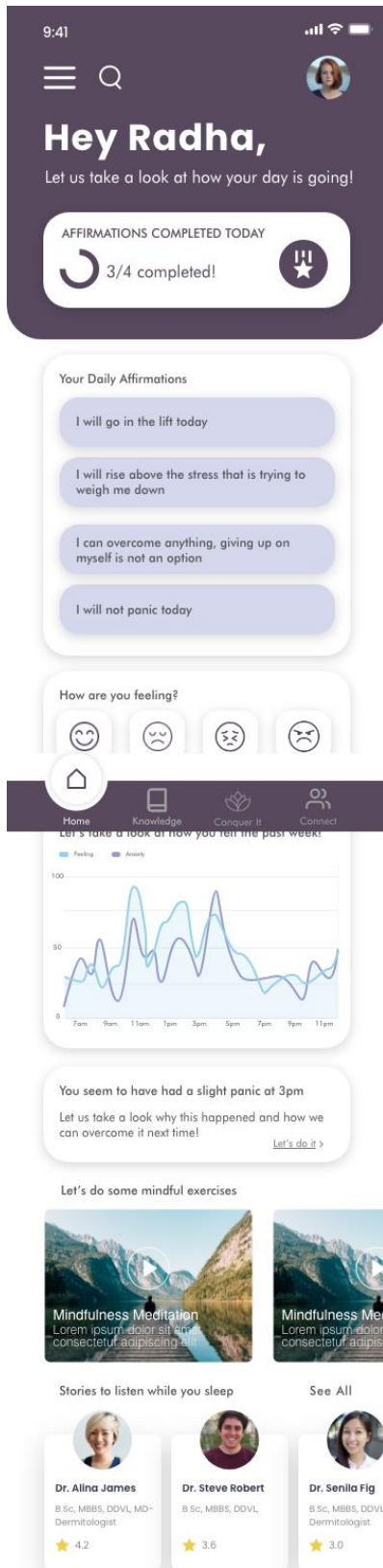
Before we start, I have a few quick questions for you:

Personal Info

1. **Name** : _____
2. **Gender** : Male Female
3. **Position** : _____
4. **Location** : _____
5. **Experience Yrs** : _____
6. **When did you start your business** : _____
7. **Type of Business** : _____

As you work with the application, I would like you **to think out loud** as much as possible: say what you're looking at, what you're trying to do, and what you're thinking. This will help me follow your thoughts and understand your decision-making process.

Expectancy Test



(It is an app that helps users to keep a track of their phobia and other details.)

You log in to the system and this is the first screen that shows up.

- Now, before we begin can you tell me what can you make of this screen (home screen)?
- What do you think means by these affirmations?
- What do you think happens if you click on the image on the top left?
- What do you think are these at the bottom of the page?
- What do you feel about the icons on the navbar?

Before we move ahead, Do you have any questions?

Probes

- a. What would you expect to see under “Knowledge”?
- b. What would you expect to see under “Conquer it”?

Tasks:

(Set the stage for scenarios and reinforce talk-aloud)

Let's move on to some tasks. I'll be providing you with a scenario and would like you to complete the scenario using the screens as you see it on the system. Please remember to think aloud as you work with the prototype.

Task 1. Onboarding

SCENARIO: You come across an app that helps claustrophobic people with their fear. You have downloaded the app and now want to start your journey. How would you begin?

(Ask participant to think aloud.)

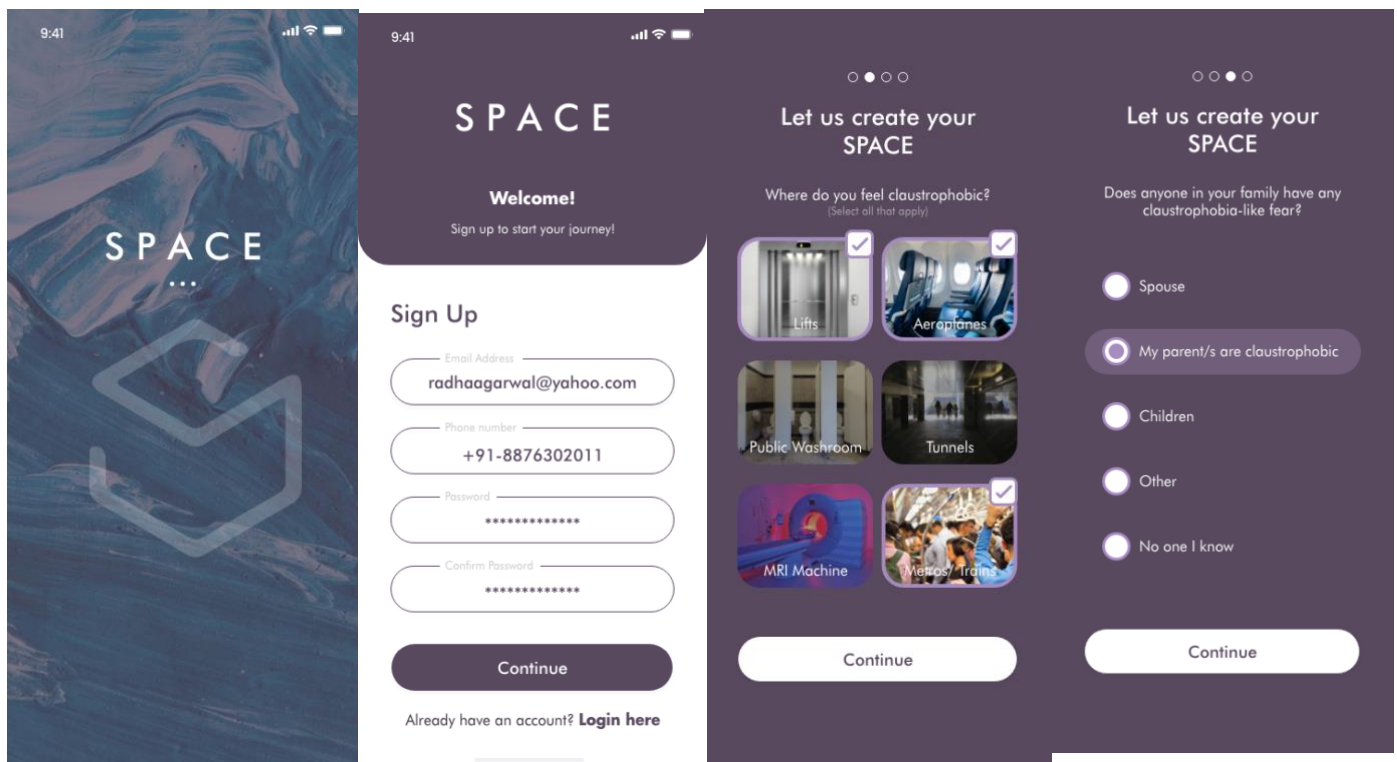
#1: Login and Sign up

#2: Onboarding questions

#2: Report generated at the end

Probes:

- What do you think is Aura?
- How do you feel about the questions?



Task 2. Conquer It

SCENARIO: You have come home from a stressful day at work and had minor symptoms of claustrophobia in the office lift. You would like to see your daily stress level and also do some mind fitness exercises. How would you go about doing it?

#1: CHECKING STRESS LEVELS

Solution (Option 1)

Home Page > Scroll to graph to see stress levels

(Set the stage for scenarios and reinforce talk-aloud)

Solution (Option 2)

Home Page > Profile > Growth Tracker

—

#1: MIND FITNESS EXERCISES

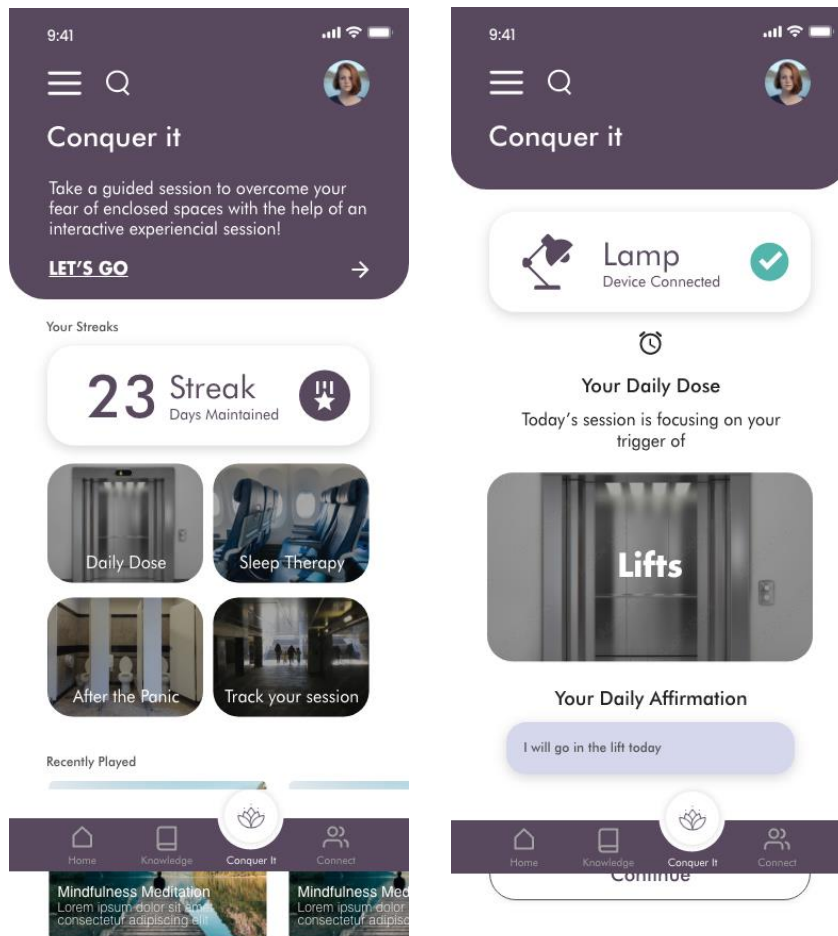
Solution (Option 1)

Home Page > Conquer it > Start Session

(Set the stage for scenarios and reinforce talk-aloud)

Probes:

- What do you understand by daily dose?
- What do you think this image means?



Task 3. Doing the mind fitness activity with the lamp

SCENARIO: You have started the session from the app. A guided session begins based on the data in the app. How do you feel?



Probes:

- How do you feel?
- What do you think the image coming from the projector?
- What do you feel looking at the lamp? (metaphor of cage)
- What about the light tiles?

POST-EVALUATION QUESTIONNAIRE:

Circle or Cross out the level of agreement that applies:

1 means **strongly disagree**

3 means **neither disagree nor agree**

5 means **strongly agree**

NA means it **doesn't apply**

This is how I feel about the [Application]:	Strongly Disagree	Strongly Agree
<i>I am satisfied with it</i>	1-----2-----3-----4-----5	NA
<i>It is simple to use</i>	1-----2-----3-----4-----5	NA
<i>Its terminology is familiar to me</i>	1-----2-----3-----4-----5	NA
<i>It requires the fewest steps possible to accomplish what I want to do with it</i>	1-----2-----3-----4-----5	NA
<i>It is user-friendly</i>	1-----2-----3-----4-----5	NA
<i>I learned to use it quickly</i>	1-----2-----3-----4-----5	NA
<i>It makes the things I want to accomplish easier to get done</i>	1-----2-----3-----4-----5	NA
<i>It works the way I want it to work</i>	1-----2-----3-----4-----5	NA

Debriefing:

[Ask these questions after the participant has finished the Post-Evaluation Questionnaire]

1. What did you like best about the solution?
2. What did you like least about the solution?
3. What else would you like to see in the solution?
4. Do you have any other comments about the solution

[It may also be useful to ask questions about specific issues that occurred during the test or about specific answers on the Post-Evaluation Questionnaire]

Closing Talk:

That brings us to the end of this study.

I really appreciate the time you have taken to participate in this study. Your participation will assist in developing a better solution. Your comments and observation will be reviewed and included in the report.

Any further feedback from you will be greatly appreciated.
If you have any questions please feel free to contact me.

Thank you once again.