

REMEMBER TO SHARE SCREEN

<https://www.figma.com/proto/clacDCiKjw9SC6yhj0MDJv/Prototype?node-id=1823%3A3160&scaling=min-zoom>

Post task survey

Introduction Script (5 min)

*Hello Mr/Ms ***, my name is ***. I'm a student researcher at The University of Texas and we are working with a UT student run startup to better understand students' experiences and their thoughts with meeting new people and making friends. Thank you so much for your participation in our study. Your opinions are very valuable to us.*

In the next 40 min, we have three primary activities:

Part I: *We will start this process by asking you to answer a few introductory, ice breaker questions to get more familiar with each other. None of the information gathered will be used outside of this class.*

Part II: *We want you to complete five tasks on an application. These tasks will include things such as setting up a profile and sending messages. We are using a prototyping program to do testing, which allows us to test functionality without interacting with real users. You will not have to type in any personal information, and all textboxes will have pre filled information when you click on them to type. After each task, we will ask you a question in order to get a better understanding of what works well and what doesn't, so that we can improve the design and service of the application to better serve future students.*

Part III: *After all tasks are completed, we will revisit specific screens from the application to get more feedback from you to provide us with more data.*

Before we get started, I'd like to point out a few important things:

- 1. We are not evaluating your technology skills or preferences. We just want to know whether the mobile application is easy to use for you.*
- 2. Please be as candid as possible, both positive or negative. I have no direct association with the application development team. So don't worry about hurting my feelings with any of your feedback.*
- 3. Also, this is a completely voluntary activity. You do not have to answer any questions that you do not want to and can stop at any time.*
- 4. The session will be video and audio recorded to facilitate data analysis and reporting. We want to assure you that all recordings will only be used for internal purposes. **Are you willing to be recorded?***

[START RECORDING]

Do you have any questions before we begin?

Part I: Introductory Survey (10 min)

Do you mind answering a few background questions for us?

- Are you an international student?
 -
- What year are you at school?
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- Where are you living right now during this lockdown thing?
 -
- How has social isolation been for you? Do you miss your friends, family? Have you tried to do anything to connect with people socially during these times?
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- What was your experience making friends when you first started school (at UT)?
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- Have you ever met friends online, either through social media, meetups, apps, video games, or in other ways?
 - Have you tried to meet up in person?
 - Does that give you any concern?

START SHARING SCREEN

HOW TO SEND THE :LINK

Part II- Task Session (30 min)

*Now we'd like you to perform 5 tasks on our testing platform using your laptop, which will be shared to us through Zoom so we can follow along with you as you interact with the application. To gather more insights, we need you to **think aloud** - that is, speaking out what you think and feel as you perform the tasks. This might seem a bit awkward for you at first, but I'll make sure to remind you throughout the interview.*

Tasks are not timed, so you can take as much or little time as you need. After each task you will be asked one simple question and we will return to certain tasks after Part 1 has been completed and ask you questions about each of the tasks. Just keep in mind that the prototype has limited functionality, so I'll be there to help you out if anything is beyond the capability of the prototype.

Do you have any questions so far?

Okay, here is the task description. [Moderator will send document with links for each task description to the participant]

Task 1: "Assume you have just downloaded the POP social app. Right now you don't have a profile created, so can you please go through the steps of signing up for this application?"

“On a scale of 1-5 how easy or difficult was it to create a new account? With 1 being very easy and 5 being very difficult.”

Moderator Notes:

1. Did the user have any confusion about codenames?
2. Do they interact with the dice?
3. Did they mention anything about the lack of categories or purpose?
4. Did they have any comments about the personality scales?

*NOTE – stop the user at the app landing page (whatever you call the page where they now are seeing friend requests(36)

Before we go ahead with the next task, why don't you take a couple of minutes to just go through the app, click around on anything that works, be sure to talk out loud and tell me what you think as you go, what features are, colours, etc. Anything that comes to mind

Task 2: “You just received a new message. Please go read your new messages.”

“On a scale of 1-5 how easy or difficult was it to find and read a new message? With 1 being very easy and 5 being very difficult.”

Moderator Notes:

If a participant mentions any of the below topics, make notes accordingly, if they do not mention them; move on to the next task.

1. Did the participant have any questions or confusion about the Progress Bar
 2. Did the participant have any questions or confusion about Challenges
 3. Did the participant have any questions or confusion about Name Tags
 4. Did the participant have any questions or confusion about Meetups
 5. Did the participant have any questions or confusion about the gold halo around the Poochi(Avatar)
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Task 3: You realize that **Pink Giraffe** and you share a lot of the same interests. Assume that you want to connect with this person, how would you go about doing so?

“On a scale of 1-5 how easy or difficult was it to connect with another user? With 1 being very easy and 5 being very difficult.”

Moderator Notes:

1. How long do they take to click on the message button, do they have any confusions about how to connect and send a request
 2. Any confusion regarding what happens once they send a message
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Task 4: Assume you have been using this application for a while now and you are interested in checking out whether other users have connected with you. Once you find the users who have shown interest in connecting with you, you decide to check out the profile of the user **Lime Camel** and agree to connect with them. How would you go about doing so?

“On a scale of 1-5 how easy or difficult was it to find new requests from users? With 1 being very easy and 5 being very difficult.”

”

Moderator Notes:

1. Do users easily realise the notification icon on the screen?
 2. Does the user have any confusion about messages versus requests?
 3. Does the user easily realise that they have to click on Lime Camel to connect with them?
 4. Did the user mention any concerns or questions about how to reject a request.
 5. Does the User have any confusion on Groups and what they are?
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Task 5: Assume you started swimming more recently and want to add that to your interests. Take us through how you would do it (Starting from the home screen).

On a scale of 1-5 how easy or difficult was it to update your interests? With 1 being very easy and 5 being very difficult.”

Moderator Notes:

1. Did the user ask about “events attended” and “bubbles popped”?
2. Did the user ask about the possibility of adding non-recommended interests?
3. Did the user have any confusion regarding the difference between interests and groups?
4. Did the user ask about how the interests are categorized on the add interests screen?

Retrospective Interview (10 min)

Ok so as you have seen by now, the application you have been testing is a friend-finding application called POP Social, which is developed by a startup that we have no affiliation with. The developers saw that there was a need to make it easy for students to meet each other when they first get to school.

Now, I'd like to ask you a few questions about your experience.

- What are your thoughts about the phrase pop or burst your bubble?

1. Creating an Account

- a. Why do you think the app is making you pick a codename? (19)
- b. What are some of the categories you think are missing? (30)
- c. What do you think the personality slider data will be used for? (34)
- d. What do you think Poochi here represents?

2. Check your unread message

- a. What do you think the bar at the bottom of the screen is? (10, 12)
- b. What do you think a Challenge is or could be? (10, 12)
- c. What do you think about the ideas of Meetups? (10, 12)
- d. What does the gold halo around the Poochi(Avatar) indicate to you? (10, 9)

3. Sending a new request.

- a. What did you think would happen after you send a message to the user Pink Giraffe? 16
- b. Where did you expect to go back to once you sent the message?
- c. Can you tell me a little bit about what you think this gold star represents ? (15)
- d. When you were looking around the page, what do you think the two icons/buttons in the bottom represent? (14)

4. Accepting New requests.

- a. What do you think is the difference between messages and requests? (9)
- b. When you connect with Lime Camel, it says "Get to know each other more, POP your bubble". What does 'Pop your bubble' convey to you? Do you like the term? (11)
- c. If you were not interested in connecting with Lime Camel, how would you expect to reject them? (11,12,13)
- d. What do you think Groups here indicate to you? (14)

5. Editing the Profile

- a. What do you think "bubbles popped" means? (2)
- b. What do you suppose "events attended" is referring to? (2)
- c. If you wanted to add an interest that wasn't already being recommended to you, how do you think you'd do that? (5)
- d. Do you think that users should be able to get a new codename? (4)

[Add additional questions based on observations during the test session]

SUS Test	Strongly Disagree 1	2	3	4	Strongly Agree 5
I think that I would like to use the app frequently.					
I found the app unnecessarily complex.					
I thought the app was easy to use.					
I think that I would need the support of a technical person to be able to use this app.					
I found the various functions in the app were well integrated.					
I thought there was too much design/information inconsistency in the app.					
I would imagine that most people would learn to use the system very quickly.					
I found the app very cumbersome to use.					
I felt very confident using the app.					
I needed to learn a lot of things before I could use the app.					