

Reflect Test Kit Design

Morgan, Jonathan
Kriplean, Travis

06.01.2010

Table of Contents

REFLECT USABLITY TEST KIT DESIGN	1
TABLE OF CONTENTS.....	2
FACILITATOR SCRIPT	ERROR! BOOKMARK NOT DEFINED.
CONSENT FORM	7
TASK BOOKLET	9
DATA COLLECTION FORM.....	26

Facilitator Script

Facilitator Checklist

- Video Camera
- Pencils (2)
- Task Booklet (1)
- Data Collection Sheets (10)

Facilitator Will Read This To Participant:

Before we get started, I want to thank you for participating in our study today. Just to let you know, I'm going to be reading from this script throughout most of our session today just to be consistent with all of the participants in our usability study. I'll be moderating the session and listening in as well and will be taking notes.

The purpose of this study is to test a new tool. We will supply the equipment for you to use during this study and will ask you to run through several scenarios with us. I will go through some more details of the study shortly. Before we begin we would like for you to sign this consent form, which essentially gives us permission to have you partake, in today's study. If you have any questions about the form, let us know.

(Provide consent form to participant)

Thanks for filling that out.

(Study Background)

So, now a little background information for you. We are developing a new tool for online comment boards that we would like to test with real people. The tool allows people to summarize other people's comment board posts by creating bullets that describe the main points in the original comment. This is a new tool that is still under development, so feel free to be honest with us if there are any comments you have along the way.

(Study Set-Up)

You will be shown a comment board that other people have posted comments on, and you will be asked to complete tasks based on this comment board. Our tool is part of that comment board. The study will be broken up into a series of brief scenarios with tasks associated to them. You will read each of the scenarios and tasks one at a time, and then try to complete the task using the tool. At any point during the tasks we may interrupt you with questions about your experience. We may also abruptly end a scenario if we have received enough data and would like you to try something else. This does not mean you were doing something "wrong" it just means we are happy with all the information we received for that particular task/scenario.

(Think-Out-Loud Instructions – Data and Text from E. Rose Instructions)

Participant #: _____

As you work through the tasks today, we would like you to think out loud. This helps us to understand what you are thinking about when you run through the tasks. Some simple things to think about when thinking out loud:

- When reading something, you will read it out loud and say anything that comes to mind.
- When you are working on a task, you'll talk your way through the task. Tell us what you are looking for or trying to do. You will also tell us what you expect to happen before you do a particular task (such as clicking a button).
 - An example of this may be "I am looking for this link... oh here it is... when I click this link, I expect to see this happen..."
- If you stop talking or your voice becomes too quiet to hear, we will ask you to start up again or speak louder. If you are drawing a blank on something, it is okay to tell us that.

Okay. Do you have any questions before we begin?

[answer any questions the participant may have]

Okay. Let's get started.

PRE-STUDY QUESTIONNAIRE

First, to get you used to thinking aloud, we're going to have you fill out a short questionnaire, and have you read the instructions, the questions and your answers out loud.

[Hand the participant the task booklet]

This is our task booklet that has all of the questionnaires and search tasks that you will be performing today. So, please turn to the first page of the task booklet, and begin answering the questions while talking aloud.

[Participant fills out the questionnaire.]

TASKS AND SCENARIOS

[Proceed once the participant finishes the survey]

Okay. So, let's move on to the first task. Remember to read the instructions and scenarios aloud.

[Proceed through the first task]

Reminders:

- *Do not guide the participant in any way*
- *Do not answer any of the participant's questions unless necessary*

Participant #: _____

- *If they stop talking aloud, politely remind them to continue to speak*
- *If users spend too much time on external sites (external to the search results), then you may assist them or stop the task all together (depending on time)*
- *Make sure the participant acknowledges their completion of the task before moving to the questionnaire.*

[Proceed once the user completes the task]

Okay. Let's flip to the next page and answer a few questions about that task.

*[Once completing the questionnaire, repeat **TASKS AND SCENARIOS** for all **X** tasks]*

*[Proceed once the user completes the first **X** tasks and questionnaires]*

Okay. That concludes this task. Now, I'd like you to answer the following questions while thinking about the task you just performed.

[Wait for the participant to finish the questionnaire]

Now, we're going to move on to a different task. When you're ready, turn to the next page and begin the next task.

*[Repeat the **TASKS AND SCENARIOS** for the next **X** tasks]*

Okay. That concludes the task portion of the usability study. Please turn the page and answer the following questions about the tasks you just completed.

POST-TEST QUESTIONNAIRE

Okay. Now please turn the page and continue with the last questionnaire.

[Wait until the participant finishes all questions]

Alright. That concludes the usability study. Thanks for participating!

Participant #: _____

UNIVERSITY OF WASHINGTON CONSENT FORM

The “Supporting Public Engagement and Deliberation Usability Study”

Investigators:

Jonathan Morgan PhD Student Dept. of Human Centered Design and Engineering
(206) 914-8358 jmo25@uw.edu

Travis Kriplean PhD Student Dept. of Computer Science and Engineering
travis@cs.washington.edu

Alan Borning Professor Dept. of Computer Science and Engineering
(206) 543-6678 borning@cs.washington.edu

Investigators' statement

We are asking you to be in a research study. The purpose of this consent form is to give you the information you will need to help you decide whether or not to be in the study. Please read the form carefully. You may ask questions about the purpose of the research, what we would ask you to do, the possible risks and benefits, your rights as a volunteer, and anything else about the research or this form that is not clear. When all your questions have been answered, you can decide if you want to be in the study or not. This process is called ‘informed consent.’

PURPOSE AND BENEFITS

The purpose of this study is to test a new tool. We are developing a new tool for online comment boards that we would like to test with real people. The tool allows people to summarize other people’s comment board posts by creating bullets that describe the main points in the original comment. This is a new tool that is still under development, so feel free to be honest with us if there are any comments you have along the way. We hope the results of this study will help us evaluate and improve these tools.

PROCEDURES

If you choose to be in this study, I would like to ask you to undertake some representative tasks, and to give us your general impressions of the system as you use it. I would also like to ask you about how you currently use of online comment boards, blogs, news, entertainment and government websites. The study will last about 45 minutes. Taking part in this study is voluntary. You are not required to complete any particular task, and may stop at any time. Information about you is confidential. You should also understand that in no way are we testing you and that there are no right or wrong answers today. We are looking for patterns of issues for us to improve our tool. If there is something in the study today you find difficult or confusing, there is a good chance others will have the same issues.

I would like to take written notes during your interview so that I can have an accurate record. Only the research team will have access to the notes, which will be kept in a locked file cabinet. We will assign a study code to these notes. The notes will not have your name on them. Please indicate below whether you give your permission for me to take notes.

___ I give my permission for the researcher to take notes during my interview.

___ I do NOT give my permission for the researcher to take notes during my interview.

Participant #: _____

VIDEOTAPING

We would like to videotape you as you use this product while thinking aloud. We will not loan or give the videotapes or copies of the videotapes to anyone else. Portions of these videotapes may be presented in educational settings or shared with product designers. While your name will not be included in these presentations, someone who knows you may recognize your voice or face.

We request your permission for the research team to use the videotape in the following way:

- For the research team to review the results of study
- Internal presentations to the product designers or study sponsors
- None of the above

RISKS, STRESS, OR DISCOMFORT

This study will not expose you to risk, stress or discomfort that exceeds using a computer, being videotaped, or completing questionnaires. Some people feel that providing information for research is an invasion of privacy. I have addressed concerns for your privacy in the section above.

OTHER INFORMATION

If you have any questions about this research study, please contact Alan Borning at the telephone number or e-mail listed above. If you have any questions about your rights as a research subject, please contact the University of Washington Human Subjects Division: 206-543-0098.

Signature of investigator

Printed Name

Date

Subject's statement

This study has been explained to me. I volunteer to take part in this research. I have had a chance to ask questions. If I have questions later on about the research I can ask one of the investigators listed above. If I have questions about my rights as a research subject, I can call the University of Washington Human Subjects Division at (206) 543-0098. I will receive a copy of this consent form.

Signature of subject

Printed name

Date

Participant #: _____

Task Booklet

Please do not turn the page until instructed to do so

Participant #: _____

Pre-Study Questionnaire

PLEASE READ ALOUD

Please answer the following questions to the best of your ability.

1. What age group do you fit into? (select one)
 - 17 or younger
 - 18-25
 - 26-35
 - 36-50
 - 50 or older

2. Have you ever performed activities of any kind in one of the following fields? (select all that apply)
 - Consumer Research
 - Marketing
 - Usability
 - Software or Web Design
 - None of the Above

3. Which best describes you? (select one)
 - Student
 - Business person
 - Currently Unemployed
 - Retiree
 - None of the Above

4. How often do you visit weblogs or news or entertainment websites?
 - Never
 - More than once a month
 - More than once a week
 - Daily

5. What types of sites do you visit? (select all that apply)
 - Local News** websites or blogs (e.g. seattletimes.com)
 - National/International News** websites or blogs (e.g. foxnews.com)
 - Political** websites or blogs (e.g. huffingtonpost.com)
 - Science/Technology** websites or blogs (e.g. gizmodo.com)
 - Sports** websites or blogs (e.g. espn.com)
 - Culture** websites or blogs (e.g.
 - Opinion** websites or blogs
 - Entertainment** websites or blogs (e.g. perezhilton.com)
 - Personal** websites or blogs (e.g.
 - Other** (please specify) _____

Participant #: _____

6. Do you visit blogs frequently? If so, please list the names of blogs you regularly read:

7. Do you visit news, opinion or entertainment websites frequently? If so, please list the names of news website you regularly read:

8. Do you ever **read** the comments that people post on the comment boards below articles and blog entries on websites? (select one)

- Yes
- No

9. If yes, when was the last time you **read** a comment on an online comment board? (select one)

- Within the last 6 months to a year
- Within the last 3 months
- Within the last month
- Within the last week

10. Please list the names of any blogs or websites where you frequently **read** comment boards:

11. Do you ever **post** comments on online comment boards? (select one)

- Yes
- No

12. If yes, when was the last time you **posted** a comment on an online comment board? (select one)

- Within the last 6 months to a year
- Within the last 3 months
- Within the last month
- Within the last week

13. In general, how **frequently** do you post comments on online comment boards?

- Never
- More than once a month

Participant #: _____

- More than once a week
 - Daily
14. Please list the names of any blogs or websites where you frequently **post** comments on the comment boards:

15. How would you describe your comfort level with posting comments on comment boards? (select one)
- Very comfortable
 - Fairly comfortable
 - Somewhat comfortable
 - Not at all comfortable

PLEASE WAIT FOR INSTRUCTIONS BEFORE TURNING THE PAGE

SCENARIO *(Please read aloud)*

You heard from a friend that the City government of Seattle has a website, IdeasForSeattle.org, that allows anyone to submit ideas about how to improve life in Seattle. And other people can vote on those ideas and comment.

You have navigated to the website and are now looking at a page which discusses a proposal to change parking requirements in Seattle. Please read the short paragraph titled “Eliminate All Parking Requirements” at the top of the page.

Please inform the instructor when you feel you have completed this task.

TASK #1 *(Please read aloud)*

You are a new user who is reading this comment board for the first time. You notice that some of the comments have bulleted summaries next to them.

Scan through the bullets and comments on this page, reading bullets aloud. Based on those bullets and comments, describe **three** points made by others that seem important or interesting to you. When you find a good point, please describe why you think it is good.

Please inform the instructor when you feel you have completed this task.

Do not turn the page until told to do so.

Participant #: _____

Post-Task Questionnaire

PLEASE READ ALOUD

When answering the following questions, please reflect on the task you just performed.

1. How difficult or easy was it to complete the task?

Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy
1	2	3	4

2. How dissatisfied or satisfied are you with the process of reading the bullets to **understand the main points** on the comment board?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

3. How well did the results meet your expectations?

Not at All Well	Not Very Well	Fairly Well	Very Well
1	2	3	4

PLEASE WAIT FOR INSTRUCTIONS BEFORE TURNING THE PAGE

TASK #2 *(Please read aloud)*

As you read through the comment board you see that some of the comments contain good points about parking requirements in Seattle.

Find **three** comments that you would like to summarize in your own words. Create bulleted summaries for these three comments.

Please inform the instructor when you feel you have completed this task.

Do not turn the page until told to do so.

Participant #: _____

Post-Task Questionnaire

PLEASE READ ALOUD

When answering the following questions, please reflect on the task you just performed.

4. How difficult or easy was it to complete the task?

Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy
1	2	3	4

5. How dissatisfied or satisfied are you with the process of **creating** a bulleted summary?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

6. How well did the results meet your expectations?

Not at All Well	Not Very Well	Fairly Well	Very Well
1	2	3	4

PLEASE WAIT FOR INSTRUCTIONS BEFORE TURNING THE PAGE

TASK #3 *(Please read aloud)*

As you are reading through the comment board, you notice that some of the bullets that other readers have created are not very good.

Find **two** bullets that you think do not accurately summarize the comments they refer to. Mark those bullets as incorrect. Explain how you would change them.

***Please inform the instructor when you feel you have completed this task.
Do not turn the page until told to do so.***

Post-Task Questionnaire

PLEASE READ ALOUD

When answering the following questions, please reflect on the task you just performed.

7. How difficult or easy was it to complete the task?

Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy
1	2	3	4

8. How dissatisfied or satisfied are you with the process of **responding** to a bullet?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

9. How well did the results meet your expectations?

Not at All Well	Not Very Well	Fairly Well	Very Well
1	2	3	4

PLEASE WAIT FOR INSTRUCTIONS BEFORE TURNING THE PAGE

Participant #: _____

TASK #4 *(Please read aloud)*

As you read back over the three bullets you made, you notice that one of them could be improved in some way.

Read over the bullets you made so far and choose one to update. Change that bullet.

***Please inform the instructor when you feel you have completed this task.
Do not turn the page until told to do so.***

Post-Task Questionnaire

PLEASE READ ALOUD

When answering the following questions, please reflect on the task you just performed.

10. How difficult or easy was it to complete the task?

Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy
1	2	3	4

11. How dissatisfied or satisfied are you with the process of **changing** a bullet?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

12. How well did the results meet your expectations?

Not at All Well	Not Very Well	Fairly Well	Very Well
1	2	3	4

PLEASE WAIT FOR INSTRUCTIONS BEFORE TURNING THE PAGE

TASK #5 *(Please read aloud)*

As you read through the comment board, you decide that you no longer want to keep one of your bullets.

Find a bullet that you added that you now want to delete. Delete that bullet.

***Please inform the instructor when you feel you have completed this task.
Do not turn the page until told to do so.***

Post-Task Questionnaire

PLEASE READ ALOUD

When answering the following questions, please reflect on the task you just performed.

13. How difficult or easy was it to complete the task?

Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy
1	2	3	4

14. How dissatisfied or satisfied are you with the process of **deleting** a bullet?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

15. How well did the results meet your expectations?

Not at All Well	Not Very Well	Fairly Well	Very Well
1	2	3	4

PLEASE WAIT FOR INSTRUCTIONS BEFORE TURNING THE PAGE

Post-Test Questionnaire

PLEASE READ ALOUD

This concludes the task portion of our study. When answering the following questions, please reflect on all the tasks you performed and your experience and perceptions on completing the tasks.

1. How dissatisfied or satisfied were you with the experience of *creating* your own bullets?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

2. How dissatisfied or satisfied were you with the experience of *editing or deleting* your own bullets?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

3. How dissatisfied or satisfied were you with the experience of *reading* other people's bullets?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

4. How dissatisfied or satisfied were you with the experience of *evaluating the quality* of other people's bullets?

Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied
1	2	3	4

5. The **look and feel** of the tool is:

Very Unappealing	Somewhat Unappealing	Somewhat Appealing	Very Appealing
1	2	3	4

6. The **written instructions** of the tool are:

Very Unclear	Somewhat Unclear	Somewhat Clear	Very Clear
1	2	3	4

7. The **visual instructions** of the tool are:

Very Unclear	Somewhat Unclear	Somewhat Clear	Very Clear
1	2	3	4

8. Rate the following on your experience using the tool:

	Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy
Using the tool was:				
Creating bullets was:				
Editing bullets was:				
Deleting bullets was:				
Responding to bullets was:				
Understanding individual comments based on bullets was:				
Understanding the whole comment thread based on the bullets was:				

9. List 3 things you **liked the most or found useful** when using the tool:

10. List 3 things you **disliked the most or found less useful** using the tool:

11. If you could **change** anything about the tool, what would you change?

12. If you could **add** anything to the tool, what would you add?

Participant #: _____

**THIS CONCLUDES THE USABILITY STUDY.
THANK YOU FOR PARTICIPATING!**

Participant #: _____

Data Collection Form

Participant #:		<i>Observer Notes</i>
Task #:		
Attempt #:		
<i>Time</i>	<i>Participant Comments</i>	

Participant #: _____

Participant #: _____