

Welcome and Purpose

Thank you so much for coming in today. I wanted to give you a little information about what you will be looking at and give you time to ask any questions you might have before we get started.

We are going to ask you to help us test the design of our app that we created to accompany the book “The Middle School Student’s Guide to Academic Success”. Our goal is to see how easy or difficult the app is for you to use.

Test Facilitator’s Role

During this session, I would like you to think aloud as you work to complete the tasks. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expect to have happen.

Test Participant’s Role

- Today I am going to be asking you to complete some tasks using the app and tell me how easy it is for you to figure out what to do
- There is no right or wrong answer. If you have any questions, comments or areas of confusion while you are working, please let me know
- If you ever feel that you are lost or cannot complete a task with the information that you have been given, please let me know. I will ask you what you might do in a real-world setting and then either put you on the right track or move you on to the next scenario
- Use the app just as you normally would. This is a paper prototype meant to simulate what you would see on a phone or tablet. Some buttons may not be functional for the purpose of this prototype. We will let you know if you click something that we have not yet developed
- We will be taking notes and asking questions as we go to help us improve the app and make it easier for people to use.
- After each task you will be asked few questions and will be presented with a small survey
- After the session, you will be provided with a survey to reflect your overall opinion about the application

Mentor:

For this test, you have two tasks

1. First, please use the app to suggest Time-Management conversation for your child
2. Second, please use the app to select a conversation and make a comment for your child
3. Please check your child’s overall progress through the app
4. Please check the badges earned by your child

Post-task questionnaire (SUS) : To be asked after completion of each task. This is generally referred as System Usability Survey. Gives a “quick” and “dirty” peek at usability aspects.

1. Were you able to finish the task?
Yes No Not sure
2. Were you satisfied with the ease of completing the task?
Strongly agree: 1 2 3 4 5 : Strongly disagree
3. Were you satisfied with the amount of time it took to complete the task?
Strongly agree: 1 2 3 4 5 : Strongly disagree
4. Were you satisfied with the interface?
Strongly agree: 1 2 3 4 5 : Strongly disagree

Follow-up questions:

1. Did everything go as you expected? Can you elaborate your thoughts on that?
2. Now that you’ve used the app for a bit, let’s imagine that you want to focus on boosting your child’s GPA. Please show us how you would use the app to help you accomplish this goal

Student:

1. Please use the application to finish a Goal-setting conversation.
2. Let’s imagine your parent has suggested a conversation. Identify such a conversation and finish the task.
3. You have received a comment for one of the conversations, please try and respond to that comment.
4. You have received few badges throughout the application, please try and take a look at them.

Post-task questionnaire (SUS) : To be asked after completion of each task. This is generally referred as System Usability Survey. Gives a “quick” and “dirty” peek at usability aspects.

1. Were you able to finish the task?
Yes No Not sure
2. Were you satisfied with the ease of completing the task?
Strongly agree: 1 2 3 4 5 : Strongly disagree
3. Were you satisfied with the amount of time it took to complete the task?
Strongly agree: 1 2 3 4 5 : Strongly disagree
4. Were you satisfied with the interface and operation system?
Strongly agree: 1 2 3 4 5 : Strongly disagree

Possible follow-up questions:

1. Did everything go as you expected? Can you elaborate your thoughts on that?
2. Did the app help you understand and complete the task in the book?

Post-session survey:

We can use the template provided by Dr. Exter