

Protocol Document

AASVI - Accessible & Adaptive Systems for Visually Impaired: Usability Test

Name: _____	Date: _____
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Speaker Notes – Orientation Script

Good Morning

Hi, _____

My name is Sanka Tandav Krishna and I am a 1st year HCI graduate student in Georgia institute of technology.

Thank you for participating in this study. Your inputs and feedback are very valuable to us. These would be used to evaluate the Usability of the AASVI system.

The goal of this study is to evaluate the ease of use of the product, feel free to give me your honest opinion.

Please remember, there are no rights or wrong ways to do a task, the evaluation is simply to understand the experience users go through while using the system.

I have scheduled this session to run for approximately an half an hour to one hour.

- I will first ask you a few questions about yourself, for statistical purposes.
- After this, I will request you to complete the set of tasks.
- The study will end with a short interactive session, where you can voice your opinions about your experience using the product.

It would be best to complete the test in one uninterrupted session. But if you need to take a break or feel uncomfortable about the study at any point, do let me know.

Do you have any questions or concerns before we get started?

Demographic Form

I will now ask you a few questions about yourself.

Please remember that all of your answers are confidential. If you do not wish to respond to a particular question, that's quite all right.

Shall we get started?

1. Which category best describes your educational level?

- Primary School
- Secondary School
- Under Graduate
- Graduate
- Post Graduate

2. What is your current job function:

3. How would you define your primary work responsibility?

4. How long have you been in this field of work?

- < 1 year
- 1 – 2 Years
- > 1 year

5. Have you ever used Microwave by yourselves? If yes how long have you been using it? How often do you use?

6. Have you ever used Exercise equipment like treadmill? If yes how long have you been using it? How often do you use?

7. Have you ever used GPS information systems? If yes how long have you been using it? How often do you use?

8. Did you require assistance to use these applications?

- Yes
- No

If Yes:

What was the duration of assistance? And which applications require assistance

9. How often do you use the Microwave?

- Several times a day
- Once a Day

Other _____

10. How often do you use the Exercise equipment?

Several times a day

Once a Day

Other _____

*Thank you for taking time to answer these questions.
Shall we continue into the next section of the study?*

Protocol Simulation

This is a list of task that you are requested to do for the usability test of **AASVI system**.
I will read out each task mentioned on the task list.

It may not always be obvious how to go about it. Just give it your best effort.

While doing the tasks, I would also like you to think aloud at each step.

For example, if the task was to “increase temperate” while thinking aloud, you would say
“Search for temperature> search for up button in front of temperature > press the button etc.”

Also articulate any confusion, difficulty or delight you experience while using the product.

If you have any questions at any point during the test, please do ask them.
I will not be able to provide answers, but it is important for me to know at what points you have questions.

If you need to refer to the help manual at any time, please inform me that you are doing so.

Remember again that the design is being tested and not your abilities. So please be as articulate as possible and please do feel relaxed.

[NOTE DOWN START TIME]

Shall we continue?

Total estimated time: ---- mins

Start Time: _____

Task Scoring:

Easy: Task completed within estimated time, with no more than 1 extra step, no intervention from the test monitor and no references to Online Help

Pass with Difficulty: Past estimated time / Test monitor intervenes / Participant refers to Online Help

Fail: User couldn't complete the task.

Task # 1- Start the system.

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 2- Search for the program mode that enables you to select a customized program. Tell us which program mode is it?

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 3- Change the program mode

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 4- Enter your attributes as exercise equipment prompts. (Age, Weight)

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 5- Enter workout target (Time, Level, Calories, Heart rate, Distance, Speed)

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 6- Start the workout

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 7- Assuming that you are in the middle of an exercise, change the speed (increase by 2mph)

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 8- Stop the equipment

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 9- Know the workout summary

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 10- You are in front of a microwave, and you have all your ingredients ready in a bowl, now you want to program the microwave, start Microwave.

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 11- Search for the program mode (if its available over the microwave) and change the program.

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 12- Search for the button through which you can change the heat, and change it, tell us the heat that you have currently set to.

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 13- Search for time and set it to 10 minutes.

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 14- Start cooking

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

Task # 15- You heard a beep saying that the cooking is done, so just remove the bowl from Microwave.

Sample Correct flow:

Start Time-

End time-

Total time taken to finish the task-

Potential Problem Areas

Task Scoring:

Easy

Difficult

Fail

Subject comments & Notes:

Ask During Debriefing:

_____General Usability Questionnaire_____

I would like you to fill in a brief questionnaire.
 The purpose of the questionnaire is to gain an insight into your preferences in context to the **AASVI system** that you just used.

	Strongly Disagree	Strongly Agree
Ease of Use		
<i>I found it easy to complete the task using the system</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>It is simple to use.</i>	1-----2-----3-----4-----5-----6-----7	NA
Consistency		
<i>I find system consistent in interacting with two different devices</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>I find the interaction consistent in completing different tasks on the same device</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>The terminology was familiar to me.</i>	1-----2-----3-----4-----5-----6-----7	NA
Satisfaction		
<i>I am satisfied using the system</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>I felt confident in using the system</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>I think I would like to use this system frequently</i>	1-----2-----3-----4-----5-----6-----7	NA
Robustness		
<i>I was able to accomplish what I wanted to do quickly.</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>It makes the things I want to accomplish easier to get done.</i>	1-----2-----3-----4-----5-----6-----7	NA
Learnability		
<i>It is easy to learn to use it.</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>It works the way I want it to work.</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>I can remember easily how to use it.</i>	1-----2-----3-----4-----5-----6-----7	NA

<i>It is easy to explore new scope of interactions and the features which system has.</i>	1-----2-----3-----4-----5-----6-----7	NA
<i>I would recommend it to a colleague.</i>	1-----2-----3-----4-----5-----6-----7	NA

Debriefing

Thank you for taking time to go through the tasks.

I'd like to briefly discuss your experience using the application, before ending the test session.

[Shall we continue?]

What did you like best about **AASVI system**?

Was there anything in **AASVI system** you particularly did NOT like?

Is there anything that you would have liked to see in **this system**, but wasn't there?

Was there anything within the system that confused you or anything that was ambiguous?

Is there anything that you feel, can help us improve the product?

Speaker Notes – End Session

That brings us to the end of this study.

We really appreciate the time you have taken to participate in this evaluation, _____.
Your participation will assist us in developing an effective and usable product. All your comments and observations will be reviewed and included in our final report.

Any further feedback from you will be greatly appreciated.

Thank you once again.