Paper Prototype and User Testing Plan

Boulder72

Task Lists

1. Getting notification during a disaster and to find out whether you are in the area that has been hit by the disaster.
2. Adding Emergency contacts.
3. Checking on an emergency contact during a disaster.
4. Keeping track of your preparedness.
5. Checking on one of your emergency contact's level of preparation.

Testing script

Introduction: Hello, and thank you for agreeing to participate in our user study on the Boulder72 app. Boulder72 is a mobile app for iPhones that helps the citizens prepare for disasters and stay informed and connected during emergencies. Today we are going to ask you to use these paper prototypes to test the intuitiveness of the interface we have designed. You will complete several tasks, illustrating the core functions of the application, using two different versions of the interface. Do you have any questions so far?

Instructions: We have four tasks for you to complete. We will complete each task using both prototypes. We would like you to employ the "Think Aloud" technique as you use the prototypes. This entails speaking aloud your thought process as you interact with the application. Ok let's get started. (*We will vary the order of the tasks as well as prototype for each participant)*

Task #1 *– Getting notification during a disaster and to find out whether you are in the area that has been hit by the disaster* – Your phone begins to vibrate in your pocket. There is a push notification on the screen that there is flooding in Boulder and an emergency has been declared. Use the app to find out if you are in danger and should be considering evacuation.

Task #2 *– Adding Emergency Contacts* – Your good friend (Kendra | Buffy) has just moved to the area. You know that in an emergency, you would want to make sure that she was ok. Starting from the homescreen of the Boulder72 app, add Kendra to your list of emergency contacts.

Task #3 – *Checking on an emergency contact during a disaster* – There is a flood in Boulder, but you are currently not physically affected and you have your smartphone with a full battery. Use the Boulder72 app to check and see if Kendra is ok.

Task #4 – *Keeping track of your preparedness* – Update your document checklist to include your passport,insurance card and birth certificate copies indicating that you have copies of all of them with you and the originals are all in a safe place.
Task #4.5 – *Adding Batteries* – You are going through your battery drawer and find that you only have 3 AAA batteries and 1 D battery, update your batteries status to reflect this.

Task #5 – *Checking on your emergency contacts' preparation status* – You have just updated your information in the app, now you want to know how prepared your friend Kendra is for a flood. Use the app to see how prepared your contact Kendra is.

Questions

1. What was the worst aspect of your experience for each prototype?
2. Which, if any, parts of the task instructions were not straightforward?
3. Which, if any, parts of the interface were potentially confusing or misleading?
4. Would you use an app like this before/during a disaster?
5. Overall feedback of each prototype?
6. Were there any tasks for which one prototype was significantly better than the other?

Thank you very much for your time, we look forward to sharing the final results of our project with you.

Testing schedule

How we will recruit

We will start by writing a mass email this week to potential participants explaining what we would like to do. If we do not receive responses in a timely manner, then we will begin calling our participants and/or reaching out to them in person. Fortunately, many of our participants are room mates or lab mates, so we can recruit them in person.

Who we will recruit

We would like to have 1-2 users from each of the following groups:

1. Home Owner
    - 2 Potential Candidates
2. Home Renter
    - 4 Potential Candidates

These candidates come from our initial user interviews. We want to use them because they are already familiar with the idea of the app.

When we will schedule user studies

The actual times for our tests will depend greatly on the availability of our users, but the calendar below reflects our availability as researchers. We have committed to being available during the time slots which include our initials. We can schedule our user tests at any time when at least 2 researchers are available so that we have one person to act as the computer and another to record the results.

	Saturday 11/1	***Sunday 11/2***	***Monday 11/3***	***Tuesday 11/4***	***Wednesday 11/5***
Morning		JA,SG	JA,SG,KS	KS	SG
Mid Day		JA,SG	JA,SG,RS,KS	JA,RS	SG
Afternoon		JA,SG	JA.SG	**UCD CLASS**	SG,RS
Evening				JA,SG,KS	SG,RS

Analysis

The observer will take notes as the user is testing the prototypes. The observer will then elaborate on these notes in a shared Google Drive document. We will then collaboratively and remotely analyze the results from our studies. This has been our remote collaboration strategy for getting work completed throughout the semester and has been very successful thus far.

Contribution report

Another solid group delegation through remote-collaboration by Boulder72. Kevin created most of the Prototyping; with Robert and Jennings working on Prototype 1 as well. Sayani created this report along with Jennings and Robert.