

User Testing plan

1) Step-by-step instructions on how to perform testing:

- a) Task: Get more information on how to use the app.
 - i) If help is requested, direct the user to click on the menu icon, on the top right side of the home screen.
 - ii) Once the sidebar comes out, tell the user to click on 'help' for a brief overview on how to use the application.
- b) Task: Use the app to sync an event from a poster to calendar.
 - i) If help is requested, direct the user to the home screen of the app
 - ii) Tell the user to click on the phone icon, then position the camera towards the QR code.
 - iii) When they are ready, tell them to click 'capture' then 'save.'
- c) Task: Create a QR code for an event
 - i) If help is requested, direct the user to the home screen of the app
 - ii) Tell them to click on the QR code icon (middle option)
 - iii) Direct user to input all of the required information, then to click 'Create'
 - iv) Once the QR code is generated, the user can either screenshot or long press the image to save it
- d) Task: Go to the list of events that you have scanned
 - i) If help is requested, direct the user to the home screen and tell them to click on the bottom icon, which resembles a calendar

2) Instructions describe how you will gain informed consent [using this form](#)

- a) We will first tell the user about the procedure of the experiment and that if they feel uncomfortable, they have the right to stop at any time. We will also let the user know that we will note their interactions and ask few questions about their experience at the end. Finally, we let the user know that this entire interaction will remain confidential. These points will be detailed in a consent form, which the user must sign before they participate.

3) Instructions describe how your observations will be recorded

- a) We will be recording our observations through a google doc. For each task, we will note the speed at which the user is able to complete it, whether or not they struggle or ask questions, and their mistakes if they make any while navigating through the interface.

4) Write the exact words that a facilitator will say to the testers:

- a) Hi, my name is _____, I will be conducting a user experience research study on an app called EventQueuer.
- b) It's a web based application that can generate QR codes for events.
- c) Other users can scan these codes and the details corresponding with the QR code will be automatically synced into their Google Calendar.

- d) Before you begin, you must read and sign this consent form, which will explain the general procedure, purpose, and confidentiality terms.
- e) You will perform 4 tasks using the app and I will record your interactions.
- f) If you are confused at any point, you are free to ask me questions regarding how to do the task, otherwise, I will remain silent.
- g) Task 1: Get more information on how to use the application.
- h) Task 2: Use the app to sync the event from the poster into your calendar.
- i) Task 3: Use the app to create a QR code for an event.
- j) Task 4: Use the app to navigate to your list of scanned events.
- k) The experiment is now complete; I will now ask you 3 questions regarding your experience with the app. (questions listed below)

5) Write a few sentences on why the instructions and scripts do not bias the user

- a) Our script does not bias the user towards one specific direction because we only tell user about the basic functionalities of the app, without giving them our opinions/purpose. Thus, they can build their own foundation of the app and they can form their own opinions on the purpose/usefulness of the app. We also give general descriptions of the tasks, without specifically instructing them how to perform the tasks, so that we don't influence them to interact with the app a certain way.

6) List three main questions/design choices of interest in your testing

- a) Core functionality: Can a user smoothly and successfully create/scan an event?
- b) Flowing interaction: Can a user properly navigate the interface without confusions or interruptions?
- c) Practicality: Would a user actually use this app as opposed to manually documenting or creating events?

7) Justify why you're interested in your main questions & how you'll answer them

- a) We believe that the two most important factors which define a "good" app is 1. The ability to execute the core functionality without any hiccups and 2. The ability to easily navigate the interface. We'll answer these factors by recording any signs of confusion as the user navigates the app and ask how they would improve the experience. The final point, practicality, is especially relevant because QR codes have been around for a long time, yet they aren't widely used. We want to see if our implementation is actually useful and we'll find the answer by asking a range of different users if they'd actually use the service.

8) Write three interview questions you will ask the testers

- a) "Which task was the hardest to complete and why?"
- b) "What would you do to improve the user interface/experience?"
- c) "Do you find using this app more or less practical than the normal way in which you record events and why?"