

Usability Test Plan

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PURPOSE & SUMMARY

For this study, MWGARDENS has hired us to discover the current capabilities of Siri and the Apple Weather App for IOS mobile devices. This study is will explore how recreational gardeners can use the Apple weather app to let them know daily and weekly weather patterns. Recreational gardeners can use this information to help grow and protect their plants. MWGARDENS would like us to determine the usability obstacles that occur when using Siri to check the weather, and what features could be created to make this process easier for recreational gardeners to check the weather.

RESEARCH QUESTIONS

1. What obstacles exist for recreational gardeners when checking the weather using Siri on an Apple Iphone?
2. What features could be created to make the process of checking the weather using Siri on an Apple Iphone easier?

IDEAL PARTICIPANTS

Our ideal participants are people who are familiar with Apple's Siri voice recognition software (voice recognition software). We also need participants that consider themselves recreational gardeners. Ideal participants must also be Apple iphone(smart phone) literate. Five participants are needed for this round of our study.

(smartphone ownership is highest among youth, with 86% of 18-29-year-olds reporting ownership of a smartphone, although 30-49-year-olds (83%) are close behind. A majority (58%) of 50-64-year-olds also own a smartphone, though adoption falls to 30% among those aged 65 and up.) So I guess we could also use this as a reason for age?

TASK SCRIPT [10 MINUTES]

Hi, how are you? Thank you for coming to see us today.

My name is **[YOUR NAME]** and I work for MWGARDENS. We work on products for nature and gardening purposes. I am helping my company understand how well an existing product works, so that that they can work on improving that existing product. This is **[YOUR OBSERVER]**, who will be observing what we are doing today. We brought you here today to see the limitations of that existing product.

This evaluation should not take more than 30 minutes.

We're going to be recording our session with video and audio today. The video and audio recording are only for analysis only. The research and development team will be the only ones allowed to look at this video. Your privacy is our top priority.

I also want you to know that you are free to leave at any time. You can also ask us questions at any time.

Before we begin, please look over, sign, and date this form. This form details your consent to the study, so I ask that you read it over thoroughly.

[Ask Participant to Sign Form]

We really want to make the most useable and enjoyable product, so please let us know what you think about the product throughout our session today. It's not perfect, but that's why you are here to help us.

The purpose of this study is to study the product and is not about you in any way. Nothing you can say or do is wrong. Please speak up when there is something you do or do not like. All comments positive or negative help us improve our product, so do not worry about our feelings.

If you are ready, let's get started.

PRE-INTERVIEW [10 MINUTES]

I want to start out by asking you a few questions about how your current knowledge and use of natural language user interfaces.

- Tell me a little bit about your use and knowledge of current language interfaces
 - [If Siri] What features do you like? What features don't you like?
 - [If Alexa] What features do you like? What features don't you like?
 - [If Cortana] What features do you like? What features don't you like?
 - [If none] Why do you think you don't use language user interfaces?
- Have you ever tried to use a natural language user interface to check the weather?
 - What did you use on the weather app?
- Have you ever tried to use a natural language user interface while gardening? Can you tell me about that time?
- What aspects about the weather do you check/not check to take care of your garden?

TASK SETUP [5 MINUTES]

Now we are going to be using Apple's natural language user interface called Siri. We will be using Siri with Apple's mobile phone called the mobile phones. We are going to be using these to complete a few tasks.

For each task, please tell me out loud what you are currently doing. This means I want you to tell me what you are thinking, doing, and what you want to do next in each task. This will help us understand how you are interacting with Siri.

[Present Participant with mobile phones with Siri Open]

- Are you familiar with Siri?
- What do you think Siri does?
- If this is or was your first time using Siri, what would you do first?

TASK ONE: Ask Siri About the Weather in Celsius/Fahrenheit [5 MINUTES]

What is your preferred unit of temperature, Fahrenheit or Celsius?

For this first task, we would like you to ask Siri about the weather in your opposite preferred unit of temperature on the mobile phone. Using the mobile phone before you, please ask her .

Before you begin, on a scale of one to five, how difficult do you think this is going to be?

RECORD: 1 2 3 4 5

Why did you give it that score?

Ok, please ask Siri about the about the weather in Celsius/Fahrenheit.

[USER PERFORMS TASK]

Ok, now that you are done, how well do you think Siri completed your task on a scale from one to five?

RECORD: 1 2 3 4 5

Why did you give it that score?

Using single words only, how would you describe your experience with the task?

RECORD

Finally, on a scale from one to five, how satisfied are you with how the Weather App completed the task?

RECORD: 1 2 3 4 5

Can you tell me why you gave it that score?

TASK TWO: Ask Siri About What the Weather is Going to be Like in 3 Hours [5 MINUTES]

For this next task, we would like you to ask about the weather 3 hours from now to the weather app.

Before you begin, on a scale of one to five, how difficult do you think this is going to be?

RECORD: 1 2 3 4 5

Why did you give it that score?

Ok, please ask about what the weather is going to be in 3 hours.

[USER PERFORMS TASK]

Ok, now that you are done, how well do you think Siri completed your task on a scale from one to five?

RECORD: 1 2 3 4 5

Why did you give it that score?

Using single words only, how would you describe your experience with the task?

RECORD

Finally, on a scale from one to five, how satisfied are you with how the Weather app completed the task?

RECORD: 1 2 3 4 5

Can you tell me why you gave it that score?

TASK THREE: Ask Siri About the Wind [5 MINUTES]

For this task, we would like you to find out from Siri about the wind.

Before you begin on a scale of one to five, how difficult do you think this is going to be?

RECORD: 1 2 3 4 5

Why did you give it that score?

Ok, please find out from Siri about the wind.

[USER PERFORMS TASK]

Ok, now that you are done, how well do you think Siri completed your task on a scale from one to five?

RECORD: 1 2 3 4 5

Why did you give it that score?

Using single words only, how would you describe trying to ask about the wind?

RECORD

Finally, on a scale from one to five, how satisfied are you with how the Weather app answered your question?

RECORD: 1 2 3 4 5

Can you tell me why you gave it that score?

WRAP-UP [5 MINUTES]

Alright, we are all done. If you give me a few minutes, I want to confer with my fellow researchers, see if you have final questions, and then I will give you your gratuity.

[Ask Observer if They Have Any Follow Up Questions]

Please sign this form and confirm that you received the gratuity.

[Provide Gratuity and Ask Participant to Sign Receipt]

Thank you so much for participating today. We appreciate your feedback and openness with us. We will use your feedback to make a better product.

TOTAL TIME = [20 MINUTES]

POST-TASK QUESTIONNAIRE

Name of Participant (Please Print) _____

1. Please rate Siri's functionality by checking off the level of your agreement with the statements provided:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Overall, I am satisfied with the ease of completing tasks in this usability test.	[]	[]	[]	[]	[]
Overall, I am satisfied with the amount of time I took to complete each task in this usability test.	[]	[]	[]	[]	[]
I think the natural language interface Siri is intuitive or easy to use.	[]	[]	[]	[]	[]
I felt very confident determining the voice commands to find information from the weather app.	[]	[]	[]	[]	[]
I think that most users would quickly learn to find weather information with Siri.	[]	[]	[]	[]	[]
The voice interface of Siri is pleasant.	[]	[]	[]	[]	[]
The natural language interface was clear and precise.	[]	[]	[]	[]	[]
I would use or recommend siri in the future to get weather information.	[]	[]	[]	[]	[]

CONSENT FORM

Name of Participant (Please Print) _____
Signature of Participant / Date _____

You are invited to participate in a usability testing analysis for a research study on the user experience of the natural language user interface Siri. We hope to utilize the information gathered to improve our understanding of how recreational gardeners use the Apple weather app to let them know daily and weekly weather patterns.

1. With your permission, we would like to have you participate in a usability testing session. In this session you will be asked to:
 - a. Answer pre-interview questions before the study begins.
 - b. Perform a series of tasks using Siri and the Apple weather app during which we will ask you to “think aloud” as you perform the tasks.
 - c. Fill out a post-task questionnaire about the usability of the natural language user interface Siri.
2. Video and audio of this session will be recorded using an iPhone 7.
3. If you agree to participate, your participation in this study will not require more time from you other than this instance where this study is explained to you. This session will take approximately 30 minutes.
4. If you have read this form and have decided to participate in this project, please understand your participation is voluntary and you have the right to withdraw your consent or discontinue participation at any time.
5. Your identity will not be disclosed in any published and written material resulting from the study.
 - a. Because information about you is personal and private, it generally cannot be used in a research study without your written authorization. If you sign this form, it will provide that authorization. This document is intended to inform you about how the video and audio of your usability testing session and survey results information will be used or disclosed in the study. Your information will only be used in accordance with this authorization form and the informed consent form and as required or allowed by law.
6. If you decide to participate, you are free to withdraw your authorization regarding the use and disclosure of survey results information (and to discontinue any other participation in the study) at any time. After any revocation, your survey results will no longer be used or disclosed in the study, except to the extent that the law allows us to continue using your information (e.g., necessary to maintain integrity of research).
7. Your name from this research study will be disclosed to the researcher and research team only.