## Sample: K4Health ACE App Phase I Usability Testing Notetaker Guide

Notetaker\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time\_\_\_\_\_\_\_\_\_\_

Participant #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sex: Male | Female

Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Introductory Script

Hi, \_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_\_. We’re asking people to give us feedback on a mobile application to see whether it works as intended. Thank you for agreeing to participate in this exercise. It will take about 45 minutes to 1 hour. Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

The first thing I want to make clear right away is that we’re testing the app, not you. You can’t do anything wrong here. In fact, this is probably the one place today where you don’t have to worry about making mistakes.

As you use the app, I’m going to ask you as much as possible to try to **think out loud**: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us.

Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the app, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. But if you still have any questions when we’re done, I’ll try to try to answer them then.

Do you have any questions so far?

**Permission to Proceed**

Do you agree to participate in the usability test? Your input and responses will be kept confidential and will not be linked to your name or contact information. **Yes | No**

“I have described the usability test process to the participant and the participant voluntarily agreed to participate in the test.”

Print name of Person Obtaining Consent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
Signature of Person Obtaining Consent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Consent Date \_\_\_\_\_\_\_\_\_\_\_\_\_

**Introductory Questions**

Before we look at the app, I’d like to ask you just a few quick questions.

1. What type of mobile phone do you have? (record model and version number, found under Settings > About phone)
2. What’s your occupation?
3. Roughly how many hours a day do you spend using your mobile phone at work and at home?
4. What do you typically do with your mobile phone?

* Make phone calls
* Text
* Check email
* Play games
* Use apps
* Read books through an e-reader
* Other, please specify

1. Have you ever heard of or used the ACE app? \_\_\_\_Yes \_\_\_\_No
2. If yes, tell me what you know about the app.

*OK, great. We’re done with the background questions. Now I’m going to ask you to try doing a specific task using the ACE app. Again, as much as possible, it will help us if you can try to* ***think out loud*** *as you go along.*

**Task 1 – Home Screen**

This is the home screen of the ACE app. Please don’t click on anything yet.

* Can you tell what ACE stands for?
* What kinds of information do you think you could get from this app? Please be specific.
* Who do you think this app is designed for? Why?
* Please give me your initial impressions about the layout of this screen and what you think of the colors and graphics.
* What kind of information do you think you will find under:
* About the app
* Share the app
* About the Handbook

*Thank you. This was really helpful.*

(Next, hand out the printed task and read it out loud. Allow the user to proceed with each task until you do not feel like it is producing any value or the user becomes very frustrated.)

**Task 2 – User Has a Method in Mind**

Imagine you are helping a family planning client decide on an appropriate contraceptive method. She has heard good things about hormonal implants and wants to use this method herself. Her medical history reveals the following: She is 35 years old, has 3 children between the ages of 2 and 7, and has high blood pressure. Use the ACE app to check whether she is medically eligible to use implants.

|  |  |  |  |
| --- | --- | --- | --- |
| Pathway  (Circle chosen pathway or write alternate in Notes column) | Time to Completion | Success  (Circle your assessment) | Notes/Observations  (Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology) |
| * My client has a method in mind > Scroll to Implants and check > Scroll to bottom of screen > Click on Continue > Answer no to all the questions > Find medical eligibility answer on Results screen * Find methods based on client’s medical condition > Answer no to all the questions > Find Implants on Results screen | **Time Started:** | 0  Not completed  1  Completed with difficulty or help  2  Easily completed |  |
| **Time Completed:** |
| **Total Time to Completion:**  (Time Completed – Time Started) |

**Task 3 – Back to Main Menu**

Please show me how you would go back to the main menu of the app.

|  |  |  |  |
| --- | --- | --- | --- |
| Pathway(s)  (Circle chosen pathway or write alternate in Notes column) | Time to Completion | Success  (Circle your assessment) | Notes/Observations  (Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology) |
| * Tap the phone’s menu button > Click on Home * Tap the green home bar at the top of the screen | **Time Started:** | 0  Not completed  1  Completed with difficulty or help  2  Easily completed |  |
| **Time Completed:** |
| **Total Time to Completion:**  (Time Completed – Time Started) |

**Task 4 – User Does Not Have a Method in Mind**

Now imagine that you are with a new client who does not have any method in mind. Her medical history reveals the following: She is 20 years old, just had her first baby four weeks ago, is currently breastfeeding, and does not have any diseases or medical conditions. Use the ACE app to find methods for which she would be medically eligible.

|  |  |  |  |
| --- | --- | --- | --- |
| Pathway(s)  (Circle chosen pathway or write alternate in Notes column) | Time to Completion | Success  (Circle your assessment) | Notes/Observations  (Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology) |
| * Find methods based on client’s medical condition > Answer yes to Less than 6 weeks postpartum & breastfeeding; no to all other questions >View list of eligible methods on Results screen * Browse all methods > Click on any method > Read information about that method to see if it would be suitable > Continue browsing until woman chooses a method > Follow above pathway to check medical eligibility | **Time Started:** | 0  Not completed  1  Completed with difficulty or help  2  Easily completed |  |
| **Time Completed:** |
| **Total Time to Completion:**  (Time Completed – Time Started) |

**Task 5 – Explore Method Characteristics**

Imagine a family planning client has heard about copper IUDs and wants to learn more about the method to decide whether it’s the right method for her. Use the ACE app to find information about copper IUDs.

|  |  |  |  |
| --- | --- | --- | --- |
| Pathway(s)  (Circle chosen pathway or write alternate in Notes column) | Time to Completion | Success  (Circle your assessment) | Notes/Observations  (Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology) |
| * Browse all methods > Scroll to Copper-Bearing Intrauterine Device and click on it > Read the information on the detailed method screen | **Time Started:** | 0  Not completed  1  Completed with difficulty or help  2  Easily completed |  |
| **Time Completed:** |
| **Total Time to Completion:**  (Time Completed – Time Started) |

*Thank you. This was really helpful.*

**Closing Questions**

I would like to wrap up this session by asking you a few more questions to get your impressions about the app now that you’ve had some time to use it.

1. What do you see as the core value of the ACE app?
2. Is the ACE app something that you see yourself using in your work?

* If yes, how do you see yourself using it?
* If no, why not?

1. What would make the app more relevant and useful to your work?
2. How useful are the following features of the ACE app?

* Checking medical eligibility for a client who has a specific method in mind
* Finding methods for which a client would be medically eligible
* Browsing key characteristics of methods

1. What was the most frustrating thing with using the ACE app?
2. Do you have any other comments about the app or have any questions for me?

**ACE App – Phase I Usability Testing User Cards**

Instructions: Cut out each cell and paste onto the front and back of index cards. (Each table row is for one index card.) Provide these printed cards as a reference for testers as they complete each task.

|  |  |
| --- | --- |
| **Task 2: User has a method in mind** | Imagine you are helping a family planning client decide on an appropriate contraceptive method. She has heard good things about **hormonal implants** and wants to use this method herself.  Her medical history reveals the following:   * 35 years old * Has three children between the ages of 2 and 7 * Has high blood pressure   **Use the ACE app to check whether she is medically eligible to use implants.** |
| **Task 4: User does not have a method in mind** | Now imagine that you are with a new client who does not have any method in mind.  Her medical history reveals the following:   * 20 years old * Just had her first baby 4 weeks ago * Currently breastfeeding * Does not have any diseases or medical conditions   **Use the ACE app to find methods for which she would be medically eligible.** |
| **Task 5: Explore method characteristics** | Imagine a family planning client has heard about copper IUDs and wants to learn more about the method to decide whether it’s the right method for her.  **Use the ACE app to find information about copper IUDs.** |