

Usability Testing Outline

1. Pre-Session Prep
 - a. Print and cut credential cards (if virtual sent in intro email)
 - b. Turn off all notifications on devices, close extra windows
 - c. Check wifi connection
 - d. Check battery level
2. Sign consent waivers with parents
 - a. Provide any more context on the study/approach needed. I.e. we would like this to replicate the classroom experience, so please do not guide or influence your child.
 - b. We will not distribute this to anyone outside of our team and all content will be deleted within 30 days.
3. Start Google Meet
 - a. If in-person, start on student computer.
 - b. Share screen. If virtual, have parent start screen share
 - c. Start screen recording
 - d. Camera off and mic on depending on consent
4. Warm Up / Stage Set
 - a. Let parent know we are recording audio
5. Launch Figma Prototype
 - a. Let parent know we are recording the screen
 - b. In-person: Pass computer to student. Virtual, have parent click on link to open the prototype
 - c. Hand student first credential card (and so on). Have the parent handle virtual.
6. Wrap Up
7. Stop recording
 - a. Let parent know recording has stopped
8. Distribute Incentive
 - a. For virtual: confirm parent email address for digital Amazon gift card. Send immediately after session.
 - b. In-person: confirm parent email address for digital Amazon gift card. Send immediately after session.
 - c. *Respondent.io* in-person: Mark session as completed so funds are distributed

Assets

- [Consent Form](#)
- [Figma Prototype Link](#)
- [Notes / Synthesis Miro Board](#)
- Physical printed cards
- Discussion guide. Printed or digital on second device

Warm-up

1. We're creating a website for kids to use in the classroom and we need kids to teach us how they want to use it. I'm going to show you a couple of designs that we're thinking about and have you tell us what you think about them. **Before we start, I'd love to know how you use computers.**
2. Which devices do you use?
3. What are your favorite websites / apps?
4. Do you play video games?
 - a. What do you like to play?
5. Do any of the websites or video games you use make you log in before you use them?
6. Do you use a computer in your class or for homework?
 - a. What do you use it for?
 - b. Do you ever have to log in to the computer?
 - i. How do you do that? Does the teacher give you a password to use or do you remember your password?
7. Thanks for sharing, that will be very helpful for us.

Login - 25min

OK. Now I'll show you the website that we're creating and let you click through it.

The designs we're about to share with you aren't finished yet. They're kind of like pieces to a larger puzzle and that's the reason that we're talking to you today, so you can show us if we're on the right track. Remember, you're the teacher, so I'll probably ask you some questions so that I can learn how we need to change things to make them better. Tell us if something doesn't make sense and if you like or don't like something.

Do you have any questions before we start?
Are you ready?

*Hand computer to student and pull up [Figma Link](#)
Start recording and tell the guardian we are now recording the screen.*

Number Pin

1. For this part we're going to log into a pretend website
2. I'm going to pull up a website and hand you a piece of paper.
3. Hand business card paper to student
4. Can you tell me what you see here?
5. Question student about card elements i.e is this too small etc.
 - a. If too small, hand student index card to see if it's better
6. Now I'm going to pull up our website for you.
7. You're going to have to log on to this website in order to use it.
8. Have you ever done anything like that before?
 - a. Yes - tell us about it
 - b. No - great. Well this will be fun to see if we're on the right track
9. Pull up website
10. Now I just want you to follow the instructions on the screen. I'll be here to help you if anything is confusing.
11. What did you think about that?
12. Is there anything that you didn't like?
13. Did it seem like something that kids would use?

Pattern Pin

1. I'm going to hand you a different piece of paper and pull up a website.
2. Just like last time, I'm going to ask you to follow the directions on the screen.
3. Hand paper to student
4. Can you tell me what you see here?
5. Question student about card elements i.e is this too small etc.
6. Have you ever done anything like that before?
 - a. Yes - tell us about it
 - b. No - great. Well this will be fun to see if we're on the right track
7. Now I just want you to follow the instructions on the screen
8. With this one, you can tell me when you're done
9. What would you do if you wanted to change your mind and select a different square instead?
10. What did you think about this compared to the first one?
11. Is there anything that you didn't like?
12. Did it seem like something that kids would use?
13. That's awesome, you're doing a great job!

Symbol Pin

1. You're doing great. OK. This is the last piece of paper I'm going to hand you.
2. Just like the first two times, you'll be following the directions on the screen.
3. Do you have any questions?
4. Great. You can start whenever you're ready.
5. Hand paper to student
6. Can you tell me what you see here?
7. Question student about card elements i.e is this too small etc.
8. What would you do if you wanted to change your mind and select a different square instead?
9. Is there anything that you didn't like?

10. Did it seem like something that kids would use?
11. That's awesome, you're doing a great job!

Login Options Debrief

Revisit all three (side by side?)

1. Did you like one of these better than the others?
 - a. What did you like about this in particular?
2. Is there something about the other two that you didn't like?
3. What do you think we should change for kids to like/understand better?

Error message

1. Awesome! This is the last section and then we're finished.
2. For this, we're going to pretend that you accidentally put in the wrong symbols.
3. To get started, go ahead and click the green "Next" button
4. OK, so this is where we start. Imagine that you were entering the pictures into the box and a screen like this popped up.
What would you do?
5. Ok. Now, Imagine that you're in class. Looking at this screen and at your card, you can see that the pictures don't all match. What would you do at this point?

Wrap Up - 5min

1. Thank you so much for your help. Everything you've taught us today was great.
2. We'll take your ideas and think about how this app can be even better for kids.
3. Any last ideas or questions for us?
4. For parent:
 - a. Do you know of any other parents/children that would like to participate in this study?
 - b. Are you open to participating in another round of testing?

Overarching Questions:

- Easiest way to get help when they need it
- Form factor most used
- **Which approach is easiest for 3rd graders?**
- Best methods to undo unwanted submissions
- Best language to translate mission
- Does it make it easier when we limit character type?
- Does it make it easier to select from images vs. reproduce