

Background

[Link to Prototype](#)

HomeTeam is a mobile app for managing your household. The main purpose is to organize, assign and view household chores in an engaging & rewarding way.

There are two types of users:

Users who are administrators (create tasks to be assigned)

And

Secondary users who have limited access (can view & complete tasks and interact with other other users in the app)

Prompt

Thank you for participating in my usability study.

I am testing the design of the product, the HomeTeam app, and want to identify what is working and what is not. Here's some background (tell them about HomeTeam)....

For this usability study, I am not testing you, and there are no wrong answers. I hope to gain insights from your experience and to improve on the features for this product and the user experience overall. Please think aloud during the study so we can understand your thoughts!

Thinking aloud is pretty simple; just talk and describe how you think elements on the page behave, what the page is telling you. I will show you a quick video of a user test where the participant is thinking aloud.

<https://www.nngroup.com/articles/thinking-aloud-demo-video/>

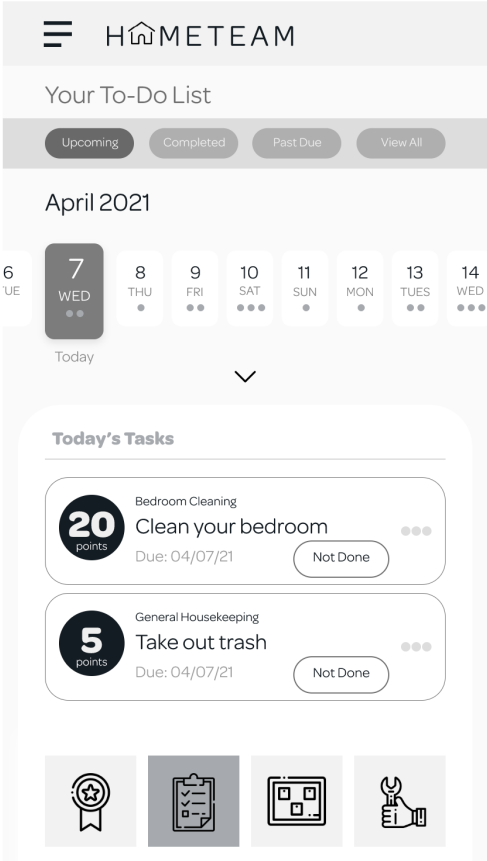
You are one of 5 family members using the HomeTeam app. You do not have administrative privileges and can only view and complete tasks, and interact with other users in the app. I'll give you a few more context scenarios as we go through the usability study, but please let me know if you are ever uncomfortable or want to end the study. Please don't click on anything until I give specific instructions, as sometimes I like to ask general questions about a screen before performing any tasks.

The HomeTeam Logo will take you back to the previous page, and the to-do list icon on the main footer navigation will take you back to the main to-do list page. Are you ready to begin?

Questions

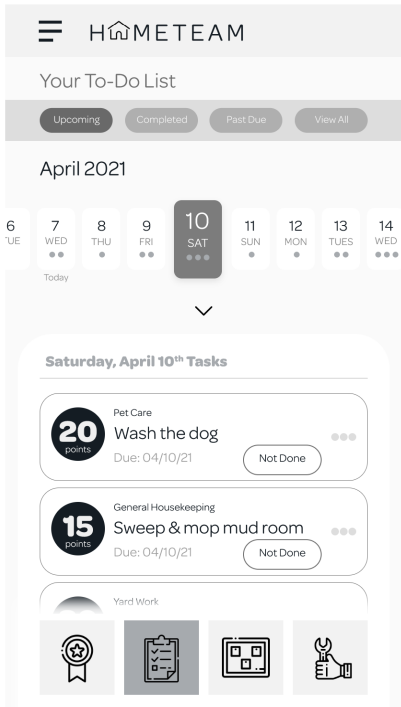
Scenario – View tasks

Imagine that you want to see what tasks are assigned to you and when they are due.

1. When you first look at this page, what do you think is the most important thing on the page? What is indicating that for you? What are the next two most important things on this page?	
2. What types of actions, as a user, can you do on this page?	
3. What do you expect the bubbles under the heading "Your To-Do List" do, and how do you expect to interact with them?	
4. How would you go about viewing all types of tasks?	
5. What is indicating to you, as the user, what day you have selected?	
6. Please walk me through how you would view all upcoming, past due, and completed tasks?	
7. Imagine you want to see all tasks (done, not done, past-due) for the entire month. How would you go about doing that? Please think aloud & you can tap/click as you move through this action.	

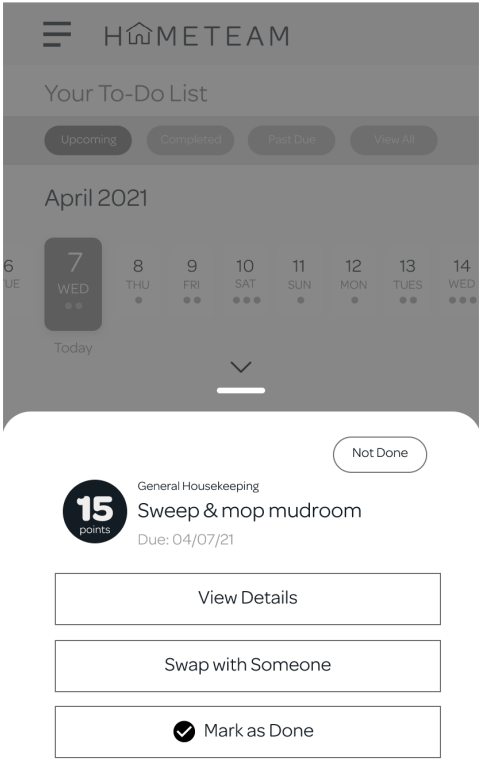
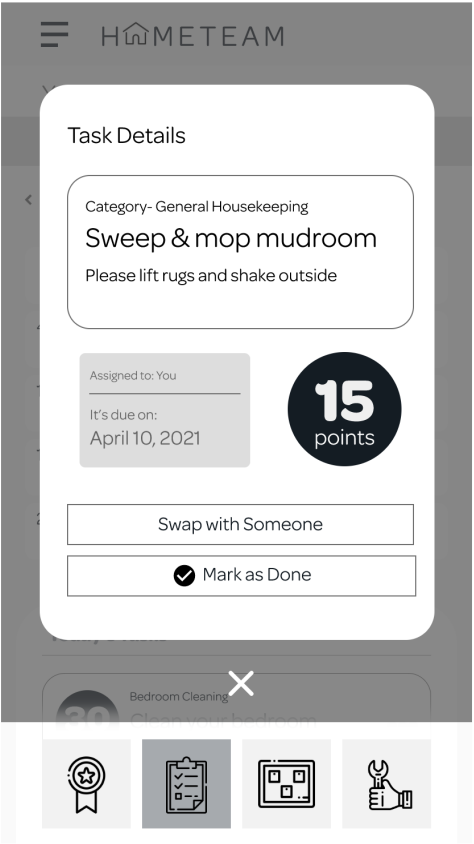
Scenario – Mark task as complete

Imagine that you have just finished washing the dog, a task that is due on April 10th.

1. Please think aloud as you go about marking the dog-washing task as done.	
2. What do you expect will happen next? Is this screen what you were expecting?	
3. What functions are important to you, as a user, from this task flow?	

Scenario– View Details

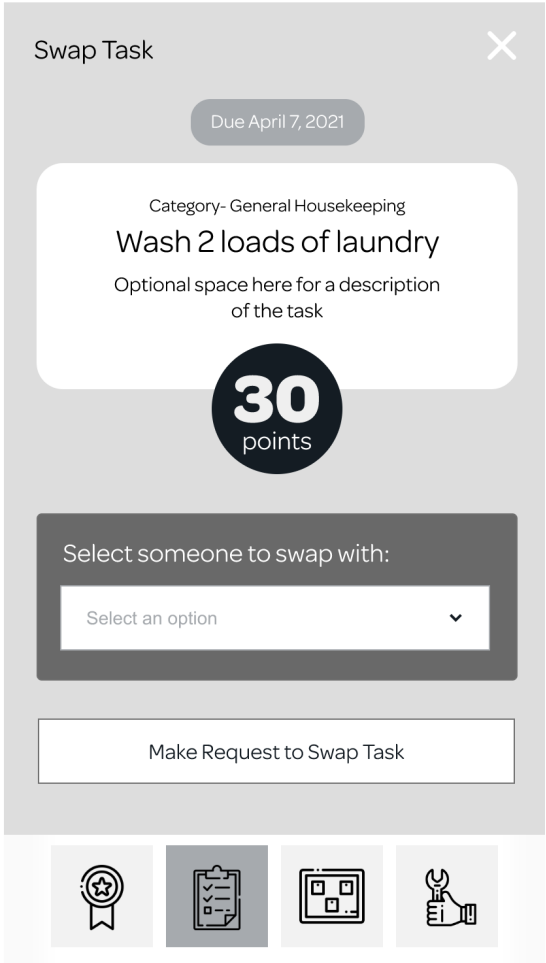
Imagine that you want to see specific instructions of what your mom wrote in a task description.

	
1. Please think aloud as you navigate to find the instructions for cleaning the mudroom.	2. Is that what you were expecting?

Please close this window and navigate back to the main to-do list page.

Scenario– Swap Task

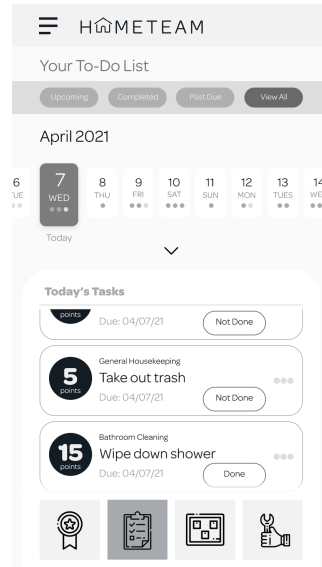
Imagine that you want to swap a task that you really dislike with your sister Maia.

1. Please navigate to a task you'd like to trade off. Please think aloud as you go about completing this action.	
2. Using think aloud, what do you expect the elements on this page do?	
3. How do you expect to make the swap with your sister?	
4. What do you expect will happen next?	

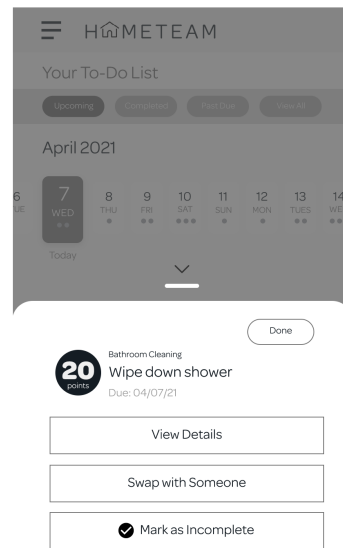
Scenario– Undo a completed task

Imagine you recently marked the “Wipe down shower” task as complete, but you didn’t actually do it yet.

1. How would you go about finding the task? Please think aloud.



2. How would you go about marking the task as "not done" or "Incomplete"?



Any final thoughts?