

Usability Test Plan

<https://fssg4k.axshare.com>

1. Script:

Hello, my name is [your name] and I'm a graduate student at DePaul University. My group is working on a project for our Prototyping & Implementation class. We've designed a system called FitPilot for personal fitness trainers and their clients integrating mobile apps and smartwatch technologies.

The purpose of this test is to determine if FitPilot is easy to use and see if any changes need to be made. I'll be your test moderator. We will record this session where we'll observe and take notes as you navigate our mid-fi prototype. You will be given a few prompts and you will be asked to complete the tasks based on them. You're encouraged to think out loud as you perform these tasks. Please don't feel discouraged if you make any mistakes, we're testing the app, not the user. You will not hurt our feelings if you have any complaints or difficulty. The more issues you have the better for our group to address, and find a better solution. Feel free to ask questions as you perform these tasks. This recording will be shared amongst my group and professor. The results from the video may be presented in our final presentation. Participation is voluntary and you can stop the test at any time.

Do you agree to participate in this test? (yes)

Do I have consent to record this session? (yes)

Do you have any questions or concerns before the test begins?

1.1. Pre-task questions:

Before we start, I am going to ask a few questions about yourself and your perspective on fitness in order for the research team to get to know you a bit.

- What is your age?
- What is your occupation?
 - If the user is NOT a trainer
 - Are you a fitness enthusiast?
 - Do you pay for extra guidance while working out?
 - Where do you generally workout?
 - How many times a week?
 - If the user IS a trainer
 - How many sessions per week do you coach?
 - How many clients are in each session?

- What are your current struggles?
- Where do you generally train?
- What applications do you use for fitness?
- From 1 to 5, 5 being the highest. How proficient do you feel are you in technology?
- Do you wear a smartwatch to track your fitness?

1.2. Documentation method:

https://docs.google.com/spreadsheets/d/14Ew267dNBAnxbOtyeXt4WJvQikhMiC_h6n93d4r5Z5Q/edit#gid=0

2. Task prompts:

Okay, now that we have gotten to know a little more about you, it is time to dive into testing the application FitPilot. It is important to remember that the research team is not testing you, we are testing the application.

Imagine you are a fitness trainer using the app FitPilot in a personal training session. You have three clients scheduled for the upcoming session.

2.1 Task 1 Workout Set Up

Imagine you are a trainer who has an upcoming session today with three clients.

- How would you go about preparing for the session within the app?
- How do you add a workout for the client named Harper?

Post Task Questions:

- Was the task difficult to complete?
- Was the task confusing?
- Was there any language or were there labels that you had trouble understanding?

2.2 Task 2 Client Check In

Now imagine it is the class time and your clients are arriving. Jack Frost seems to be a no show and Jiminy Cricket wants to take his place.

- How would you delete Jack Frost from today's class?

- How would you add Jiminy Cricket to today's class?

Post Task Questions:

- Was the task difficult to complete?
- Was the task confusing?
- Was there any language or were there labels that you had trouble understanding?

2.3 Task 3 Client Monitoring

Task: You are in the middle of the class and wanting to check in on the status of your clients.

- How would you check the status of your active clients?
- Where can you see that Harper's heart rate is dropping?
- How would you send Harper the new exercise "Planks" during the active session?

Post Task Questions:

- Was the task difficult to complete?
- Was the task confusing?
- Was there any language or were there labels that you had trouble understanding?

2.4 Task 4 Trainer Notification

Task: Now that you have sent Harper a new workout, imagine that he needs help with the exercise. After starting the exercise, he wants to get into contact with the trainer.

The user participant is instructed to click on the notification popup from the mobile platform, which will direct them to the smart watch interface.

- What do you think about this interface?
- How do you think he should be able to prompt you for help?

The user participant should click on the help button, which will take you back to the trainer alert screen

- How do you feel about this alert?
- How would you let him know that you were able to help?

3. Post-test questions

We have completed all the tasks we wanted to discuss with you today. I know you have been giving us your feedback throughout the session but before we end, I was hoping we could ask you some overarching questions.

<https://forms.gle/9BxeeundtwhzWqxq5>

Thank you for participating in this test and for providing feedback about your experience with the application. Do you have any questions or concerns before the test ends?