



moodtracker.com

Usability Test Plan

HCI 460

Usability Test Plan by Crystal Koo, Cindy Aronson, Tim Lattimer and Rahul Kapoor

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MoodTracker Overview

MoodTracker is an online application that helps users improve their quality of life through tracking measurements such as water intake, depression, and anxiety levels. The app includes treatment tracking, reminders, and allows users to share their charts with their wellness team to improve their wellness goals.

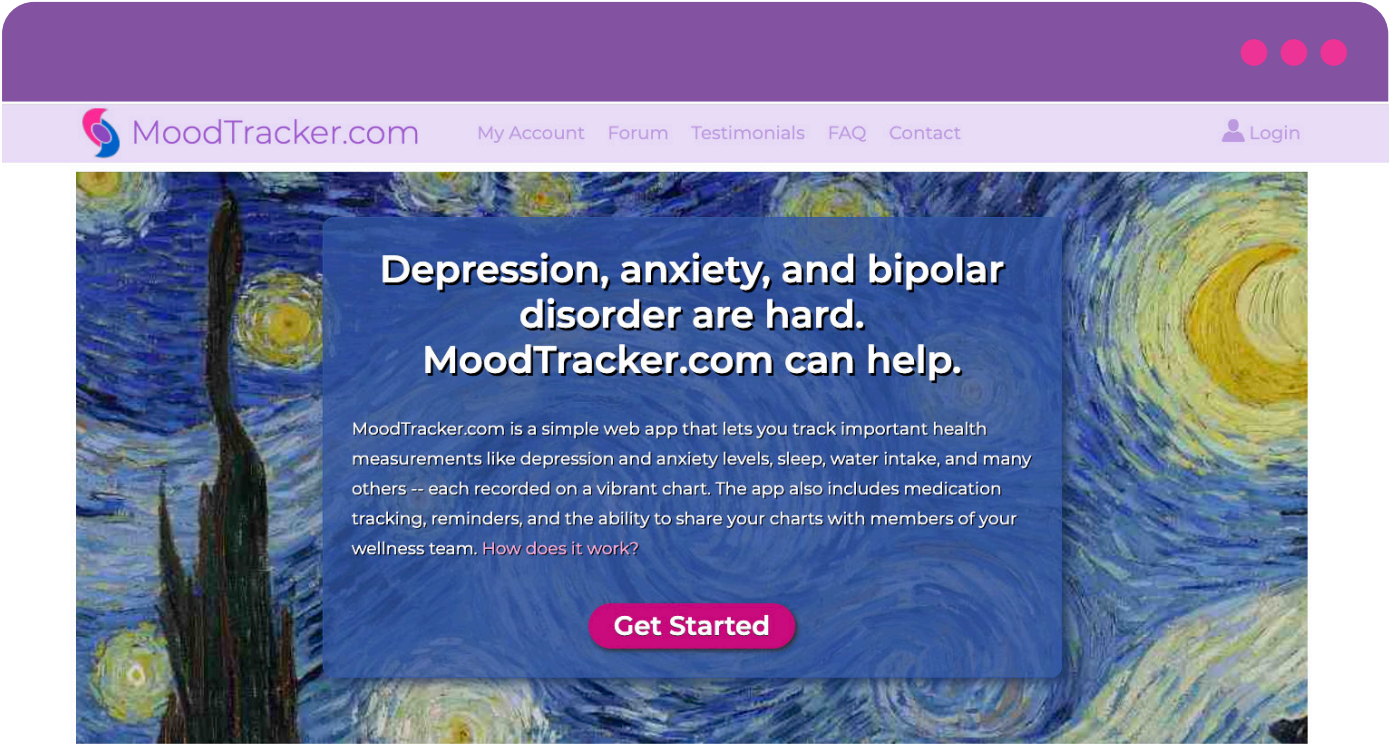


Chart Positive Change

Seeing your behavior patterns can inspire life changing actions. [Really?](#)



Purpose

Our client has noticed a drop in new subscribers and low activity levels among current members based on a recent analytics test. The purpose of this study is to gain more insight into the existing Mood Tracker website and discover any major usability issues that may block users from completing the website's essential tasks. Our findings from this assessment test will confirm the issues that our group discovered when we conducted usability evaluations and assist with the next release of the Mood Tracker interface.

Problem statement and test objectives

Scope

Our usability test will evaluate select features of the free Basic Plan, and will not include testing features included with the Advanced or Complete Plans which require paid subscriptions. We will focus on testing Happiness Level functionality, as that is universal for all participants; we will not be testing specific Mental Health Management features for Anxiety, Depression, Bipolar Disorder, Female Reproductive Health or users who may have a dual diagnosis.

Although the target users of the application are those who are managing mental health conditions either under the guidance of a wellness team or individually, our sample population for usability testing includes primarily graduate-level students at DePaul University, friends and family. We are not testing currently registered users or customers. For HIPAA reasons, we are not screening or asking specific mental health or other medical related questions.

Our group seeks to understand the answers to the following research questions:

Q1: How easily can users join MoodTracker?

- » Are there any language labels that might create confusion?

Q2: Will users know how to locate, track, and edit their Health Measurement Records?

- » Are there any Health Management Record labels that might create confusion?

Q3: Is the Mood Tracker website user-friendly towards new users and help them learn how to use the interface?

Q4: Will users be able to create a reminder to track their happiness measurements with ease?

Q5: Does a user understand the concept of "my purpose" and how to put that into words?

- » Does the user feel "my purpose" is a helpful feature in their attainment of happiness and well-being?

User Profile

The target users of the Happiness Finder on MoodTracker.com are individuals who have busy lifestyles but want to dedicate time to improve their holistic wellbeing. These are individuals who wish to enhance their lives by keeping track of mood, gratitude lists, smiles, and water consumption, to more mindful activities like meditation and sleep quality. They may be under the care of a Wellness team, or wish to seek support from those with similar conditions. We intend to diversify our usability test subjects by conducting a screener ([See Appendix](#)).

| Characteristics | Desired number of participants |
|---|--------------------------------|
| PARTICIPANT TYPE | |
| Pilot | 1 |
| Regular | 4 |
| Backup | 1 |
| Participant type | 6 |
| USAGE FREQUENCY | |
| Frequently: 4+ more times a week | 1 |
| Moderately: 2-3 more times a week | 2 |
| Infrequently: 0-1 more times a week | 1 |
| TYPES OF USAGE | |
| Tracking mood | 2 |
| Tracking meditation, sleep quality, water intake | 2 |
| TECHNOLOGY USAGE | |
| Has an internet connection, webcam and either desktop or laptop | 4 |
| Comfortable with public forums | 4 |
| UNDER THE CARE OF A WELLNESS TEAM OR SEEKING OTHER SUPPORT SYSTEM (FORUMS) | |
| Current Patient | 2 |
| Self-treatment of symptoms | 2 |
| AGE | |
| 18-24 | 1 |
| 25-35 | 1-2 |
| 36-50 | 1 |
| 51-64 | 1 |
| 65+ | 1 |
| GENDER | |
| Male | 2 |
| Female | 2 |

Test Design

Methodology

This test is designed to evaluate the usability and functionality of the MoodTracker website. The participants will be presented with a series of tasks that the group discovered had usability concerns when conducting expert evaluations. The test moderator will follow a testing script ([See Appendix](#)) where they will greet the participant, ask pre-test questions, prompt task scenarios, and conduct post-test debriefing. We will be collecting mainly qualitative data.

There will also be at least 2 observers that will take notes during each test. If for any reason the participant is unable to complete the task, the test moderator may provide some clues to assist. If the participant still encounters problems, the moderator will end the task and ask to proceed to the next. During the test, we will encourage each participant to think aloud.

All participants will be required to provide verbal consent prior to starting the test.

Within-Subjects Design

In this within-subjects study, we will conduct 5 tasks that each participant will perform. The tasks will be performed using www.MoodTracker.com. In each session, the test moderator will spend about 10 minutes explaining the session to the participant, review basic background information with the participant, and then conduct a post-test debriefing interview.

Session Outline and Timing

The test sessions will be approximately 30 minutes long. 10 minutes will be used for the pre-test introductions and post-test debriefing interviews. The sessions will take place remotely where we will be observing through Validately.

Test Design (contd.)

Pre-test arrangements

Have the participants:

- Review and provide verbal consent to participate in the research
- Fill out a screener/background questionnaire

Introduction to the session (3 minutes)

Discuss:

- Thank participants for their time to participate in this study
- Importance of their involvement in the study.
- Test moderator's role.
- Recording systems and observers
- The protocol for the rest of the session.
- Thinking aloud.
- Assure participants that there are no wrong answers.
- Refer to any forms

Background interview (5 minutes)

Discuss the participant's experience:

- With keeping track of their mental wellbeing?
- The reasons for their pursuit of more happiness?

Tasks (20 minutes)

- Participants will perform 5 tasks on www.MoodTracker.com.

Post-test debriefing (5 minutes)

- Ask broad questions to collect preference and other qualitative data.
- Follow up on any particular problems that the participant might have encountered.

Task List



Task 1: Become a new member in MoodTracker

Scenario: Imagine that you've been feeling down for several weeks and can't exactly understand why. After a visit with your doctor, they suggest using MoodTracker to help keep track of your happiness levels. Go to www.Moodtracker.com and become a new user by setting up a free account.

- » When setting up your account, please use the email, username, and password provided to you.

Post Task questions:

- Before you create an account, when you see "My Account" and "Login" which link are you more inclined to click first? And why?
- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task 2: Set Up "My Purpose"

Scenario: After logging into the application using the account you created in task 1, the next task is to come up with an inspirational statement. This may answer the questions "Why are you here?" and "How will this tool help me?" Please show me how to add in this statement to the interface.

Post Task questions:

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task List (Contd.)

Task 3: Add New Health Management Records

Scenario: After discussing with your doctor, you want to be able to track your daily health measurements using the Mood Tracker website. You plan on entering these measurements into the website every day. Please show me how you would enter today's data.

Post Task questions:

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task 4: Edit Previous Health Management Records

Scenario: After reviewing your health management records, you realize that you entered the incorrect amount of sleep hours for the day. In addition, your doctor advised you to keep track of your records beginning yesterday and you forgot to do so. Please show me how you would make these changes.

Post Task questions:

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task List (Contd.)

Task 5: Setting up Mood Reminder

Scenario: With your busy schedule, you know you will often forget to enter in your health management records every day. Using the interface, please show me how to send yourself daily emails at 8pm CST, which notify you to enter your daily mood. *Don't worry about verifying your email prior to completing this task.*

Post Task questions:

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Test environment

Testing will take place remotely where we will be using Zoom to record the session. Using this platform, we will be able to view the participant's screen and facial expressions simultaneously. The participants will be using their own laptops and will log in at the same time as the testing moderator. There will be at least 2 observers taking notes during each usability test using the Participant Log Sheet Google form ([See Appendix](#)).

Test monitor role



The test moderator will follow the test script closely during the usability test [\(See Appendix\)](#). If the participant encounters any issues while performing the tasks, the moderator may provide some clues to assist. However, specific instructions should be avoided. If the participant continues to have problems and they cannot complete the task, the moderator should guide them through the task before moving onto the next task.

Evaluation measures



In order to address our objectives, our group will mainly collect qualitative data while participants are working through our tasks. This data will include notes on if the task is completed, the path the user took, how the participant interacts with the website, observing facial expressions, any interesting quotes the participant may have, any errors they make, etc. All of these notes will be recorded in our log sheets [\(See Appendix\)](#). Since we will be asking our participants to think aloud, we will be able to distinguish which tasks are easy, difficult, and the reasoning behind it.

Report Contents



Our final report will address our research findings from the usability tests we conduct. We hope to discover any usability issues within Mood Tracker's most common tasks, such as signing up for the application and keeping track of health management records. The evaluation measures below will address our test objectives (discussed earlier in this document) by providing context of where users stumble, fail, and/or succeed upon completing each task. Based on these findings, we will be able to assist MoodTracker.com with the next release of the product.

Performance Measures

- | | |
|--|---|
| 1. Whether a task was completed successfully | 3. How many times a user asks for assistance and where the task completed/not completed |
| 2. Number of incorrect tasks | |

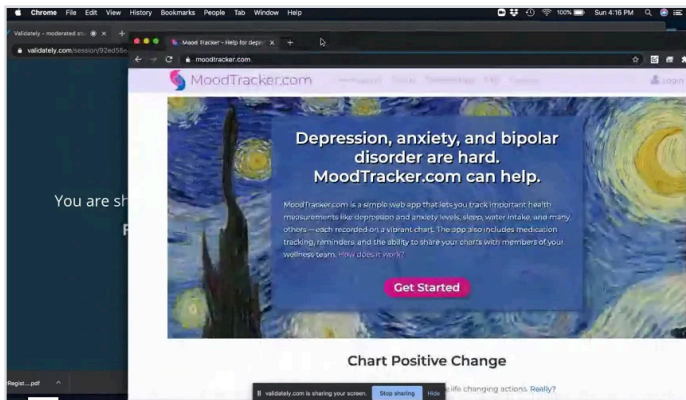
Preference Measures

- | | |
|--|---------------------------------------|
| 1. Ease of use overall | 4. Ease of reading text on the screen |
| 2. Usefulness of the product | 5. Learnability |
| 3. How well product matched expectations | |

Updates based on Pilot Test

Based on our pilot test, we made minor updates to the usability test plan.

- Shortened email address length for sign-up new user registration
- Use Zoom instead of Validately to improve technical issues encountered
- Update Participant Log Sheet to include warm-up question data
- Instead of asking demographic questions such as age and gender in the wrap-up section, we moved it to the screen/background form to allow greater anonymity for the participant.



[Watch our Pilot Test here](#)

Password: hci460summer

Appendix



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ADULT CONSENT TO PARTICIPATE IN RESEARCH

MoodTracker Study

Principal Investigators: Crystal Koo, Tim Lattimer, Cindy Aronson, and Rahul Kapoor (Graduate Students)

Institution: DePaul University, Chicago, Illinois, USA

Department, School, College: College of Computing and Digital Media

Faculty Advisor: Enid Montague, Ph.D. - College of Computing and Digital Media, DePaul University

What is the purpose of this research?

We are asking you to participate in a research study because our group wants to gain more insight into the existing Mood Tracker website and discover any significant usability issues that may block users from completing the website's essential tasks. This study is being conducted by Crystal Koo, Tim Lattimer, Cindy Aronson, and Rahul Kapoor, all graduate students at DePaul University. This study is being supervised by our faculty advisor, Enid Montague, Ph.D. We hope to include a minimum of 4 participants.

Why are you being asked to be in the research?

You are invited to participate in this study because we have determined you are a target user based on your answers to our screener questions, as they match the characteristics we are looking for in participants.

What is involved in being in the research study?

If you agree to be in this study, we will ask you to participate in a series of tasks within the MoodTracker application. After a few introductory questions, we will continue with the set of tasks based on a series of hypothetical scenarios. The observation will be conducted via a recorded video call. We will record notes from the observations and your response to the questions. We will follow up on the observation with a short wrap up interview, and the video will be shared amongst the group and faculty advisor.

Consent Form (Contd.)



How much time will this take?

This study will take approximately 40 minutes.

Are there any risks involved in participating in this study?

This study involves no risks. You may feel uncomfortable or embarrassed while answering the questions. You do not have to answer any questions you do not want to.

Are there any benefits to participating in this study?

You will not personally benefit from being in this study. Your contribution may improve the application.

Are there any costs to me for being in the research?

There are no financial costs in participating in the research.

Can you decide not to participate?

Your participation is voluntary; you can choose not to participate. There will be no consequences, penalties, or loss of benefits if you decide not to participate or withdraw at any point.

Who will see my study information and how will the confidentiality of the information collected for the research be protected?

The research records will be kept and stored securely. Your information will be combined with information from other people taking part in the study. When we write about the study or publish a paper to share the research with other researchers, we will write about the combined information we have gathered. We will not include your name or any information that will directly identify you. Some people might review or copy our records that may identify you in order to make sure we are following the required rules, laws, and regulations.

For example, the DePaul University Institutional Review Board, and/or the Data and Safety Monitoring Board may review your information. If they look at our records, they will keep your information confidential. At the end of the study, recordings and documentation will be destroyed.

Consent Form (Contd.)



Who should be contacted for more information about the research?

If you have any questions or concerns about the study, please feel free to contact one of the researchers below or their faculty advisor using the contact information listed below:

| | | |
|--|--|--|
| Tim Lattimer tim.lattimer@alumni.depaul.edu | Cindy Aronson Cindy.aronson@sbcglobal.net | Dr. Enid Montague, Faculty Advisor emontag1@cdm.depaul.edu |
| Crystal Koo crystalkoo510@gmail.com | Rahul Kapoor rahulkapoor@gmail.com | |

Statement of Consent from the Subject:

I have read the above information. I have had all my questions and concerns answered. By giving my recorded verbal permission, I indicate my consent to be in the research.

Type name: _____

Date: _____

Email/Username/Passwords for users to enter

Participants are provided with "tester" emails, usernames, passwords and non-identifying "faux" first names, last names and all will use the same security question.

Participant Pilot Test

Choose Username: testersamplepilot1
Choose Password: testerpilot1
Confirm Password: testerpilot1
Security Question: In what city were you born?
Security Answer: Chicago
First Name: TesterASamplePilot
Last Name: TesterASamplePilot
Email: hcipilot1@xyztest.com

Participant 1

Choose Username: testersample1
Choose Password: testerpw1
Confirm Password: testerpw1
Security Question: In what city were you born?
Security Answer: Chicago
First Name: TesterASample1
Last Name: TesterASample1
Email: hciparticipant1@xyztest.com

Participant 2

Choose Username: testersample2
Choose Password: testerpw2
Confirm Password: testerpw2
Security Question: In what city were you born?
Security Answer: Chicago
First Name: TesterASample2
Last Name: TesterASample2
Email: hciparticipant2@xyztest.com

Participant 3

Choose Username: testersample3
Choose Password: testerpw3
Confirm Password: testerpw3
Security Question: In what city were you born?
Security Answer: Chicago
First Name: TesterASample3
Last Name: TesterASample3
Email: hciparticipant3@xyztest.com

Participant 4

Choose Username: testersample4
Choose Password: testerpw4
Confirm Password: testerpw4
Security Question: In what city were you born?
Security Answer: Chicago
First Name: TesterASample4
Last Name: TesterASample4
Email: hciparticipant4@xyztest.com

Task Checklists for Success Paths

To ensure accurate measurements of successfully completed tasks, notetakers will compare participants' actions against a task checklist which include both a beginning and end step. Deviations from these steps and errors will be noted.

Task 1 Checklist

BEGIN Step 1: Participant clicks on Get Started Button
Success Step 2: Participant clicks on Finding More Happiness button
Success Step 3: Participant clicks on Select Basic Plan button
END Step 4: Participant clicks on Finish button

Task 2 Checklist

BEGIN Step 1: Participant clicks on My Purpose from the side menu, OR,
Selects Setup My Purpose link on the My Account page.
Success Step 2: Participant enters Notes for My Thoughts text
Success Step 3: Participant enters My Purpose text (2-3 sentences).
Success Step 4: Participants selects Font
Success Step 5: Participants selects Day(s) of Week
END Step 6: Participant clicks on Save button

Task 3 Checklist

BEGIN Step 1: Participant selects Charts link from the side menu, OR,
Selects Charts - Add Record link on the My Account page.
Success Step 2: Participant selects Add or Modify Record link or icon
Success Step 3: Participant selects radio button from Mood; and/or Expressed Gratitude, and/or Sleep Hours, and/or Meditation or Prayer, and/or Visualized or Planned, and/or Journal.
END Step 4: Participants clicks on Save button

Task Checklists for Success Paths (Contd.)

Task 4 Checklist

BEGIN Step 1: Participant selects Charts link from the side menu.

Success Step 2: Participant selects Add or Modify Record link or icon

Success Step 3: Participant changes the Sleep hours for the current date and clicks the Save button.

Success Step 4: Participant selects Add or Modify Record link or icon

Success Step 5: Participant changes the Date to be yesterday's date.

Success Step 6: Participant inputs Mood, Expressed Gratitude, Sleep Hours, Meditation or Prayer, Visualized or Planned and Journal.

END Step 7: Participant clicks on Save button

Task 5 Checklist

BEGIN Step 1: Participant selects Reminders link from the side menu.

Success Step 2: Participant selects Enter New Reminder link or icon

Success Step 3: Participant edits the Daily Send Time to 8:00 pm using all 3 dropdown menus.

Success Step 4: Participant edits the Time Zone to America/Chicago time using the drop down menu.

Success Step 5: Participant selects the Mood radio button.

END Step 6: Participant clicks on the Save Reminder button.

Participant Log Sheets

Each notetaker will enter all task and post-task notes into a Google form participant log sheet. These log sheets will measure moderator assistance in task completion, success rates, notes and errors, participant comments and concerns, confidence levels and other qualitative data.

Participant Log Sheet

MoodTracker.com

Participants Name

Your answer

Observers Name

Your answer

Looking at the homepage, what are your first impressions about this site?

Your answer

Next

Log Sheet: Participant and Observer Names and our warm up question

Participant Log Sheet

Task 1: Become a new member in MoodTracker

Task 1: Assistance Counter

Your answer

Task 1: Success

☐ Yes

☐ No

Task 1: Notes and Errors

Your answer

Task 1: User Comments/Concerns:

Your answer

Before you create an account, when you see "My Account" and "Login" which link are you more inclined to click first? And why?

Your answer

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

1 2 3 4 5

Least Confident ☐ ☐ ☐ ☐ ☐ Most Confident

Notes

Your answer

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer

Back Next

Log Sheet: Task 1- Become a new member

Participant Log Sheets (Contd.)



Participant Log Sheet

Task 2: Set Up "My Purpose"

Task 2: Assistance Counter

Your answer

Task 2: Success

☐ Yes

☐ No

Task 2: Notes and Errors

Your answer

Task 2: User Comments/Concerns:

Your answer

Task On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident

1

2

3

4

5

Most Confident

Notes

Your answer

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer

Back

Next

Participant Log Sheet

Task 3: Add New Health Management Records

Task 3: Assistance Counter

Your answer

Task 3: Success

☐ Yes

☐ No

Task 3: Notes and Errors

Your answer

Task 3: User Comments/Concerns:

Your answer

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident

1

2

3

4

5

Most Confident

Notes

Your answer

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer

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Next

Log Sheet: Task 2 - Set up "My Purpose"

Log Sheet: Task 3 - Add New Health Management Record

Participant Log Sheets (Contd.)



Participant Log Sheet

Task 4: Edit Previous Health Management Records

Task 4: Assistance Counter

Your answer

Task 4: Success

Yes

No

Task 4: Notes and Errors

Your answer

Task 4: User Comments/Concerns:

Your answer

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident

1

2

3

4

5

Most Confident

Notes

Your answer

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer

Back

Next

Log Sheet: Task 4 - Edit Previous Health Management Record

Participant Log Sheet

Task 5: Setting up Mood Reminder

Task 5: Assistance Counter

Your answer

Task 5: Success

Yes

No

Task 5: Notes and Errors

Your answer

Task 5: User Comments/Concerns:

Your answer

On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.

Least Confident

1

2

3

4

5

Most Confident

Notes

Your answer

Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Your answer

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Log Sheet: Task 5 - Setting up Mood Reminder

Participant Log Sheets (Contd.)



Participant Log Sheet

Other Insights

Which task was the easiest to complete and why?

Your answer

Which task was the most difficult to complete and why?

Your answer

Did you feel like there was anything missing from the website or any additional functionality you would've liked when completing the tasks?

Your answer

How well did the [moodtracker.com](#) match your expectations of the site?

Your answer

Log Sheet: Wrap up -
Other Insights



Screener/Background Questionnaire

Moodtracker.com Usability Test

We are graduate students at DePaul University in Chicago. We are conducting usability tests to gain more insight into the existing Mood Tracker website and discover any major usability issues that may block users from completing the website's essential tasks.

We are bound by strict confidentiality policies, so you can be assured that your identity and responses will be kept completely anonymous. Your answers to these questions will help us understand more about your background. If you qualify, you may be invited to participate in a virtual usability study.

If you are interested please answer the following questions.

Are you 18 years or older?

- ☐ Yes
☐ No

Do you have access to these technologies? Please mark all that apply.

- ☐ Internet connection
☐ Cell phone
☐ Desktop
☐ Laptop
☐ Webcam
☐ Tablet
☐ Other: _____

How often do you do these activities on the Web?

| | Never | Once per month | Once per week | Daily | Several times a day |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Track Fitness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Track Mood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Track Water or Food Intake | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Track a health condition | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Journal thoughts and ideas | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use Social Media or other public forums | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use an online calendar or scheduler | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you have ever used any mood or health-tracking software tools before, please provide the name(s):

Your answer _____

What benefits do you see from tracking health measurements like depression, anxiety levels, hours of sleep, water intake, and so forth?

Your answer _____

What age group are you

- ☐ 18-25
☐ 25-35
☐ 35-50
☐ 50-65
☐ 65+

What gender do you identify with?

Your answer _____

Submit

Screener Questions in
Google Forms

Checklist for Usability Test

- Send reminder email to participant with:
 - » Required links to access test
 - » Required devices (webcam, computer or mobile phone)
 - » Pre-work, such as background questionnaire
 - » Dummy IDs, logins, emails
 - » Consent form
- Launch moderated test software
- Notetakers get ready with pens, paper, logging sheet and script to follow along with, begin/end steps for tasks
- Moderator get ready with script (have glass of water)
- Establish way for Moderator and Notetakers/Observers to communicate, if necessary
- Moderator prepare for any glitches in testing software (what to do if it freezes, etc). Consider a back-up recording device.
- Ensure a quiet environment, with no loud or distracting noises or interruptions (set cell phone to silent mode)
- Start recordings, get verbal consent
- Record start time, observe participant, take notes
- Conduct Warm-Up activity with participant
- Conduct scenarios/tasks.
- Conclude with Wrap-up, Post-Test Questionnaire and demographics
- Debrief and thank participant again for time and insights.
- Close session.
- Organize participant log sheets, observations and notes
- Debrief with observers/notetakers

Moderator Guide

Mood Tracker Usability Test Script

Start recording device to capture verbal consent

Hi, how are you doing? Thank you for joining us today.

If you are ready let's get started. For this test, I will be reading a script just to keep the guidelines consistent for all our participants.

Hello, my name is [your name] and I'm a graduate student at DePaul University. My group is working on a research project for our Usability Evaluation Methods class. Our project focuses on an application called MoodTracker, which helps individuals measure different health levels such as depression, anxiety, sleep and many others to improve their wellbeing. We would like to learn more about the usability of this website.

The purpose of this test is to gain more insight into the existing Mood Tracker website and discover any major usability issues that may block users from completing the website's basic tasks. I'll be your test moderator and [insert name(s)] will be observing and taking notes while you perform the tasks. The test will be conducted and recorded through Validately. You will be given several 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. Thinking out loud means we are asking you to speak your thoughts out loud, such as describing your feelings, reactions, reasons for performing an action and so forth. Please don't feel discouraged if you make any mistakes, as we're testing the application, not the user. You will not hurt our feelings if you have any complaints or difficulty completing the tasks. 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 our group and professor. The results from the video may be presented in our final presentation. Participation is voluntary and you are free to quit or stop the test at any time. Do you have any questions or concerns before the test begins?

Have you had a chance to read over the consent form if so do we have your verbal consent to record this test?

Ask participant, "Please provide your verbal consent"

Moderator Guide (Contd.)

Warm-up questions

Before we begin, I'd like to ask you a warm-up question.

Pre-task questions

Looking at the homepage, what are your first impressions about this site?

Observation

Now I'm going to ask you to complete a number of tasks. I'm going to read each one. Please speak out loud as you perform the tasks. Once you feel you have successfully completed the task, just let me know.

"Open www.moodtracker.com in a web browser."

Task List

Task 1:

Scenario: Imagine that you've been feeling down for several weeks and can't exactly understand why. After a visit with your doctor, they suggest using MoodTracker to help keep track of your happiness levels. Go to www.Moodtracker.com and become a new user by setting up a free account.

When setting up your account, please use the email, username, and password provided to you.

Post Task questions

- Before you created an account, when you see "My Account" and "Login" which link are you more inclined to click first? And why?
- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Moderator Guide (Contd.)

Task 2:

Scenario: After logging into the application using the account you created in task 1, the next task is to come up with an inspirational statement. This may answer the questions "Why are you here?" and "How will this tool help me?" Please show me how to add in this statement to the interface.

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task 3:

Scenario: After discussing with your doctor, you want to be able to track your daily health measurements using the Mood Tracker website. You plan on entering these measurements into the website every day. Please show me how you would enter today's data.

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Moderator Guide (Contd.)

Task 4:

Scenario: After reviewing your health management records, you realize that you entered the incorrect amount of sleep hours for the day. In addition, your doctor advised you to keep track of your records beginning yesterday and you forgot to do so. Please show me how you would make these change

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Task 5:

Scenario: With your busy schedule, you know you will often forget to enter in your health management records every day. Using the interface, please show me how to send yourself daily emails at 8pm CST, which notify you to enter your daily mood.

Don't worry about verifying your email prior to completing this task.

Post Task questions

- On a scale of 1 to 5, how confident are you that you successfully completed the task? 1 being the least confident, 5 being the most confident. Please explain your rating.
- Was the interface lacking any information you feel would have helped you to complete the task better? Please explain your experience.

Moderator Guide (Contd.)

Post-test questions

- Which task was the easiest to complete and why?
 - » Login/Register
 - » Setup the Purpose
 - » Adding new Health Records
 - » Editing previous Health records
 - » Adding a Reminder
- Which task was the most difficult to complete and why?
- Did you feel like there was anything missing from the website or any additional functionality you would've liked when completing the tasks?
- How well did the moodtracker.com match your expectations of the site?

Wrap-Up

This concludes our test. Do you have any questions for me at this point?

Thank you for taking the time to meet with us today.

Logistics

| Deliverable | Due Date |
|---|---|
| Create test plan - Discuss test objectives and task scenarios | Thursday, July 2nd – Saturday, July 11 |
| Create test moderator's guide | Thursday, July 2nd – Saturday, July 11 |
| Conduct pilot test | Sunday, July 12th |
| Revise test plan per feedback | Tuesday, July 14th – Wednesday, July 15th |
| Recruit participants through convenience sampling and HCI 460 classmates | Wednesday, July 15th – Sunday, July 19th |
| Schedule participants for Usability testing | Wednesday, July 15th – Sunday, July 19th |
| Go over results from the Usability test | Monday, July 20th |
| Create Usability Testing and Report Plan Executive summary, Methods, Results, Findings and Recommendations | Wednesday, July 22th - Friday, July 31st |
| Make edits to the Usability Testing and Report Plan | Sunday, August 2nd |
| Submit Usability Testing and Report Plan | Monday, August 3rd |

Team Work Effort

We equally worked on the summaries of each section. Each person wrote up a task and contributed to each section of the report. All worked on the moderator script and warm-up questions and screener. All worked on the Background Questionnaire and User Profile

| Name | Tasks |
|---------------|---|
| Crystal Koo | <ul style="list-style-type: none">• Drafted the consent form• Observer/Notetakers in the Pilot test and submitted data using Participant Log Sheets• Contributed to the Test Design i.e Test environment, test monitor role, methodology, and within-subjects design• Set up the template for the report and identify the required sections. |
| Cindy Aronson | <ul style="list-style-type: none">• Drafted the dummy ids, task path checklist, test checklist, background questionnaire• Observer/Notetakers in the Pilot test and submitted data using Participant Log Sheets• Converted pilot test video and posted to D2L |
| Tim Lattimer | <ul style="list-style-type: none">• Wrote various summaries and ensured each section was complete• Posted usability test script on D2L• Observer/Notetakers in the Pilot test and submitted data using Participant Log Sheets• Set up the template for the report and identify the required sections. |
| Rahul Kapoor | <ul style="list-style-type: none">• Created the Google Forms for the Participant Test Log Sheets, Background/Screener• Moderated the pilot test and performed the test set-up in Validately• Created the final report for delivery |