Protocol: Split Evaluation

Introduction

Thank you for agreeing to participate. For the next 20 minutes, we will be looking at an app to gain insight into how you would use it and how to make it easier to use. Keep in mind though, that this is not a test of you, we are evaluating the app.

We will be video recording this interview for note-taking purposes so I can go back and review it in case I missed anything. At the end of the study, we will delete the recording. Your name and any other personal information will not be included in the notes and we will be kept strictly confidential.

While you use the app, I would like you to "think out loud" and let me know what you are doing and thinking - what you like, and dislike, what surprises or confuses you, and any other thoughts you have.

Do you have any questions before we begin?

Background

First, let me ask you a few questions about your previous experience receiving or paying a recurring payment you share with someone.

1. Think back to when you made your last payment to someone with whom you share a monthly service or payment, such as entertainment subscriptions, utility bills, or rent. How did you go about completing that process?
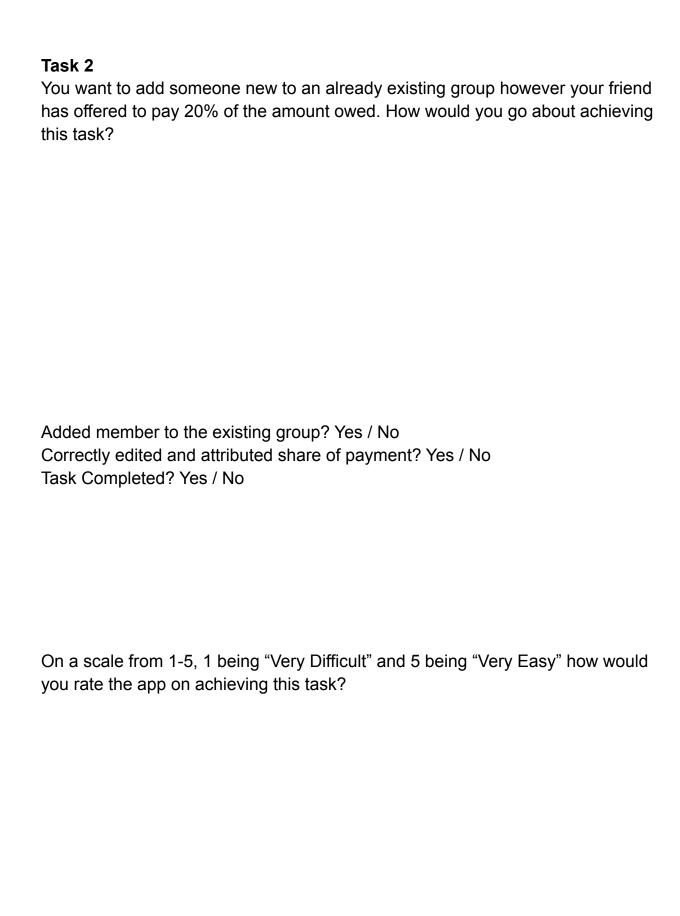
    Apps:

    Priorities:

2. (If has used apps) Are there any other features you would like to have to help you manage, automate, or remind you of these monthly recurring payments?

Task 1

You and your roommates are having trouble managing who paid what around the house. To make things easier everyone decides to just all have a total pool of money and have a monthly payment that takes care of it all for everyone. You were tasked to set up the group with four members including yourself. How would you go about achieving this goal?

Created Group? Yes / No
Added 3 Members? Yes / No
Task Completed? Yes / No

On a scale from 1-5, 1 being "Very Difficult" and 5 being "Very Easy" how would you rate the app on achieving this task?

Task 2

You want to add someone new to an already existing group however your friend has offered to pay 20% of the amount owed. How would you go about achieving this task?

Added member to the existing group? Yes / No
Correctly edited and attributed share of payment? Yes / No
Task Completed? Yes / No

On a scale from 1-5, 1 being "Very Difficult" and 5 being "Very Easy" how would you rate the app on achieving this task?

Wrap-Up

After Interacting with the app what are yout impressions of it? What do you like about it?

What did you dislike about it?

Are there any features that you wish to see in our app?

Any other thoughts or comments?

Thank you for helping us make your experience better!