Protocol : TutorMe Evaluation

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Introduction:

(Following informed consent…) 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 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 finding a tutor for a specific class you took.

1. Think back to when you found a tutor who was really helpful because they had taken the class you currently needed help on. How did you find him/her ?

   Methods:

   Priorities:

2. Were there any advantages to the method(s) you used ?

3. Were there any disadvantages?

Task 1:

Now imagine you are in a hurry to find a tutor for your Usability Engineering class and need to get help ASAP! Walk me through how you would make an account for TutorMe and find a tutor for the class you need and let me know when you were able to contact an available tutor.
 (Note: Order navigation/buttons used AND mistakes)

On a scale from 1-5, where 1 is "Very Easy" and 5 is "Very Difficult" how would you rate being able to use this app design to accomplish this task? Why?

Task 2:
Now I want you to go home to your profile and sign up to become a tutor.
 (Note: Order navigation/buttons used AND mistakes)

On a scale from 1-5, where 1 is "Very Easy" and 5 is "Very Difficult" how would you rate being able to use this app design to accomplish this task? Why?

Wrap-Up:

Now that you have used the app, I want to know more about your impressions of it. Overall, what did you like most about it?

What did you dislike the most about it?

Are there any additional features you would like for it to have?

Any other thoughts or comments?

Thank you again, your feedback will help the team improve the app!