

Usability Testing Discussion Guide

Prototype

<https://invis.io/ZP10CRR5NMXS#/446190592> Login Screen

Introduction

Hello <participants' name> and thank you for your participation in this user test. My name is Melissa, lead designer on this school-based project.

Before we begin, I would like to introduce you to a new plant care app called Native Spotter and ask you to complete a few tasks to gain your feedback on determining what works or doesn't work well in the app's early stages.

Our goal is to test the application, not you. There are no right or wrong answers- any feedback is welcome. Please think out loud about your responses and give your honest opinions as you are using the app and respond to questions you feel comfortable with. I'm interested in learning about your thought process and how you navigate through the app.

This session will be divided into two sections: I'll start by asking you general questions about your experiences with plant care, then move onto a series of tasks for you to perform with the prototype of Native Spotter. This prototype will resemble a real mobile app, but please be aware that not all components will be functional or clickable.

If you experience any confusion at any time in the testing process, please hold onto your questions, and I'll answer them after our session has concluded.

Before we begin, I would like to ask for your permission to record this session? This will be used only to help me recall information to help improve the app and won't be shared with anyone without your consent.

Do you have any questions I can help answer or provide any clarification?

Are you ready to begin the mini-interview?

Great, I'll begin recording our session now.

Mini-Interview

Demographic Information

Before we begin testing the app, I would like to ask a few questions to get to know you:

1. What is your field of study or occupation?
2. What does your typical weekday look like?
3. What are your favorite hobbies or interests?

Background Questions: Connecting to the Topic

The app that will be introduced today is called Native Spotter. The following set of questions will aid in my understanding of how this app could add value to a real-life setting.

- What is your preferred method for learning how to care for your plant?
- Could you tell me more about the last time you bought a plant and the steps you took to care for it?
- What is your familiarity with using apps/websites to keep track and/or care for your houseplants/landscape plants? If so, what app(s)/website(s) do you currently use? If not, why?
- What features/specific aspects did you find most helpful in using <app/website mentioned>?
- What issues have you encountered with using <app/website mentioned>?

Thank you for your responses and sharing insights into your thoughts and experiences with plant care.

Tasks

Next, I'll introduce a few task scenarios and ask you to complete the corresponding activities. As you complete each task, please think out loud about what you are seeing, what you're thinking, and which buttons you click on.

Before we proceed, I'd like to ask you to share your screen with me using the 'share a screen' feature in Zoom.

- You've received a California native plant as a housewarming gift, but there is no barcode or label with information on the plant name. You need to first, identify your new plant, in order to learn the care tasks you will take to keep it alive.
- Your week is busy with back-to-back meetings and you need to prepare your schedule for the week ahead. You need to see which plant care tasks need to be completed or are already done for each day of the week.
- You need to edit the 'add fertilizer' care task reminder in your Calendar to pause this activity while you go away on vacation.
- Your plant leaves are beginning to turn brown and you'd like to reach out to your local community to ask for help in identifying what the cause may be.
- I'd like you to search and identify native plants by season.

Wrap Up/ Conclusion

Congratulations! This concludes the end of our testing session. Thank you for your participation and sharing your feedback and insights to help me learn how to better understand how I can improve the plant care app, Native Spotter.

- I greatly appreciate you sharing the story/experiences with <insight expressed by the user> and your thoughts on addressing the <feature/module>.

Can I help answer any further questions or feedback you would like to provide before we end our session?

Thank you for your time and participation! It was a pleasure talking with you.