

## **User Test:**

Hello!

My name is \_\_\_\_\_. Thank you for offering to help us with our usability study for MedShare's donation barrel locator app. MedShare is a nonprofit organization that receives donations of excess medical supplies and redistributes them to areas in need. These medical supplies are donated by hospital workers and placed into collection barrels located at various places in the hospital. Our app is meant to improve the efficiency and simplicity of the donation process.

A usability study is a task based evaluation of a product, used to test the user interface. This usability test will help us as the designers to ensure that this application is intuitive and usable for our target audience.

In this test you will be asked to complete a few tasks, answering a few questions along the way. While completing these tasks, we ask that you think aloud, explaining your thought process and motivations behind each action.

Please know this is testing the application, not yourself. Do not feel any pressure; there are no right or wrong answers. In an effort to improve our application, with your consent, we will be recording your mouse movement and any clicks you make, as well as the conversation. We encourage you to think out loud.

This is an anonymous test. We want to know how users like you work with this application, not how you particularly work with it. That being said, please explain your thought process to us aloud, as that will give us the most insight.

If you have any additional questions, please feel free to contact Ben LaForge at [blaforge3@gatech.edu](mailto:blaforge3@gatech.edu).

Do you consent with this test?

## Consent Form

### Usability Study of MedShare Donation Locator Mobile App

I agree to participate in the usability test of the MedShare Donation Locator Mobile App site, being conducted by Team #1 Design Group in CS 3311. I understand that this participation is entirely voluntary; I can withdraw my consent at any time without penalty and have the results of the participation, to the extent that it can be identified as mine, returned to me, removed from the research records, or destroyed.

The research has been explained to me as follows:

- The purpose of the study is to evaluate the usability of certain portions of the mobile app. The researchers wish to determine the ease of use of the app and how users perceive it.
- Participants will work at a computer that has access to a prototype of the app. While the participant attempts these tasks, he or she will be directly observed and recorded so that the research team can review the participant's interactions with the instruction and the participant's comments during this interaction. The entire activity will take approximately 20 minutes.
- The participant's identity will be kept confidential in any transcriptions and reports generated from this research. Any comments or expressions made during the usability test may be used for the purpose of evaluating the mobile app and showing the results of this research. All recordings related to this research project will be retained by Team #1 Design Group and CS 3311.

The researcher will answer any further questions about the research, now or during the course of the project.

Please sign both copies of this form. Keep one and return the other to the researcher.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Researcher

\_\_\_\_\_  
Date

**Demographic Information:**

Gender:

- Male       Female       Prefer not to answer

Age:

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Nationality:

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Are you currently enrolled in college?

- Yes       No

If yes,

What year in school are you?

- Freshman       Sophomore       Junior       Senior       Graduate

What degree program are you pursuing?

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Are you Pre-Med?

- Yes       No

Have you ever volunteered or worked in a hospital?

- Yes       No

### **Test Questions:**

First, without clicking anything, tell me what you think about the home page. What do you like about it? What do you think the application is for? What do you think you can do from here?

### For User/Nurses

You are a hospital employee in Metro Atlanta, Choice 1 Hospital System at the Emory location.

#### **Task 1: Find a barrel**

You have extra medical supplies that you would like to donate. What would you do if you wanted to find a place to donate extra hospital materials?

#### **Task 2: Report barrel full**

So you find that donation location, 1234, is close to overflowing with materials. What would you do to report this to MedShare?

#### **Task 3: Look up contact info and send an email/make a call**

If you needed to ask someone who works at MedShare a question, what would you do?

#### **Task 4: Login as employee (testing to see that they can't because they are not admins)**

Could you show me how to login as a MedShare employee?

### For Admin/Medshare Employee

For the next tasks, imagine that you are an administrator for MedShare.

#### **Task 5: Add new barrel**

Could you show me how you would add a new donation barrel?

#### **Task 6: Update contact info**

How would you change the information of an employee that users would contact?

### General Questions

#### **Follow-Up Question for Every Test:**

Is this what you expected to see?

#### **Response to Unexpected Action**

Why did you think to do that? What did you expect to happen? What would your next choice be?

#### **Response to unexpected question about process**

The purpose of this test is to see if users can figure out how to proceed from the way we have designed the app. If you are confused as to what your goal is, we can clarify these types of questions, but we can't tell you how to proceed.

**Response to unexpected question about goals**

Answer the question the best we can.

**Ending Question:**

What recommendations, if any, do you have about improving the app?