Preparing the room

What we need:

- Laptop
  - To run the server
  - To collect user data
- Smartphone running app

User introduction

First and foremost, we would like to thank you for participating in this study. We developed a product called TicketChain, under the course of CCU.

The motivation behind this product are the incredibly long and boring queues that we all have to face, for instance, when renewing our transportation card. We aim to create an application that simplifies the whole process.

We are testing the product, and not you. We want you to feel comfortable along the whole process, so let us know if we can do anything for you at any moment.

Before we go any further, do you have any questions?

Informed consent

Throughout the questionnaire, personal information like age, academic qualification and current professional occupation will be requested.

This information collection is completely anonymous, no personal identification will be requested. All data will only be used for academic purposes to develop our project delivery in the context of the CCU curricular unit and discarded once the latter is finished.

Your participation is voluntary and you can always withdraw at any given moment without any penalization or consequence.

By signing below you consent to the aforementioned conditions regarding data use.

Signature: _____

Pre-Questionnaire

Demographics

What is your age? *

- ○ < 18
- ○ 18 - 25
- ○ 26 - 35
- ○ 36 - 45
- ○ 46 - 55
- ○ 56 - 65
- ○ > 65

Experience

What is your academic qualification? *

○ Can Read and Write

○ Elementary School

○ High School

○ Bachelor's Degree

○ Master's Degree

○ Doctorate's Degree

What is your current occupation? *

○ Student

○ Student-Worker

○ Worker

○ Unemployed

○ Retired

User Training

No previous training;

Tasks described afterwards

Help will preferably not be given to participants. If they ask us to, or to make them feel more comfortable, we will definitely help at that point.

Test Tasks

1. <u>Client View Tests</u>
   - Request a Ticket: "Your task is to use the application to issue a ticket and say out loud what the number of the ticket is."
   - Average Waiting Time: "You should now find out what the average waiting time is and indicate it out loud."
   - Show Ticket for Scan: "Suppose the queue reaches your number, you should present your ticket to be scanned and indicate what counter will serve you."
   - Custom Notification: "There is a notifications menu. You should access it and change any setting you want."

2. <u>Worker View Tests</u>
    - Check-In: "Your first task is to check-in into the app and be able to tell which counter was attributed to you."
    - Scan a Ticket: "Imagine you are calling a ticket for which I have the QR code here on my phone, your task is to scan my ticket and be able to tell which number my ticket is."
    - Change Counter: "Suppose that for some reason you are asked to change the counter you are working at. Your task is to change counters in the app so users know where to go when their ticket is called."
    - Report an Issue: "Imagine there is an issue with your device's camera that does not allow you to scan tickets. You are tasked with reporting this issue in the app and writing a description. You can write anything in the description just for testing purposes."

Data Collection Sheet

https://docs.google.com/spreadsheets/d/1GRUtN9a-QYorFAY4ZCJQoTYMrahVipl m2bsH5L4Bdz4/edit?usp=sharing

Observer Briefing

Since we will act as observers, there will not be a need to brief anyone

Debrief

After we conclude the tests, we will ask the users about their opinions on the usability of the system. For each test, we will ask if it was easy to perform in their opinion. Finally, we will ask for things the user feels like could be improved in the interface.

For both the client and worker apps (image below)

Finalize saying thank you to the user! We may even offer chocolate ;)

We expect the introduction and explanation of the testing process to take around 5-7 minutes. The testing itself could take 10-20 minutes depending on how easily the user accomplishes the given tasks. The final debriefing should take approximately the same time as the introduction but can fluctuate a bit depending on the tester's feedback.

I completed the test case with ease *

	1	2	3	4	5	6	7	
Strongly Disagree	○	○	○	○	○	○	○	Strongly Agree

The interface elements were clear and easy to comprehend *

	1	2	3	4	5	6	7	
Strongly Disagree	○	○	○	○	○	○	○	Strongly Agree

The interface is too cluttered *

	1	2	3	4	5	6	7	
Strongly Disagree	○	○	○	○	○	○	○	Strongly Agree

The interface is too scattered *

	1	2	3	4	5	6	7	
Strongly Disagree	○	○	○	○	○	○	○	Strongly Agree

The interface elements were visually appealing *

	1	2	3	4	5	6	7	
Strongly Disagree	○	○	○	○	○	○	○	Strongly Agree