General Instructions for PhoneWriter Usability Evaluation

Purpose:
We’d like you to participate in our design process. As a participant, we’d like your feedback about how we can best improve our product so that it will be easy to use. We’d like to stress that we are not testing you, but rather we are testing the product and looking for ways in which we can improve it.

Equipment:
You will not be using an actual product, but rather a simulation on this Macintosh computer.

If using mouse:
We will be using a Mouse for navigating through the simulation. Are you comfortable using one? If not, I can operate it and you can tell me which buttons/items you’d like “selected” from the screen.

If using touch screen:
Please keep the following in mind when using the touch screen: sit directly in front of the screen and touch the “buttons” as if they were real. You will know when your “press” registers because you will see the button change color or you will see the screen change.

Recording:
We will be videotaping the screen and recording your voice so we can make sure that we don’t miss any of your feedback. We’d also like you to know that there are people watching us through the one-way mirror because your comments are so important to us.

Procedure:
We’ll have some forms for you to fill out. We’ll give you a brief introduction to our product. Then we’d like you to use our phone. We’ll be asking you to perform various tasks (for example, dial someone’s phone number). While you are doing the tasks, please try to “think out loud.” Tell us what comes to mind as you work. If you feel like you need help, please let us know. After you complete each task, you’ll let me know how easy you found the task, and then we can talk about: your impressions, what you found confusing, how you think the phone should work, and what improvements should be made. Then we’ll have a few more questions for you.

Now, do you have any questions? [Answer any questions]

Before we begin, would you please fill out this registration form and consent form? Now we’d like to give you a brief introduction to the phone.

Introduction to Phone:
This phone is not only a conventional telephone that you are accustomed to it also has some very unique and special capabilities. This is a model of what our phone might look like. As you can see it has a large display screen, which is ideal for: sending and receiving text messages to other similar phones and sending and receiving faxes. You don’t use a mouse or a keyboard with this large screen, but instead you use a special tethered pen. You can use the pen to write, save, and send messages in a Notebook. The phone has a built-in user guide that allows you access to all system telephone features (such as Conference, Transfer, Call Pickup). And finally, this phone has an Address Book in which you can keep all your addresses and phone number

Do you have any questions? [Answer any questions]

Are you ready to begin? Press Begin Test button.