Tripify Usability Test Guide
UX-Perts

Interviewer: Jimmia Tabe
Interviewee: Private
Participant ID: B

Usability Test: Think Aloud Method

Hello B, thanks for meeting with me today. I know it's really close to the end of the school year when everything is getting pretty hectic so I appreciate it a lot.

So today I will be showing you the low-fidelity prototype of our app (this is just a low-quality version) from the same project that we talked about last session. In today's session, I'd like to do a think aloud which is where you will be able to interact with our app while speaking out loud about your process, I'll have a couple of tasks that I would like you to complete. The goal of this 30-minute interview is to gain a deeper understanding of your experiences with using a group travel app so I will simply be observing. Any feedback is welcome so do not feel afraid to give constructive criticism. Remember you are not being tested, rather, our app itself is being tested. With your input, my team and I will gain a better direction on how to meet users' needs to improve our app in order to make an effective group travel planning mobile application. Like the last session, we will ensure your identity is kept confidential and anonymized by giving you a unique ID.

Your contribution can give us insights into how we can improve our app. Can I get your consent to allow me to take notes and obtain an audio recording and video of the interview for future use? Please know you have the option to choose not to participate in our study at any stage of our interaction. We can also pause at any moment if you would like.

Purpose of App

Tripify, our app, is designed to streamline the travel experience for both group and solo adventures. Our goal is to take the complexity out of planning and research, allowing travelers to concentrate on creating unforgettable memories instead of being overwhelmed by the planning. To achieve this, we've developed an app that emphasizes seamless organization and efficient planning. Travelers can effortlessly create a trip, communicate with fellow adventurers, manage a calendar for important reminders, and have a well-organized itinerary at their fingertips. We believe that trips should be cherished for the memories they create, and with Tripify, we aim to remind users that travel planning can be easy.

Instructions for Thinking Aloud:
I will give you **11 tasks** to complete. When you go through our prototype act as if you are alone, and speak to yourself as you solve the task. Explaining your process gives us insights on how

users interact with the app. I won't be able to answer questions, but if questions cross your mind, say them aloud.

If you forget to think aloud, I will remind you to continue talking.

Because this is a low-fidelity prototype, you may not be able to fully interact or click on certain buttons. However, please voice what you would click to finish the task.

#	Task	time	Participant B's actions/speech	Notes
1	Sign-in to your account.			No issues; quick and effective
2	Create a new trip, voice how you would name it "Italy", add individuals to your group, and make the duration of your trip from April 11-May 17. Click "Done".		"Looking for plus button but can't find it right now" "I think it looks really smal and it was hard to see I was thinking it be in the navigation bar or corner of screenl"	Maybe shift plus button up and make it bigger
3	Navigate to group notes and add a table. Then go back to the communication portal and navigate to the registry. Add an item to registry.			no issues
4	Navigate to the expenses page then set a budget for yourself.		"Not too sure cause I don't have feedback… if I created a budget for myself or everyone"	Maybe we could create a pop up that comes when expense is made Or shift colors if personal or someone else

5	Find the information sheet for Italy and answer the question: "what is the main transportation mode?"		"I'd assume temperature would be up at the top seems somewhat different too" "I may put temp first currency second laws third but actually depends on where I am at the point of the trip"	Easily found it but hierarchy issues
6	View the shared calendar for your Italy trip and find an upcoming event.			Sent to italy trip with japan link
7	Turn on captions for both video and audio notes.		"Wasn't getting hint that I could watch videos in app" "Made it hard to find captions"	Was confused by navigation bar bubble icon usually sees it used for chat Went to notes first before profile
8	Add a table for your personal notes.			Nothing popped up when tabel was selected
9	Add a new expense for the item, "sunscreen", split it amongst everyone in your group, and notify them in a week.			Slowly learning some aspects of placement (found expenses section faster) Pretty fast
10	Change the color theme from dark mode to light mode.			Simple. The user remembered that the profile/ account page has setting

11	You had a change in plans for your flight back, edit your Italy trip duration to 15 days.			User was slightly confused. Tried to go to calender after trying italy page

Helpful phrases for when participants feel weird:

- "Feel free to express all your thoughts or any feelings as you work"
- "It might feel weird saying every detail, but that is what we are looking for!"
- "Each insight, word, and phrase you mention is valuable, so keep going, this is helpful!"
- "Just to remind you, please feel free to narrate your thoughts as you move through the feature"
- "We've discovered that we gather valuable insights from these casual tests when participants verbalize their thought process during the activities"

Concluding:

Thank you very much for taking the time to participate in this think aloud testing session. Your insights and thoughts have been extremely valuable to our project, and we greatly appreciate your willingness to share your thoughts/perspectives on the app. Your contribution will help us to better understand and address the issues we are working on, and we look forward to taking the next step to improve our travel planning mobile application.

Internal protocol
- ☐ Take notes or timestamps of important information the user gives
- ☐ Don't interrupt or question a user's thought process
- ☐ If you need to clarify something do it at the end
- ☐ Don't question or judge their opinions rather clarify at the end when needed
- ☐ Encourage them to share