

StaySafe Usability Test Protocol Script

Introduction

Thank you for agreeing to participate in this StaySafe Usability Test Protocol. Your feedback is greatly appreciated. Your task is to critique the app presented in front of you to gain insight into how you would use it and how to make it more efficient/easier to use. Please do keep in mind though, that any feedback you provide will not be held against you as we are just evaluating the app.

With your permission, we will be taking notes during this interview for research purposes so the team can go back later to review for changes we should make. After completing the study, any sort of personal information will be deleted. Rest assured, your name and any other personal information will not be included in the notes and will be kept strictly confidential.

While you use the app, I would like you to voice any thoughts or concerns you have and let me know what your thought process is. DO NOT hold back any comments or negative feedback you may have. Be brutally honest on what you like and dislike, any features that may seem confusing or unexpected, and any other thoughts you have.

Do you have any questions before we begin?

Background

First, let me ask you a few questions about your previous experience using apps like ours.

Have you used any crime or safety-related apps before? If yes, which ones?

Do you have an app that you prefer to use?

What are some things you wish were better about using the app?

What do you hope to get out of using a crime map app?

TASK 1

POV: You live in another state. Yesterday, you received a call from your friend from Chico that they are at the bank. Suddenly, you hear gunshots and people in the background are screaming for help. The phone then goes silent. You try to call your friend back, but no answer. You go on the StaySafe app to look up the Chase Bank and find a report stating that there is an ongoing robbery. You save that report to keep updated. A few hours later, you finally receive a call back from your friend notifying you that they are safe. You are curious about the aftermath of what happened. Use the app to check the starred report if the suspects were captured or not.

Task completed successfully: Yes No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

TASK 2

You're walking to a coffee shop located a few blocks away from your house. It's located in an area that you're pretty unfamiliar with, as you don't travel there often. Find out if there's any activity happening around that area before you head there.

Task completed successfully: Yes No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

TASK 3

You've just recently installed a crime app, but there's some issues with it. You're getting crime pop-ups on the app for crimes that aren't relevant to you, and you're not receiving notifications either. You want to turn off notifications for vandalism, and turn on notifications for drug offenses. Tweak the settings so that you'll be notified, and the only types of crimes you're being informed of are the ones relevant to you/ones that you want to see.

Task completed successfully: Yes No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

TASK 4

You are attending a large outdoor party with your friend, and the area is packed with people. As the event becomes more crowded, you lose track of where your friend is. You are concerned about the safety of you and your friend, as there could be potential pickpockets disguised as festival-goers. You decide to use the app's "find a friend" feature to locate your friend quickly and ensure they are safe. Use the app's features to locate your friend and stay updated on nearby incidents that could affect their safety.

Task completed successfully: Yes No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

TASK 5

A while ago, you marked a bank robbery crime report as important so you could check back on it later. It's a rather old report at this point, so it's not really relevant to you anymore. Go ahead and delete that from the list of crimes you've starred/marked as important.

Task completed successfully: Yes No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

DEBRIEF

- What feature did you enjoy the most? Which feature did you dislike the most?

- Were there any confusing features that you ran into?

- What are some features that you expected to run into, but could not find?

- During your process of using the app, did you find anything that could be improved?