

SAMPLE_Study Guide for 'Secure Mail User Testing'

Goals

To validate the new design of OOO in Secure Mail

Length of time: 6 sessions, 30 minutes each

Participants: 1 participant per session, 6 total participants

Participants will be either:

1. Checks work email and work calendar on a mobile email app daily
2. Does not work for [competitor company list]
3. Able to participate in a 30-minute in-person session in Santa Clara

Researcher: Amy (Ying-An) Chen

Observer: Designer 1, Designer 2

Consent form: The vendor will collect consent forms

Gifts & future research: \$\$ per participant

Observer's notetaking link: <https://google form>

Prototype Link: <https://InVision>

Materials:

1. iPhone X (with the prototype installed)
2. iPhone X cable
3. Laptop for GTM
4. QuickTime recording
5. Google Forms for note taking

Setup:

1. Connect iPhone X to GTM
2. Test QuickTime for recording
3. Setup GTM
4. Test notetaking link

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Before entering the building

- Confirm if they use mail apps on their phones daily for work.
- If not, the study can't continue.

Introduction + Setup (5 mins)



- Hi, [Name]. Thank you for coming today. My name is Amy and I'm a design researcher at Citrix.
- We have some email app designs that we'd like you to provide feedback on.
- You'll perform several tasks with our prototype on this phone. And please notice that the prototype is not 100% interactive. Some things will work, some things won't, so just do the best that you can.
- Please be candid with your feedback. I did not design these screens, so don't worry about hurting my feelings.
- We are testing the design, not you, so there is nothing you can do wrong here. And there are no right or wrong answers. If something is challenging to you, it's likely to be an issue for many others, which we want to avoid, and we want to know about it.
- If you have any questions, feel free to ask me any time.
- While you are going through the tasks, please think out loud so I can know what you are thinking and where you are clicking.
- Before we start, do you have any questions for me?
- With your permission, I would like to record the session.
 - [Begin recording]

Testing (19 mins)

Now, please pretend that you are managing an event in Las Vegas.

SAMPLE Tasks (15 mins)

1. [Compose] You want to send a new email to your co-worker. What would you do?
 - [Not first-try success] Where do you expect to perform this task? Why?
2. [Calendar] You have a meeting with Avery and you want to check where your meeting will be. How would you do that?
 - [Not first-try success] Where do you expect to perform this task? Why?
3. [Contact] You want to see an external customer's contact information that you saved before. Go ahead.
 - [Not first-try success] Where do you expect to perform this task? Why?
4. [Add Account] You want to add another email account to the app. What would you do?
 - [Not first-try success] Where do you expect to perform this task? Why?
5. [Attachment] You want to find a couple of files that you received before. What would you do?
 - [Not first-try success] Where do you expect to perform this task? Why?
6. [Settings] You want to add a signature to your outgoing emails. How would you do that?
 - [Not first-try success] Where do you expect to perform this task? Why?
7. [Account] The password for your main account is about to expire, so you want to update your password. Go ahead.
 - [Not first-try success] Where do you expect to perform this task? Why?

Follow-up Questions (4 mins)



1. Was there anything particularly confusing?
2. How about the icons? Were they clear enough for you?
3. [If not] What would you like to see instead so that it's clearer for you?
4. Anything else that you want to share with me?

End (1 min)

- We're now at the end of the session. Do you have any questions for me?
- Thank you for participating in this session.