

Adult Novice Technology Users (and “*Expert Guides*”)

Test Date: August-September
Test Location: Varied
Test Participant Group: Adult Novice Technology Users and Their Helpers

Participants

Our group will test 12-15 subjects who have previously been screened to ensure they meet our representative users' criteria. They will be observed and recorded on video as they are interviewed and participate in an image collage exercise. Our users are defined by the fact that they are adult novice users of technology (typically cell-phone or computer), and they have a relationship with an expert user who assists them.

Methodology

We will conduct our tests in a quiet private environment, typically a kitchen or living room. Test materials include digital video recording, and a paper-based image collage exercise. The usability testing team will be comprised of one moderator and possibly an observer.

The moderator will greet the test subject, present them with the consent form, orient them and then verbally prompt them through this script, followed by the image collage exercise.

Video of each interview session will be used to create brief video highlights and to analyze the session with particular attention to paralinguistic features of utterances (such as inflection, body language, incidences of misspoken words and spontaneous corrections, word choice, metaphor, cadence, emotional state, breathing, volume, etc.).

Each test will begin with the respondent being greeted and oriented by the moderator, and end with heart-felt thanks, and an opportunity to talk about the session.

Interview Script

Moderator	User's Actions and Comments
<p>Introduction</p> <p>Hi my name is ___. I'll be working with you today on this session. First let me explain why we are doing this research session.</p> <p>Introduce:</p> <ul style="list-style-type: none">• Adult novice learners• Helpers• Interview process• Image Collage process <p>While you are working, I will be taking some notes. I will also be videotaping this session for reference purposes.</p> <p>Consent Form</p> <p>Do you have any questions before we begin?</p>	

History of Technology 1/2 (expert)

Tell me a little bit about your background as a learner – for example, how did you learn how to do your profession.

Follow-up: What matters to you about this craft/work [that you are an expert in]?

Follow-up: How long have you done it? Where do you stand in your field?

History of Technology 2/2 (novice)

Which technology or technologies are you (or the person you are helping) currently trying to learn?

Follow-up: What matters to you about this new skill you want [them] to have?

Follow-up: How long have you/they been working on it? Where do you/they stand in your/their field?

Current State of Craft 1/2 (expert)

Tell me one of the most satisfying things that you have learned to do in your profession.

Follow-up: Specifically...?

Follow-up: What is the result or consequence of this experience?

Current State of Craft 2/2 (novice)

What is the most satisfying thing that you hope [for them] to do with your/their new skill?

Follow-up: What matters to you about this new accomplishment you want [them] to have?

Follow-up: How long do you expect it to take to learn? Where do you/they stand in that process now?

Challenges of Craft 1/2 (expert)

Tell me one of the most challenging things that you have experienced in your profession.

Follow-up: Specifically...?

Follow-up: What is the result or consequence of this experience?

Challenges of Craft 2/2 (novice)

What is the thing in learning your/their new skill that you/they have the most difficulty with?

Follow-up: What does this mean?

Follow-up: What?

Helpers of Craft 1/2 (expert)

Tell me one of the most rewarding experiences you've had in your profession, when someone helped you, or when you helped someone else.

Follow-up: Specifically...?

Follow-up: What is the result or consequence of this experience?

Helpers of Craft 2/2 (novice)

[for Novice]: Who is the person you most trust who helps you with your new technology?

[for Helper]: Who is the person you are helping learn a technology that is new for them?

Follow-up: How does that person help you/How do you help that person?

Follow-up: What is the result or consequence of this?

Where does it get hard?

Follow-up: What is the result or consequence of this?