

Usability Testing / Discussion Guide

Coursework / Project Name

Project 2 in Mobile Applications / TVGudie2Go.com JME Client – A Mobile TV Guide

Module / Module Co-ordinator

Mobile Applications / David Robison

Delivery Date

8th January 2007

Student / UB Number

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General Research Information

This discussion guide is based on the one which is described in the book 'Handheld Usability' by Scott Weiss (Wiley, 2002, p. 215-219).

<i>Data/time</i>	28.12.2006 – 07.01.2007
<i>Location</i>	private accommodation
<i>Device</i>	Nokia E60 (Series 60)
<i>Software</i>	tvguide2go Java Micro Edition Client
<i>Duration</i>	20 minutes per respondent
<i>Setup</i>	one moderator interviews one respondent
<i>Recording</i>	hand-written on prepared sheets

Pretest Statement

The following statement will be read to each respondent verbatim before the start of each interview.

I am evaluating the service and *not* you in this exercise.

You may pause or end the interview at any time if you are feeling uncomfortable.

Ask any that come to mind, but, due to the research nature of this interview, I may not be able to answer some of them until the end of this meeting.

Please think out loud. Your thoughts are very important to me.

Pretest Questions

These questions are supposed to provide some basic information about the respondent and help to understand him and his point of view.

1. How long have you been using a mobile phone?
2. How many minutes do you typically spend on your cell phone per month?
3. Do you have a simple mobile, a smart phone, or a PDA?
 1. What is the manufacturer?
 2. How long have you had it?
4. Have you ever used a cell phone to connect to the web or otherwise find information without making a voice call?

How have you used the service?

Tasks

The programme search screen will be the initial starting point for each respondent.

First Impression

1. What do you think is the purpose of this application?
2. Why do you think so?
3. What are your options?

Programme Search

1. Please, try to find out what is on TV this evening?
2. What do you think happened?
3. Could it be done easier?
4. What can you see?
5. What do you think about the presentation of the information?
6. What information can you find out on a specific programme? (*user should follow a details link*)

Keyword Search

Please, try to find out if there is any 'James Bond' film airing within the next couple of days.

1. What do you think about the search engine?

Set an SMS reminder for that programme.

1. What will happen?

End of the Discussion

1. What do you think about this service?
2. What do you like about it?
3. What do you dislike about it?

Follow-Up Questionnaire

1. How would you rate the experience of using this service?

It was really difficult (1/5)

I had some difficulty (2/5)

Neutral (3/5)

It was enjoyable (4/5)

It was very enjoyable (5/5)

2. How would you rate the information you found?

Not useful at all (1/5)

Somewhat useful (2/5)

Neutral (3/5)

Useful (4/5)

Very useful (5/5)

3. Can you imagine using this service in the future?

4. What would you like to change?

5. Do you have any additional thoughts you would like to share?