

# USABILITY GUIDE

# EISBACHTIME



<b>Respondent ID:</b>	<b>Location:</b>
<b>Persona:</b>	<b>Occupation:</b>

## Set up

- Discussion Guide Printed or a New File is Copied
- Known Respondent Information is Filled In
- Prototype is open and running

## Remote Sessions

- Session link created & shared with the respondent
- Recording button is clicked and running
- If remote viewers: link shared with the team
- Screen sharing is activated & control is granted

## Introduction Script

Thank you very much for taking your time and talking with me today. I am working on developing an app for creating a better surf experience for eisbach surfers in Munich. This phase of research is to explore and validate our direction on what this digital service will look like. The session will take about 30 minutes. If you would like to take a break, finish the session earlier or if you have any additional questions, just let me know.

I'll start with asking you a few questions about your surf experience and then walk through some early prototypes. Everything you say will be kept strictly anonymous and confidential.

There are no right or wrong answers to our questions! I want to understand how you interpret and understand my designs. The prototypes we'll be testing are incomplete - As such, please talk out loud whenever possible about what's on your mind during these tasks. When you're going to enter text, please say what you'd like to type. Most importantly - try to be as honest as possible, I promise, you won't hurt my feelings.

I'll be recording video, audio, and notes for my own memory but everything you say is strictly confidential and all data will be securely encrypted. I might share anonymized quotes or aggregate statistics from these sessions for presentations or research reports. I'll never link this data back to your name publicly. Does this make sense and are you ok with it? Any questions before we start?

## Opening Ethnography

### Surf experience at the Eisbach

1. When did you start surfing in the ocean?
2. And when did you start doing river surfing?
3. At which wave do you normally surf?
4. Which are the three most important factors for you to create a great surf experience?

- b. About once a week
- c. 2-3 times a month (screen out)
- d. Fewer than once in a month (screen out)

# USABILITY TASKS

## CREATING ACCOUNT FLOW

Task	Notes	Pass/Fail
enter username		
enter email		
enter password		
click login		
understand view context		
answer question 01		
answer question 02		
answer question 03		

## PLANNING SURF SESSION FLOW MVP

Task	Notes	Pass/Fail
select statistics		
check status at the E1 or E2		
optional: check day or week view		
click on status menu point		
select „on my way“ button		
understand view context		

## FEATURE 2 – SET ALERT FOR BEST SURF TIME

Task	Notes	Pass/Fail
click profile		
click on set surf alert		
create new alert		
type in data		
understand view context		

## FEATURE 3 – CONNECT WITH FRIENDS

Task	Notes	Pass/Fail
click profile		
click connect with friends		
send friend request		
create notification		
understand view context		

## FEATURE 4 – SURF ETIQUETTE AND TIPS

Task	Notes	Pass/Fail
click profile		
click surf etiquette		
select topic		
type in data		
understand view context		

### Wrap up

- Is there anything you think I didn't ask?
- Do you have any questions for me?

Great, that's it. Thank you so much for participating in this phase of research. My job now is to take this data and observe patterns with other respondents like you. All of this will help me to build a better surf experience for everyone - and your responses make this possible.

