

Discussion Guide

Konstella App

What to Test/Notetaker's Guide

Moderator:	
Participant:	
Date:	
Time:	
Location:	

Purpose

The purpose of this test is to learn how well users can interpret and use Konstella App. Areas of the app that will be evaluated for performance and overall user satisfaction include the: architecture, navigation, terminology, and its ability to meet expectations.

Introductory Questions & Tasks

- Open the app. **Ask:** “Just from looking at this app, what kind of information do you think you could get from it? Please be specific.”
- Who do you think this app is designed for? Why? (*Parents, health professionals, etc.*)
- How did you feel the first time you used this app? Why?

Scenarios

Scenario 1 – Send a Private Message

It is important to communicate with other parents from time to time. What would you do if you need to notify one parent about a private afterschool activity?

Pathway(s)	Success (Circle 1)	Notes/Observations
1. Home screen app -> Messages Icon Steps: Send/Join -> Send Private Messages -> Tap Send/Join -> Search User -> Tap User -> Tap Confirm -> Type Message Or, 2. Home screen app -> Messages Icon Steps: Send/Join -> Send Private Messages -> Tap Send/Join -> Search User -> Tap User -> Tap Confirm -> Type Message Or, 3. Home screen app -> Directory Icon -> Search in [name of the school] button Steps: Search User -> Tap User -> Tap Send Private Message button -> Type Message	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)

<p>Or,</p> <p>4. Home screen app -> Directory Icon -> Browse Classrooms</p> <p>Steps: Tap Class -> Search User -> Tap User -> Tap Send Private Message button -> Type Message</p> <p>Or,</p> <p>5. Home screen app -> Directory Icon -> Browse Committees</p> <p>Steps: Tap Committees -> Search User -> Tap User -> Tap Send Private Message button -> Type Message</p> <p>Or,</p> <p>6. Home screen app -> Directory Icon -> Browse Social Groups</p> <p>Steps: Tap Social Group -> Search User -> Tap User -> Tap Send Private Message button -> Type Message</p>		
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Debrief

- How did you feel about all the steps you took to send that message?
- Are there other ways to send private messages?
- What would you change of the process?

Scenario 2 – Check your Sign-ups

Being a volunteer is very rewarding but it can be overwhelming to remember every detail. Where would you go if you need to check your commitments with the school?

Pathway(s)	Success (Circle 1)	Notes/Observations
1. Home screen App -> More -> Sign-ups Steps: Tap on the sign-up to get more details Or, 2. Home screen App -> Feed Steps: Scroll down to find your sign-up or use the filter to search for a specific class -> Tap on the sign-up to get more details	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)

Debrief

- How do you feel about looking for the sign-ups on the feed?
- Which information are you expecting to see on the sign-ups?
- Are there other ways to see sign ups?

Scenario 3 – Check School Calendar

For many, it is important to have visibility of events happening at the school in order to plan their schedules. Where would you go if you want to see all school activities during the year?

Pathway(s)	Success (Circle 1)	Notes/Observations
Home Screen -> Calendar	0 Not completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)
Or, if user is not on the home screen	1 Completed with difficulty or help	
Tap on School Icon -> tap on Calendar	2 Easily completed	

Debrief

- What do you think of the way the information is displayed?
- Can you describe me what you see?
- What is the meaning of the dots on one day?
- What is the meaning of the colors of the bars?

Scenario 4 – Filter feed for one student

For some parents, it is overwhelming to see a busy home screen with many activities that are not related to their child(ren). How can you only display information on the home screen for your child(ren)?

Pathway(s)	Success (Circle 1)	Notes/Observations
Once the app is opened, Feed -> tap on filter icon -> Tap your child's room	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)

Debrief

- What is the meaning of the colors?
- Do you think is possible to delete the filter? How would you do it?

Scenario 5 – Check Your Orders

Konstella helps parents to make donations or buy school articles. Where would you go if you want to check the orders you have placed this school year?

Pathway(s)	Success (Circle 1)	Notes/Observations
Home screen -> Menu Icon on the top left -> Your Orders Step 1 Tap on your order to get more details	0 Not completed 1 Completed with difficulty or help 2 Easily completed	(Note why was the user successful or not successful, e.g., wrong pathways, confusing page layout, navigation issues, terminology)

Debrief

- What is missing? What is something you want to see that is not here?

Final Thoughts

- Was there any point when you would have preferred to use the website instead the app?
- What is missing on the app? What would you improve or change?
- Anything else you want to mention that we have not already talked?

I am going to text you a final satisfaction questionnaire to complete. Would you mind completing it right away, while it is all fresh in your head please?

Usability Satisfaction Questionnaire

<https://forms.gle/qVRBpdb892a3TQYw5>