

Feb 5 User Testing Logistics

Run Sheet:

We have three waves of users coming in for sessions at 5pm, 6pm, and 7pm. Tim will provide us with a list of users and their corresponding email addresses. We've scheduled no more than 20 per group. All staff working during the evening should have their BKM ID on a lanyard and/or clearly worn.

Testers will be greeted by a volunteer just inside the revolving door on the first floor. The person at the door will confirm the person is here for user testing. They will be given an admissions tag and a sticker, which will identify them to us as part of our user testing group. They will be asked to take the % elevator to the 5th Floor.

Off the elevator, we will greet the tester and get them setup to download the app. We will instruct them to turn on wifi and agree to BKM portal terms. We will use their email address to send them an app invite. We will observe them get started with the first screens. We will aim not to prime users more than they have been already and just instruct them to have a go.

Once they have downloaded the app, they will be sent into the 5th Floor American Identities galleries to participate. As a traffic pattern, testers will be asked to start in the orientation gallery and then proceed into Modern Life. We will need to explain they will be observed by staff in the galleries, but otherwise not spoken with until the end of their session.

- Jennie
- Christina

Staffers will be assigned to areas in AI and will shadow all users coming through their area. *If staffers know any of the testers personally, please let another person observe them and keep conversation to a minimum.*

- Brian F & James - Modern Life
- David - Luce Visible Storage side
- Amy - Civil War (dark purple area, so can be nearby the dashboard users)
- Zack - Pink Room
- Brian W - Native American

The group of staffers acting as the "hub" will be positioned in the landscapes corner (green room), so they can use the chairs with backs, but otherwise not be visible to testers during the early part of their visit. A final staffer will be here to thank the person and direct them to the % elevator. The person will be asked to go to the first floor and look for the round table in the cafe.

- Monica and Marina - dashboard
- Kevin Stayton - answering questions

- Holly - thanking them, directing to first floor

In the cafe, the testers will be given vouchers for a free coffee and asked to sit at the round table so we can do an exit interview. We'll be able to spot testers because of the stickers in addition to the admissions tag. Testers will be asked to delete the app prior to leaving and we will need to verify this. Testers will be given business cards to get in touch if other thoughts strike them. We will take notes on a laptop.

- Pritika
- Sara

A staffer will float from area to area to get photographs, assist and cover as needed.

- Shelley

After testing, we will try and not discuss as a group, but rather go home, gather thoughts individually, and take notes. We'll discuss as a team the following Friday (dashboard) and Tuesday (mobile). On Friday, Monica and Marina will also post-process chats from the night before and create a list of bugs as we run into them.

Exit Interview Questions:

- What do you think is the primary purpose of the app?
- How did you feel about the responses you received? (Did you feel the app was automated?)
- How did using this app differ from other museum visits?
- Did using the app and asking questions affect your interaction with the art, and if so, in what way?
- How did using the app affect your interaction/experience of the museum space?
- What one thing should we know about your experience tonight?
- Was there any exchange that you felt was particularly interesting or meaningful?

Things to Bring:

- 60 admission tags
- 60 stickers
- 7 ipod touches w/ app and fully charged
- 3 iphone chargers
- 2 laptop computers w/ dashboard and fully charged
- 2 laptop computer chargers
- anything needed for notes
- camera w/ full charge on battery and memory card
- vouchers for cafe
- cart or small table for jennie/christina
- laptop for jennie

- sara business cards
- laptop for exit interviews
- identification badges on lanyards clearly visible
- clear the database prior to testing