

## Observer briefing

To ensure proper evaluation of our low fidelity prototype, observer participation is crucial. So we want to begin by saying thank you for aiding us in this process. Today you will be testing four prototypes of the customization of notifications of Slack with three (3) users in McConnell 225. They should use Slack and regularly receive messages from different groups. The prototypes will last a few minutes each and will be concurrent. You will be given pencil and paper to note the reactions of the user while conducting the tests. In addition the sequence will be filmed in order to be later reexamined. These results will be used in order to help us better our prototype so we thank you in advance.

We have established a few general guidelines to follow while conducting the usability tests. You will be given pencil and paper to note the reactions of the user while conducting the usability test. The sequence will be filmed in order to later be able to reexamine the interaction of the user with this system. The results will be used in order to help us know which prototype to develop. Thanks in advance for cooperating.

1. Do not give your personal point of view or opinion on what to do if you were testing the prototype
  - a. If a user seems to be doing something particularly atypical, do not correct them, note very carefully what the user is doing
2. Do not reveal the goals
  - a. Avoid leading questions and use simple language
  - b. Do not tell the user how to execute the given tasks, but rather the action that they should perform
  - c. Do not affirm or give feedback regarding task execution
3. Reassure the user that the system is being evaluated, not them
  - a. Engage the user and ensure he feels comfortable
  - b. Ensure the user understands these are prototypes, not the final design, and they are crucial in helping find flaws

Thank you for your participation!