

## Consent Form

**Please read and sign this form.**

You are invited to join a usability testing session on an expert app called “**Coffee Chat**”, which enables anyone, anywhere to instantly chat with an expert in virtually any field. The findings of the testing session will be used to improve the design of the app.

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By signing this form, I agree to participate in an online session using either my mobile device or my computer. During the session I will be interviewed about the Coffee Chat App. I will be asked to find information or complete tasks using the app and asked to complete an online questionnaire about the experience.

I understand and consent to the use and release of the recording made by Alexandra Langer/Coffee Chat. I understand that the information and recording are for research purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Alexandra Langer/ Coffee Chat without further permission. I understand that participation is voluntary and I agree to immediately raise any concerns I might have.

Please Keep in Mind:

- This is not a test of your ability and you cannot do or say anything wrong here. The purpose of the test is to evaluate and make improvements to the Coffee Chat App based on your feedback.
- During the test I will ask you to verbalize your thoughts and actions as you find information and complete tasks.

If you have any questions after today please contact  
AlexandraCLanger@gmail.com

Please sign below to indicate that you have read and understand the information on this form and that any questions you might have about the session have been answered.

Date: \_\_\_\_\_

**Please print your name:** \_\_\_\_\_

**Please sign your name:** \_\_\_\_\_

I appreciate your participation. Thank you!

Best,

Alexandra Langer  
**UX Designer, Coffee Chat**

## My Plan for Recruiting Test Participants

### **1. How will you find your test participants?**

- I plan to contact my personal network of friends and family who have participated in prior interviews and testing for this app. This will be a useful network considering they have prior knowledge of the process of the app and are available to help me with this current testing.
- I have a broad target audience for the app which are people ages 18-55 and in order to get a diverse group of participants I will ask friends to refer participants for the younger demographic and ask family to refer participants for the older age demographic.
- If I am still in need of participants I will connect with CF Students using Slack for remote online testing of the app.

### **2. Where is your audience located? Do you have access to your audience? If not, how will you test with them?**

Most of my audience is located in New York City. I can conduct most of my tests in person and some I will conduct remotely using Skype with the screen share software.

### **3. How will you explain your project and research to your test participants?**

In order to explain my project and research to my participants I will tell them that my goal is to provide an intuitive and beautifully designed app that allows anyone seeking advice to have a convenient and legitimate way to browse trustworthy experts based on category, in order to ask advice or a question on a given topic via messaging, voice or video call. In addition, I will tell them that the tests for the app will give me valuable feedback and insights into the usability and help improve the user experience of Coffee Chat.

### **4. How will you ensure your participants are fully informed about the purpose of your study, and how you will use their information?**

When giving my participants the content form I will point out important aspects of the form to make sure everything is clear to them and fully answer any questions or concerns they have.

## Recruitment Email

**SUBJECT LINE:** Coffee Chat App invites you to participate in an application usability study.

Hello <Name>

My name is Alex and I'm running a usability study for Coffee Chat App. Coffee Chat is being built to allow anyone, anywhere to instantly chat with an expert in virtually any field. In an effort to improve the App, we're looking for people who may be interested in trying out the prototype of the app and giving feedback.

### **What will I be doing in a usability study?**

You will be asked to do several short tasks using the current prototype for the app. You will also be asked questions about your experience and perceptions of the app.

**How long is a session?** 15-20 Minutes

### **When and where?**

We can meet at a location and time of your choosing if you live in the New York City area. If you do not live in NYC, we can plan for a time to do the test remotely over Skype.

### **Interested in participating?**

Please reply to this email with your contact information. I'll send you an email to ask you some questions to help us determine if you qualify for the study.

If you have any questions, please contact me at [AlexandraCLanger@gmail.com](mailto:AlexandraCLanger@gmail.com)

Thank you for interest,

Alexandra Langer  
**UX Designer, Coffee Chat**

## Confirmation Email (In Person Study)

**SUBJECT LINE:** Confirmation: Your participation in the Coffee Chat App usability study.

Dear [PARTICIPANT NAME]:

Thank you for agreeing to participate in testing the Coffee Chat App. As I mentioned, you will be asked to try out the application and give us your thoughts about your experience. You won't need to prepare anything before the session.

You are scheduled to participate as follows:

**DATE:** [DAY, DATE]

**TIME:** [TIME]

**PLACE:** [ADDRESS, LINK TO MAP]

A few key reminders:

- During the study, we will ask you to complete some tasks using the App. You'll talk out loud as you work so I (the facilitator) can follow along.
- With your permission, the session will be recorded. We will only use the recording to decide how to improve the application. Your name will not be used for any purpose beyond this session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session.

Thanks again!

Alexandra Langer

**UX Designer, Coffee Chat**

## Confirmation Email (Remote Study)

**SUBJECT LINE:** Confirmation: Your participation in the Coffee Chat App usability study.

Dear [PARTICIPANT NAME]:

Thank you for agreeing to participate in testing the Coffee Chat App. As I mentioned, you will be asked to try out the application and give us your thoughts about your experience. You won't need to prepare anything before the session.

You are scheduled to participate as follows:

**DATE:** [DAY, DATE]

**TIME:** [TIME]

**PLACE:** Your computer

### A few key reminders:

A few key reminders:

- We will be using Skype's screen sharing software for this test, so please make sure you have Skype installed on your computer prior to the testing.
- During the study, we will ask you to complete some tasks using the App. You'll talk out loud as you work so I (the facilitator) can follow along.
- With your permission, the session will be recorded. We will only use the recording to decide how to improve the application. Your name will not be used for any purpose beyond this session.
- Please reserve a quiet space where you will not be disturbed or interrupted during our session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session.

Thanks again!

Alexandra Langer

**UX Designer, Coffee Chat**

## Reminder Email (In-Person Study)

**SUBJECT LINE:** Reminder: App usability study tomorrow

Dear [PARTICIPANT NAME]:

Thanks again for agreeing to help us out with testing the Coffee Chat App. We are looking forward to talking with you.

You are scheduled to participate as follows:

**DATE:** [DAY, DATE]

**TIME:** [TIME]

**PLACE:** [ADDRESS, LINK TO MAP]

A few key reminders:

- You will not need to prepare anything for the session.
- During the study, we will ask you to complete some tasks using the application. You'll talk out loud as you work so I (the facilitator) can follow along.
- With your permission, the session will be recorded. We will only use the recording to decide how to improve the application. Your name will not be used for any purpose beyond this session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session.

Thanks again!

Alexandra Langer

**UX Designer, Coffee Chat**

## Reminder Email (Remote Study)

**SUBJECT LINE:** Reminder: Application usability study tomorrow

Dear [PARTICIPANT NAME]:

Thanks again for agreeing to help us in testing the Coffee Chat App. Here's a recap of the key information.

**DATE:** [DAY, DATE]

**TIME:** [TIME]

**PLACE:** Your computer

**At least 5 minutes before your scheduled session time, please do the following:**

1. Log into your Skype Account.
2. Search for Alexandra Langer Skype account and add me to your contact list.

A few key reminders:

- During the study, we will ask you to complete some tasks using the application. You'll talk out loud as you work so I (the facilitator) can follow along.
- With your permission, the session will be recorded. We will only use the recording to decide how to improve the application. Your name will not be used for any purpose beyond this session.
- Please reserve a quiet space where you will not be disturbed or interrupted during our session.

Also, we have only one person scheduled at a time for these sessions so if you find that you cannot participate on your scheduled day, please contact me as soon as possible so I can reschedule your session.

Feel free to contact me with questions.

Thanks again!

Alexandra Langer  
**UX Designer, Coffee Chat**