

Pie Digital | Discussion Guide

Introduction

- My name is Ali
- I'm here today to get your feedback on early ideas for a new app for managing your home network
- Have you try it out and understand how it does or doesn't work for you.
- As you go through this experience, **talk out loud** and share what you're thinking, and how it works for you.
- Keep in mind there are no right or wrong answers. Only goal here today is to get your feedback on the experience of using the mobile app so it can be improved.
- **It's not testing you in any way.**
- Please be honest and as critical as you'd like - I didn't design this so you're not going to hurt my feelings if there's something you don't like. It is very helpful for us to know what you find confusing so it can be improved.
- Any questions?
- Let's start with a few background questions and then we'll jump into the app.

Background questions

- Tell me roughly what types of device you have on your home network (computer, phone, apple tv, etc.)
 - About how many do you think are there total?
- How many people live at your home?
- Do you ever have issues with your home network or your devices?
 - What's an example of a common issue?
- Who deals with network-related issues?
- If there's an issue and you can't resolve it, is there anyone you turn to for help?

OK, now let's get started.

- I'm going to show you an early prototype of a mobile app and give you some scenarios to try out.
- **Note that it's a rough prototype and some things don't work** or aren't connected to anything. If that happens, I might ask you to imagine that it works or tell me what you think would happen if that area works.
- You'll also notice that most of the **app is greyscale** – right now the **focus is on how it works rather than how it looks**. Later someone might add some more color and visual look and feel to the app – but today are really focused on how you thinks it works for you rather than how attractive it is or isn't.
- So let's get started...

Task 1: General exploration, Dashboard

Imagine that you recently installed an app on your phone that was going to help you with your home network. Today you noticed your phone was acting kind of weird so you open up this app to see what it can do.

I'm going to take you to a mockup of the first screen that comes up in the app. I'd like you to take a look and tell me know what you think. Try to think out loud but don't click on anything yet.

<Give subject time to look at it and don't say anything for a while...let them start talking first

Overall

- What do you think is going on here?
 - What's happening in this top area?
 - What's happening in this bottom area?
- What's your overall impression?
- If you were home along looking at this without me, **what would you do next?** *[if subject wants to explore the Fix or View buttons, let them do so and skip to Task 2 or 3 as needed]*

Specific areas

- **Fix vs. View (let subject point these out himself if possible)**
 - What do these buttons do?
 - What are the differences between these?
- **Network speed test area**
 - What is happening in this <network> area?
 - *(If not mentioned organically)* What would happen when you press the Check button?
 - What info would you want on the next page?
- **Priority**
 - What do you think this is?
 - How would you find out?

Task 2: Fix workflow

Imagine your phone was disconnected from the internet and you really wanted to be online. You came to this app to help you deal with this situation. What would you do?

- *[Before they click]* What do you think will happen when you click the button?
- **Go ahead and click it**
 - What do you think is going on here?
 - What do you think about this page?
 - How does it make you feel?
 - What do you think about these options?
 - What would you do next?
 - *<If subject doesn't say Reboot Router, say "Let's try rebooting the router. >*
- **Reboot router**
 - *<Before they click>* What do you think will happen when you click on this button?
 - *Continue through the flow asking questions about what they think is going on at each step*
 - *Schedule Reboots page*
 - *Confirmation page*
 - *Done > Back to Dashboard page*
- How did that go for you overall?
 - Anything confusing? Anything you liked?
 - How does this compare to what you do now when your device is disconnected?

Task 3: View workflow

Imagine your phone has been slow for a few days. You open this app to help you deal with this problem.

- *[Before they click]* What do you think will happen when you click the button?
- **Go ahead and click it**
 - What do you think is going on here?
 - What do you think about these options?
 - What do they mean?
 - How do they make you feel?
 - What would you do next?
 - *<If subject doesn't say I'd go to Fix, say "Let's deal with the Processor slow issue.>*
- **Processor Slow Fix button**
 - What do you think will happen when you click on this button?
 - *Continue through the flow asking questions about what they think is going on*
 - Processor slow solution page
 - What do you think about this page?
 - **Let's say you changed your mind and you don't want to deal with this issue right and just go to that first Dashboard page again.**

- How did that go for you overall?
 - Anything confusing? Anything you liked?
 - What did you think about the navigation with the Back button? (*if not mentioned specifically*)

Task 4: Change device

[From the Dashboard] Now, imagine that you have an Apple TV and you are streaming a movie when suddenly the streaming is having issues... so you open this app to understand what's happening with your Apple TV and you are on this Dashboard screen. What would you do?

- *See if user clicks to select a different device at the top*
- If not, ask questions to understand why user selects different places. After each place, ask the user if there is anywhere else they might go. *Possible places user might go:*
 - *Top select device area*
 - *"i" icon*
 - *12 alerts for all devices*
 - *Device in the menu*
 - *Other places?*

Task 5: Sharing

[From the Dashboard] Let's say you wanted to tell *[X person]* about an issue that you see here on the Dashboard. You want them to know about these issues to discuss them later because they might be able to help you with it. How would you do that?

- *Does subject find the Share button?*
- *What do you think about this functionality?*
- *Is this something you would ever do?*

Wrap-up

- What are your overall impressions of this app?
- Anything confusing?
- Anything you particularly liked?
- Any more thoughts about what we looked at today?
- What do you think about this concept for an app?
 - When, if ever, would you use it?
- Anything else you'd like to add?

Thanks so much for your time! Your feedback is very helpful. From time to time, if we have more questions about this app, would you be interested in a follow up study?