

Wireframe Test - Protocol

Participant:

Date:

Time:

Set-up

[Introductions]

It's great to meet you! Thanks so much for helping us test out our prototype for Catalyst. As we mentioned in our email, the results from the survey helped us create this prototype, so we're really curious to get your open, honest feedback. You're the expert here! There are no right or wrong answers and we won't be offended by your feedback - we love critique.

Before we get started we just want to make sure that everything is working on our end.

[Check to ensure tech is working. Test out screenshare.]

Great. We're about ready to get started. Today we'd like to give you scenarios to walk through two separate tasks. At the end of the second task, we'll ask you some follow-up questions.

It's important that you talk out loud as you go - it might feel a little silly, but it helps us understand your thinking. As we mentioned before, honesty is great! Don't hesitate to let us know what's confusing or frustrating.

This is still a rough prototype - feel free to click on anything, just know that some buttons will work and some won't. Some things you'll need to input yourself, other things we have fixed to match the scenario.

That's about it! Before we begin, do you have any questions?

Scenarios

01_ You're a chemical engineering student at the Illinois Institute of Technology (IIT). You are in need of a Cary FTIR Spectrometer for your research, but IIT doesn't have one. You've heard you can find machines that you can use at other universities through Catalyst, so you'd like to join. Go ahead and sign-up, then find and book the machine nearest to you.

02_ You are a lab manager at the University of Chicago. A colleague recently told you about Catalyst as a way to earn a little extra income for your lab by sharing your machines with other scientists. You currently have a Cary FTIR Spectrometer that is rarely used. Go ahead and sign-up, then list the machine that you'd like to rent out (Agilent Cary 660 Series FTIR). You'll also want to set up your payment method- you've been approved by the school to go through PayPal.

Prototype Questions

_How was that? What's your impression overall? (probe: what stood out? what worked well, what didn't work well?)

_How did the sign-up process feel to you? (probe: timing - too long, just right?)

_What about the profile process? (probe: did anything seem odd or out of place? anything missing?)

_How would you like to pay for consumables? Would you bring your own or pay to use them at a host lab? Should people pay in advance or pay as they use?

[Probe on anything else that the participant seemed to struggle with or was confused by]

Follow Up

Great. Thanks so much for your feedback on our prototype! The last thing we want to do is just chat generally about the overall concept and your thoughts about it.

_Now that you've been through this test, imagine you're telling a colleague about Catalyst. How would you describe the service?

_Can you imagine using it as either a visiting scientist or a host lab? Why or why not?

_What would be your main incentive to sign-up for Catalyst?

_We know from our survey responses that having other people in your lab can feel risky. Is there anything we could add to the website or sign-up process to help you feel like you could trust the service and other scientists who might use your lab?

Mostly afraid of people not knowing how to use the equipment. Would want to train.

_How did you feel about the sign-up process? Do you think others in your lab would be interested in participating in Catalyst? Why or why not?

Our lab is just starting up, we don't have a lot of equipment.

(You could also ask for feedback about the tone, eg., "Yup! and Nope!" versus something more serious)