

# Usability Study Prompt: Family-Schedule Management App

## Usability Study Script

Introduction:

Before we start, do I have your permission to record this interview with both audio and video?

I want to assure you that this isn't a test. There are no "right" answers, and none of your responses will be considered incorrect.

If you have any questions at any point, please feel free to ask.

We are gathering this information to help develop an app designed to make managing family schedules more convenient. Your feedback will help us improve its usability.

Basic Questions:

- How many people live in your household?
- What are the ages of the children in your family (if applicable)?
- Do you currently use any tools or applications to organize your family's schedule?
- How frequently do scheduling conflicts arise within your family?
- Could you describe a typical day in your family's routine?

Cool! If you're ready, let's proceed to the tasks you'll be performing.

Prompt 1:

Open the FamilySchedule app on your phone and create a family account, and then set up an event for a family activity. Please walk me through your thought process as you do this.

Prompt 1 Follow-up:

How easy or difficult was it to create a plan or task? What aspects were straightforward, and what parts were challenging?

Prompt 2:

If I asked you to add a member, would you know how to do it?

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Prompt 2 Follow-up:

Please try to set it up now. Did you encounter any difficulties?

Prompt 3:

From the shared family home screen, find a way to filter through the schedule.

Prompt 3 Follow-up:

What was your experience with coordinating a schedule? What aspects were easy, and what were challenging?

Prompt 4:

Finally, a memo for a family member.

Prompt 4 Follow-up:

How was your experience setting up a memo? How did you feel about the time it took?

Prompt 5:

What are your overall thoughts on the FamilySchedule app? What did you like and what could be improved?

Thank You Closing:

Thank you so much for taking the time to participate in this usability session. Your insights are incredibly valuable and will directly influence the improvements we make to the FamilySchedule app. If you have any final thoughts or suggestions, we'd love to hear them!