DuoLingo Usability Test: Moderator's Guide

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Preparation Checklist

To prepare for the user test sessions:

- o *Distribute copies of the session test script*
- o *Ensure note takers have the required resources, including a data collection form*
- o *Rehearse with the team, check the timing, and adjust the script accordingly*

Before each session:

- o *Double check to make sure note takers have the required resources, including a data collection form*
- o *Set up laptop and have the DuoLingo site ready for interaction*
- o *Gather forms (consent + post-test questionnaire) for the participant*

During each session:

- o *Observe and take note of any nonverbal cues that may indicate points of frustration or success*
- o *Carefully pay attention to each micro-interaction that occurs throughout each task and analyze its function in the grander scheme of the whole process*
- o *Timestamp notes taken on each interaction*
- o *Remember to write notes objectively and to state observations, not inferences; inferences can be made upon further review at a later date, no need to spend time drawing conclusions while the test is still in progress*

After each session:

o *Note any usability issues and surprises not captured during the session*

o *Debrief with observers on their usability findings*

INTRODUCTORY REMARKS

MODERATOR: Thank you for agreeing to participate in our research study. My name is _____ and I will be moderating this session.

Before we get started, may I please have your signed consent form? (If you don't have it with you, I have an extra copy that you can review and sign now.)

Great, thank you.

During this session, I will be using a prepared script to make sure my instructions are consistent with all participants.

We are here today to test whether or not users of the DuoLingo website that you see here on the laptop in front of you can actually use it.

Question: *Have you ever used an online site or software package for language instruction?*

o *If so, what was the site or software?*
o *If so, what was your preference?*

During this session, I will ask you to work with the DuoLingo website to do a variety of tasks and will observe you as you do them. As you work through each task, please proceed as you normally would. I would also like you to try to THINK ALOUD while you are working. I'm interested in what you are thinking about as you execute each task. For example, if you run into something that confuses you, I am interested in understanding what is causing the confusion and why.

To make this very clear to you, we are not testing you. We are simply looking at user experiences that we can provide to the design team. Your experience helps them understand what works and what doesn't and gives them valuable feedback.

Finally, I am an independent researcher and had no involvement in the design of any part of the DuoLingo site. So please be honest and open in your feedback.

I may need to stop you at times to make sure I'm understanding and capturing your thoughts fairly..

If this is clear to you, we can get started. Do you have any questions before we begin?

TASK #1: *Beginning the onboarding procedure and selecting to learn French*

Scenario: *Participant is presented with the default state of the Duolingo website*

Task: *"Imagine that you are hosting a French exchange student in your home for a year. You find out that he does not speak English, so communication will be difficult. You decide to learn the language to make his first months more comfortable. He is arriving in 2 months. Use www.duolingo.com to start learning French."*

Success Criteria:

o   *The participant was able to select their desired language*

o   *The participant was able to complete the introductory lesson*

o   *The participant did not hit any roadblocks or was able to recover very quickly if so*

Moderator Notes:

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Metrics to Obtain:

1.   *Success Rate: Did they complete the task – yes or no?*

2.   *Error Occurrence: Where did errors occur?*

3.   *Satisfaction scale response*

4. *Ease of use scale response*

Post-Task Follow Up Questions:

On a scale of 1-5, with 1 being "strongly dissatisfied" and 5 being "strongly satisfied", how satisfied are you with the selection of a language and the introductory lesson?

Can you comment on why you gave it a [insert number] rating in terms of satisfaction?

Notes: _____

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On a scale of 1-5, with 1 being "very difficult" and 5 being "very easy", how easy was it to complete this task?

Can you comment on why you gave it a [insert number] rating in terms of ease of use?

Notes: _____

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TASK #2: *Continue Instruction with another module*

Scenario: *Participant has finished a module of French and will choose a different module*

Task: *"You have now finished your first module in learning French. Continue on with a different module in French."*

Success Criteria:
- o *The participant was able to select another module.*
- o *The participant did not hit any roadblocks or was able to recover quickly if so*

Moderator Notes:

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Metrics to Obtain:

5. *Success Rate: Did they complete the task – yes or no?*

6. *Error Occurrence: Where did errors occur?*

7. *Satisfaction scale response*

8. *Ease of use scale response*

Post-Task Follow Up Questions:

On a scale of 1-5, with 1 being "strongly dissatisfied" and 5 being "strongly satisfied", how satisfied are you with the continued language education?

Can you comment on why you gave it a [insert number] rating in terms of satisfaction?

Notes: _____

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On a scale of 1-5, with 1 being "very difficult" and 5 being "very easy", how easy was it to complete this task?

Can you comment on why you gave it a [insert number] rating in terms of ease of use?

Notes: _____

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TASK #3: *Complete account setup*

Scenario: *Participant is has completed a lesson in French and will save the work*

Task: *"You decide to take a break and start learning again the next day. Create an account and save your work."*

Success Criteria:

o   *The participant was able to create an account*

o   *The participant did not hit any roadblocks or was able to recover very quickly if so*

Moderator Notes:

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Metrics to Obtain:

9.   *Success Rate: Did they complete the task – yes or no?*

10. *Error Occurrence: Where did errors occur?*

11. *Satisfaction scale response*

12. *Ease of use scale response*

Post-Task Follow Up Questions:

On a scale of 1-5, with 1 being "strongly dissatisfied" and 5 being "strongly satisfied", how satisfied are you with the process of opening an account?

Can you comment on why you gave it a [insert number] rating in terms of satisfaction?

Notes: _____

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On a scale of 1-5, with 1 being "very difficult" and 5 being "very easy", how easy was it to complete this task?

Can you comment on why you gave it a [insert number] rating in terms of ease of use?

Notes: _____

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TASK #4: *Assessing their progress and scores*

Scenario: *Participant has finished completing their second module in French and will have to save the progress*

Task: *"You want to know how well you are doing in learning French. Go to the screen where you can review your progress."*

Success Criteria:
- o   *The participant was able to go to the screen where they can review their progress*

o   *The participant did not hit any roadblocks or was able to recover very quickly if so*

Moderator Notes:

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Metrics to Obtain:

13. *Success Rate: Did they complete the task – yes or no?*

14. *Error Occurrence: Where did errors occur?*

15. *Satisfaction scale response*

16. *Ease of use scale response*

Post-Task Follow Up Questions:

On a scale of 1-5, with 1 being "strongly dissatisfied" and 5 being "strongly satisfied", how satisfied are you with the ability to review your progress?

Can you comment on why you gave it a [insert number] rating in terms of satisfaction?

Notes: _____

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On a scale of 1-5, with 1 being "very difficult" and 5 being "very easy", how easy was it to complete this task?

Can you comment on why you gave it a [insert number] rating in terms of ease of use?

Notes: _____

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TASK #5: *Setting a daily goal for progress*

Scenario: *Participant has finished reviewing the current progress in French and will set a daily goal*

Task: *"You want to make sure you are regularly learning French and completing your lessons everyday. Change your daily goal."*

Success Criteria:

- o *The participant was able to change their daily goal*
- o *The participant did not hit any roadblocks or was able to recover very quickly if so*

Moderator Notes:

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Metrics to Obtain:

17. *Success Rate: Did they complete the task – yes or no?*
18. *Error Occurrence: Where did errors occur?*
19. *Satisfaction scale response*
20. *Ease of use scale response*

Post-Task Follow Up Questions:

On a scale of 1-5, with 1 being "strongly dissatisfied" and 5 being "strongly satisfied", how satisfied are you with the ability to change your goal?

Can you comment on why you gave it a [insert number] rating in terms of satisfaction?

Notes: _____

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On a scale of 1-5, with 1 being "very difficult" and 5 being "very easy", how easy was it to complete this task?

Can you comment on why you gave it a [insert number] rating in terms of ease of use?

Notes: _____

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POST-TEST QUESTIONS

On a scale of 1-5, with 5 being Agree and 1 being Disagree, would you say that DuoLingo is easy to use?

Notes: _____

How do you feel about the way the site presents the educational material?

Notes: _____

How easily were you able to understand how to navigate through the DuoLingo system?

Notes: _____

Were there any features of the DuoLingo site that were difficult to understand or use?

Notes: _____

How does DuoLingo compare to other language instruction you've experienced?   What do you like and dislike about it?

Notes: _____

Do you feel this site could be an effective tool for learning a new language and why?

Notes: _____

Is there anything you'd like to change about the DuoLingo site or methods?

Notes: _____

WRAP-UP

[Participant's Name], this is the end of our session. Thank you for participating in our study. If you have any questions, feel free to contact us.

As we prepare the study results at a later date, we may have additional questions. Would you be willing to be contacted with follow-up questions regarding this study in the future?   Y/N

Thank you again for your time.