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Team Roles

- o Team Leader: Phoebe Williams
- o Moderator: Tyler McGinnis
- o Editor: Tyler McGinnis
- o Observer: Desmond Johnson

Participant-Recruiting Email

Hello,

A KSU student led usability team is testing a GroupMe management system/plugin on the iPhone called the GroupMe Overwatch RoboT—or the Gort Bot. It is a cloud-based moderation software which allows users to easily manage the chat and other users within it. We will be testing the overall usability of installing the Gort Bot, creating a group using contact information we provide, and managing the group by setting permissions and tracking the other members.

Testing will be held on April 17th at 11-12:15 and 12:30-1:45 PM. It will consist of one visit lasting between 30-45 minutes. Compensation for completing the study will include various snacks and beverages.

If you want to volunteer, please meet the criteria below:

- KSU Undergraduate
- Familiar with the GroupMe app
- Have an existing and active GroupMe account with current login information
- Have never used the Gort Bot

No phone or other technology will be needed—we will provide that for the test.

If interested, please contact Dan Marchildon at [REDACTED] or
[REDACTED]

Thank you for your time!

Dan Marchildon

Participant Consent Forms

Permission to Video Record

Thank you for participating in our usability test for the GroupMe app. We will be video recording your session to allow the Kennesaw State University usability testing team to capture the comments said during the testing. Please read the statement below and sign where indicated.

I understand that my usability test session will be video recorded. I grant Kennesaw State University permission to use this recording for **internal use only**, for the purpose of improving the product being tested.

Printed Name: _____

Signature: _____

Date: _____

Non-Disclosure Agreement

I agree that, in consideration for access to information submitted to me by the GORT bot research team. I will:

1. Keep all information provided to me and the usability team relating to business and/or marketing plans, discussions, research, graphic design and marketing related programs, and processes under development in strict confidence.
2. Disclose this information safely to individuals who have a signed non-disclosure agreement with, or who have express approval from the GORT bot research team, either verbal or written, to receive this information, understood and agreed today (04/17/2018).

Printed Name: _____

Signature: _____

Date: _____

Questionnaires and Results

Pre-task Questionnaire

Please respond to the following questions.

1. What features of the GroupMe app work well?
2. What features of the GroupMe app could be improved?
3. How could these features be improved?
4. How long have you used the GroupMe app?
5. How many groups do you actively participate in?

Printed Name: _____

Post-task Questionnaire

Please circle your response to each statement below.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I think that I would like to use this system frequently	1	2	3	4	5
2. I found the system unnecessarily complex	1	2	3	4	5
3. I thought the system was easy to use	1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this system	1	2	3	4	5
5. I found the various functions in this system were well integrated	1	2	3	4	5
6. I thought there was too much inconsistency in this system	1	2	3	4	5
7. I would imagine that most people would learn to use this system very quickly	1	2	3	4	5
8. I found the system very cumbersome to use	1	2	3	4	5
9. I felt very confident using the system	1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this system	1	2	3	4	5

Printed Name: _____

Pre-Test Results

Pre-Task Questionnaire Results

1. **What features of the GroupMe app work really well?**
 - a. User 1: Being able to communicate with a large group
 - b. User 2: Adding people
 - c. User 3: calendar poll system
 - i. Is able to communicate with others
 - ii. Locate and find people in other groups (@)
2. **What features of the GroupMe app could be improved?**
 - a. User 1: Simplicity
 - b. User 2: Why can I meme things, sending notifications every time I make a change it notifies the group.
 - c. User 3: past version with a total count of people
3. **How could these features be improved?**
 - a. User 1: Rearranging where some features are
 - b. User 2: No answer
 - c. User 3: high number on group count
4. **How long have you been using Groupme?**
 - a. User 1: 1 year
 - b. User 2: 6 months
 - c. User 3: 4 years
5. **How many groups do you actively participate in?**
 - a. User 1: None
 - b. User 2: No more than 3
 - c. User 3: 6 groups for both school and personal use

Post-Task Questionnaire Results

Post-Task Results

	User 1	User 2	User 3
1. I think that I would like to use this system frequently	3	1	3
2. I found the system unnecessarily complex	1	5	5
3. I thought the system was easy to use	5	1	2
4. I think that I would need the support of a technical person to be able to use this system	1	3	3
5. I found the various functions in this system were well integrated	4	4	3
6. I thought there was too much inconsistency in this system	1	2	4
7. I would imagine that most people would learn to use this system very quickly	4	1	1
8. I found the system very cumbersome to use	1	5	2
9. I felt very confident using the system	4	2	1
10. I needed to learn a lot of things before I could get going with this system	1	5	3

Moderator Script

Moderator Script

Introduction

Hi, my name is Tyler McGinnis.

Thank you so much for coming in today!

Did you find your way here ok?

Your participation will help our team and our sponsor learn a lot of useful feedback for improving the GORT bot you'll be working with today.

Videotaping Permission

-We will be recording this session today with both video and audio technology. The reason for this is because our sponsor is very interested in how well the GORT bot performs, and intends to use the data to improve its overall functionality and usability.

-If you are OK with being recorded, please sign and date the following video consent form. If you do not wish to be recorded, please let me know, and we will conclude our meeting now.

Introduction of the Evaluation Room

-Before we start, I would like to give you a brief tour of our testing facility and point out all of the technology we will be using today.

-We have a camera that is being used for video recording

-We have provided a cell phone that you will use to perform the GORT bot review. This device has a screen capture setting that will be in effect while you use it

-I am wearing a microphone that will record my audio, and here is the microphone that will record you

Introduction of the Team

-In the room with us are the other members of our team.

-This is Phoebe and Dan. They will be observing and documenting today. Documentation is a very important step in our review. It helps us learn more about how GORT bot functions with the user.

-This is Desmond. He is here to provide you with technical assistance in the event that you are unable to complete a given task. Please feel free to ask him for help if you need it.

Introduction to the Test

-Today, you are going to be working with the GroupMe app and GORT bot.

-GORT bot is an extension of the GroupMe app that allows the user to promote users and monitor the health and status of the group chat.

- During this review, we will give you some tasks to complete with GORT bot, and then ask you some questions to get your feedback on how it performed.
- We value feedback about your experience, so we would like you to walk us through your actions, and your reasoning behind them. We call this the “think-aloud” protocol.
- Remember, there are no right or wrong actions in this study; we simply wish to review the overall usability of GORT bot within the GroupMe app.
- If you feel that you get stuck with anything, feel free to ask us.
- Also, we did not create GORT bot, so your feedback will not offend us.
- Before we start, do you have any questions for me or the team?

Pre-test

- To begin, I'd like you to fill out this questionnaire to help us understand your experience using GroupMe.
- Please take a few minutes to review these questions. Feel free to let me know when you are finished.

During the Test

- We have several tasks for you to work through. Remember, this is not a test of you; it's a review of GORT bot.
- We are very interested in how it affects the functionality of GroupMe, and whether or not it can be improved.
- One of the best ways to give this information is to verbally walk through what you are doing, so please remember to think out loud.

Post-test

- Excellent, thank you for working through those tasks.
- I have one final questionnaire for you to review. This table lists several statements relating to the usability of GORT bot, and a scale from 1-5; 1 being strongly disagree, and 5 being strongly agree.
- Please take a moment to fill this out based on your feelings and observations after completing the tasks I gave you to complete.

After SUS

- Thank you very much for participating in our study of GORT bot today. The data that we have gathered will help our sponsor improve its usability. Do you have any questions for me or for my team before you leave?
- Snacks and beverages will be provided in the hallway on your way out. We really appreciate your participation. May we contact you in the future for additional studies similar to this one?
- Thank you! Have a great day.

Moderator Checklist

Moderator Checklist

Before participant arrives

- Make sure consent forms are ready to be signed
- Make sure that the test phone is prepped and ready to go
- Make sure the camera and microphone are properly positioned
- Make sure the Manual is on the desk
- Make sure the User's tasks and Group list is on the desk
- Make sure pen is on the desk for questionnaire completion

Welcome

- Introduce yourself, thank participant for having an interest in participating
- Offer refreshment
- Escort participant to evaluation room and seat them

Consent form & Pre-test questionnaire

- Show participant the location of cameras, phone, microphone
- Explain the purpose of the test
- Go over consent form, allow time to read and sign; if this has been done already, ask participant if he/she is comfortable with being recorded
- Explain that there are observers who are very interested in learning from the participant about his/her experience
- Ask for questions, concerns
- Give pre-test questionnaire

Instructions

- Explain the scenario for the user and the overall goal they will try to accomplish
- Explain the goal and how they will perform tasks to reach it
- Show them the tasks list they must accomplish and their group list
- Show them the manual they will use to complete the tasks
- Review how think-out-loud process works and ask the participant if they would do it
- Explain that after completing the tasks that there will be a quick questionnaire to complete

After each scenario, post-task questionnaire

- Offer plenty of reassurance, especially when tasks prove difficult
- Give feedback on the quality of the think-out-loud procedure; if necessary, encourage more feedback from participant by reviewing the process again, with examples
- Ask participant to clarify any thoughts or actions as requested by team members
- Give post-task questionnaire to participant
- Set up product at starting point for next test

After completion, post-test questionnaire

- Give post-test questionnaire
- If appropriate, introduce participant to team; generously thanks for experience
- Provide beverage and snack for completing the test

Pretesting Checklist

Pretest Checklist:

- o Camera
- o Testing Phone
- o Screen Capture
- o Moderator Script
- o Consent Form
- o Non-Disclosure Form
- o Pre-Test questionnaire
- o GORT bot task/Group member list
- o GORT bot manual/commands
- o Post-Test questionnaire
- o Thank you
- o Snack and beverage

Contact Information and Task List

Contact Information and Task list

Member Contact Information

Johnson- [REDACTED]
Marchildon- [REDACTED]
McGinnis- [REDACTED]
Meigs- [REDACTED]
Williams- [REDACTED]

Goal:

Use GORT bot to manage a group in GroupMe, by performing various tasks utilizing the online user manual.

Tasks:

1. Create Group in GroupMe
2. Install **GORT** bot
3. Name the group: Final Project
4. Set a security level
5. Kick a member
6. User hierarchy:
 - a. Promote group member
 - b. Demote group member
7. Allow adding members
8. Re-add the kicked member
9. Send a message to the group
10. Uninstall GORT bot

GORT Bot User Manual

GORT User Manual v0.999

Once installed in your chatroom, GORT can restrict various user actions, and respond to them based on the security level set by the room owners/admins, as follows:

GORT Security levels:

- 0:** GORT is sleeping and will not respond to any restricted actions.
- 1:** GORT will undo unauthorized modifications (restore group settings, re-add removed users, kick new users when Join/Rejoin/Add/Others actions are restricted)
- 2:** GORT will undo unauthorized modifications and issue warnings to users who performed restricted actions. Offenders are kicked after a few warnings.
- 3:** GORT will undo unauthorized modifications and kick offenders instantly with no warnings (the only exception is Chat event that will still trigger warnings before a kick).

GORT User Classes and Permissions

GORT introduces the concept of user hierarchy. User classes are listed below:

Regular users: All users are regular users by default, until promoted. Regular users may not perform any restricted actions.

Trusted users: may perform all restricted actions without triggering a response from GORT.

Admins: may manage most GORT settings, and promote regular users to Trusted Users

Co-Owner: may promote to Admins, and run potentially dangerous commands such as group kick commands

Owner: The creator of the room and owner of the bot. May promote to Co-Owners.

GORT commands

Unrestricted commands:

gort status : Displays room info and current GORT settings

gort kick me : Any user can run this command to be removed from the group by GORT. Don't want to be in a group, and don't want it to clutter your Archive? Suicide by GORT is the answer!

Admin commands:

gort sec [0..3] : Sets the security level.

gort omode on|off : Toggles the Office Mode (no notifications) setting.

gort restrict <action keywords>: Marks the specified user actions as "restricted". GORT will react to restricted actions depending on current security level. Example: *gort restrict name kick rejoin*.

gort allow <action keywords> : Marks the actions specified as "allowed". GORT will not react to allowed actions. Example: *gort allow topic avatar*.

The action keywords recognized by the restrict/allow commands:

- **Name** : group name changes.
- **Topic** : group topic changes.
- **Avatar** : group avatar changes
- **Omode** : toggling Office Mode (no notifications) on/off
- **Add** : adding users to the group by another group member
- **Others** : adding multiple unidentified users, triggering the "added ... and N others" system message.
- **Join** : new user joins (using the Share URL).
- **Rejoin** : old member rejoins (using the rejoin function in GroupMe client)
- **Kick** : removing users from the group by another member
- **Chat** : Any regular chat message (when restricted, only Trusted Users and above may post messages. Restricting this may be useful in rooms reserved for alerts/announcements)

gort promote Nickname: promotes a user 1 level(see "User Classes and Permissions").

gort demote Nickname : demotes a user 1 level.

gort readd Nickname|member ID : Manually re-adds a recently kicked user back into the group. Useful if the user you want to re-add is not in your contacts and can't be added the normal way. Also clears the infraction counter for users that had been kicked by GORT. *Note: users who left on their own cannot be readded.*

gort ban Nickname|member id : Bans the user from your group. When a user is banned, he cannot rejoin or be added back into the group. This command can be used even after the user you want to ban leaves your group (unless the user had left before GORT was installed).

gort unban Nickname|member ID : Lifts the ban, allowing the user to rejoin/be readded.

gort welcome on|off : Toggles the Welcome message that will be displayed when new users join the group.

gort welcome Your Text Here : Sets the Welcome Message text.

gort antighost on|off : Gort will attempt to detect and kick the users who exploited the "ghost rejoin" bug to rejoin the group after being kicked, without triggering a join notification (*May cause false positives. Not recommended unless you do have a problem with ghost rejoiners*).

gort antibot on|off : Gort will instantly kick and ban users who install other bots in the group (note that after the bot owner is kicked, GroupMe disables the bot, but it will re-activate if the owner is re-added). This will not detect existing bots, only new installs.

gort show trusted : lists all Trusted users.

gort show regular : lists all Regular (unpromoted) users.

gort show kicked : lists the most recently removed users.

gort show banned : lists current bans.

gort show departed : shows all former group members, most recent first.

Status codes: L=left, K=kicked, B=banned

gort show added by <Nickname>: Lists all members added to the group by the member specified

gort show inactive <time int>: lists all members inactive over the specified time interval, sorted by time since the last message. Time interval is specified in the XXdYYhZZm format. Example: "gort show inactive 60d"

gort show new <Status> <time int>: Lists all new memberships within the the specified time interval. Status keywords: **added**, **joined** (via Share URL), **rejoined**, **unknownorigin**, **all** (default). Example: "gort show new added 7d10h30m" lists all members added to the group within the last 7 days, 10 hours and 30 minutes.

gort whois Nickname|member id : shows various member information such as join date, message count, etc.

Co-Owner/Owner only commands (use with care) :

gort kick regular : removes all Regular (unpromoted) users from the group

gort kick added by <Nickname>: Kicks all members added to the group by the member specified

gort kick inactive <time int>: kicks all members inactive for at least the time interval specified from the group. Default is 30 days.

gort kick new <Status> <time int>: Kicks all matching members from the group (same format as "gort show new") command. Example: "gort kick new rejoined 7d" kicks all members that have rejoined the group within 7 days.

gort share on|off : Toggles the public Share URL for the group.

gort uninstall : fully removes GORT from your chatroom.

GORT Best Practices, tips and tricks:

- When in doubt, "*gort sec 2*" and "*gort restrict name avatar omode kick*" works best for most chatrooms
- Designate a few, and only a few trusted people as co-owners/admins so they can manage GORT. Such a promotion is a privilege, not a right.
- "*gort show kicked*" shows the list of users GORT can readd.
- "*gort readd*" and "*gort ban*" will recognize the numeric membership id, if the nickname is hard to type
- promote and demote commands allow you to use the @ selector to easily pick a user with minimal typing

- When you turn your Share URL off, your old URL is instantly invalidated, and if you re-enable it, GroupMe will generate a totally new one. If your Share URL is published somewhere but you want to limit new joins temporarily, use "*gort restrict join*" instead.
- Each "*gort kick ...*" command has a corresponding "*gort show ...*" command with the same exact format. Use the show command first to see which users will be kicked by the matching "kick" command, e.g. use "*gort show inactive 60*" before "*gort kick inactive 60*".
- Uninstall GORT before changing room ownership!!!
- Remember to log on to the [Activation Portal](#) to re-authorize GORT after you change your GroupMe password

Observation Notes

Date: April 17, 2018

User 1: [REDACTED]

Time Start: 11:50

Time End: 12:35

Moderator: Tyler McGinnis

Notes:

Pre-Test:

- User is welcomed into the testing room, introduced to team, and signed all necessary forms
- Filled out post-questionnaire
 - Has deleted his personal account because of a bad experience but will complete the test (cheating, badmouthing teachers)
 - To improve the app, change the design layout
 - Has used GroupMe for a year

-user checked to see if anyone had been kicked, no one was kicked

-Wondering if Gort is case sensitive

-Set up GortBot to kick regular users (anyone not admin)

-Tasked to only kick one person

-“Gort kick Johnson” did not work

-consulted technical advisor for help, added @Johnson

-Needed to allow GortBot to kick members

-Gort kick continues to not work, kick command did not work but remove command did

-Recap – remove had to be used instead of kick

-User tasked with promoting/demoting two members, successfully promoted Marchildon to trusted member and demoted back to regular

-User allowed Gort to Add, tasked to re-add kicked member

-“Who did we kick?”

-User typed in the wrong command “Gort join @Meigs”

-User tried “Gort Add @Meigs”, did not work

-User is searching through manual looking for the right command

- User had Gort show the recently kicked members
- User attempted to “read” Meigs, it worked. User initially typed in two wrong commands until coming to the right command.
- Sent the message “Hi” to the group
- prompted Gort to uninstall, was sent back a message and code
- Successfully uninstalled Gort, it has shutdown

Test:

- User creates a GroupMe account
- User tried to install GortBort first before inviting group members
- Instructed to add group members to the group before adding GORT Bot-Tyler McGinnis
- User tried to install GortBort first before inviting group members
- **Failed to add Williams to group twice**
- Asks if GortBot is an app in the app store ?
- User needed help finding Safari-Tyler M
- Is directed to search for the program in Google-Tyler M
- Finds the website and logs into his account
- GORT Bot is successfully installed
- User is given the manual for GORT Bot
- **Task 1:** User tries to change the name of the group to, “Final Project”
 - Wonders How to type commands
 - *How do you type in the commands, did I type them in right? Or should I say Gort.....? With a capital?*
 - Did not read the instructions
 - *I didn't read the instructions, I just skimmed....”*
- **Task 2:** User tries to set a security level
 - *“Security level is 2 so we can change it to 3. Lets see if I can type it in right”*
- **Task 3:** Users tries kick a member
 - Asked if he could kick himself
 - *GORT, interesting name, kick the last member, Maybe I will try it with a lower case k,*
 - *I tried Gort Kick, Gort kick Meigs and nothing happened, I'm not sure What I am missing*
 - *Maybe I have to allow GORT to kick people...*
 - *SO there is a command that shows who has been kicked so Im going to try that, no one has been kicked*
 - *Let's try gort kick*
 - *I wonder is GORT is case sensitive*
 - *“Set up to kick everyone that is not an admin ?”*
 - *GORT, kick and then name.*
 - ***Try using the @ symbol to kick members -Desmond***
 - ***Pointed to “Gort allow “ command – Phoebe***
 - ***“Gort Move”***
 - ***What happened -Tyler-***
 - *Use the work remove instead of kick*

- User attempts to promote and demote a current user
 - *Assuming that means any name(nickname)*
 - *GORT promoted Marchildon to trusted user*
 - *GORT demote Marchildon to normal user*
- User allow and adding users
 - *So from the previous*
 - *First, who did we kick?*
 - *Should I say GORT readd? Yes..*
 - *GORT rejoin..... GORT join @Meigs*
 - *So I typed in the wrong command, so I am going to try GORT add*
 - *I don't think that GORT is case sensitive*
 - *Im going to try GORT show Kick, it should show the name, so it showed Meigs*
 - ***We are tring to readd the member, there my need to be a hyphen there – Tyler***
 - *So GORT read @ user*
 - ***Walkthrough:*** *So I was using the wrong command: GORT Join MEIGS, but I should have been using GORT read, I just didn't see it.*
- User sends a message to the group
- Uninstall GORT from the group chat
 - *I remember seeing this.....*
 - *So... GORT uninstall... and that fully removes GROT from the chat room*

Post-Test:

- User fills out post-questionnaire

-User is filling out the post-test questionnaire

Date: April 17, 2018

User 2: [REDACTED]

Time Start: 1:04

Time End: 1:

Moderator: Tyler McGinnis

Notes:

-Has never heard of GortBot

-Has some experience with GroupMe (Adding people is easy) functionality is pretty good

-“Why are there memes?” Makes GroupMe seem not professional

-Doesn't like how it notifies everyone in the group when you change your picture

- Passively used GroupMe for 3 years, only active for last 6 months
- Forgot to logout the previous user from GroupMe
- Decided to call the group “GortBot”
- Asked if he had to add in all the members
- M-A-R-C-H-I-L-D-O-N “Pre-historic Creature”
- Tried adding in Williams through e-mail, didn’t know if it exists
- GroupMe seemed to crash after trying to add Williams
- Decided to create the group first and then add in members after
- Everytime he adds in Williams the app seems to crash, gives error
- Omits Williams
- Went to Safari and is installing GortBot
- GortBot remembered the previous users “the final project” group, needed to open up a private tab in safari in order to sign in to his GroupMe to download GortBot
- Gort has successfully been installed
- Wondering if you type commands to Gort, confused how to use it. Skimming the manual
- Reading through the commands, trying to find out how to rename the group
- User attempted to rename the group using “Name: Final Project” and then “Final Project:”
- Tried gort Name: Final Project, didn’t work
- User would have liked to see an explanation in the manual about how to change the group’s name using a command
- prompted to try using lower-case and a colon in the command
- User used the command “gort name Final Project”, it worked
- User confused by all the colons in the commands
- Moved onto next task of promoting, promoted Meigs to trusted user
- Attempting to kick Meigs from the group, nothing happened
- Trying again without caps “gort kick Meigs”, didn’t work
- MICHELLODON, could not be kicked with “gort kick Marchildon”
- prompted to tag the person being kicked, didn’t do anything
- kick did not work, used remove to kick Marchildon
- user is moving onto demoting a member
- Demotes Meigs
- User moves onto adding members, confused
- re-adding a kicked member, trying to figure out the command
- confused about the re-add command, trying out rejoin

- Does not know what to do
- Wondering if GortBot is even necessary, the bot creates more confusion, does not see the point
- Skips Step 8: re adding kicked member
- Moves onto step 9: send a message through GortBot
- “Why can’t I used send a message myself?”
- Sends message, “yo” to the group
- Looking through manual on how to uninstall GortBot
- Does not know how to uninstall, wants to go to the website to figure out how to uninstall
- Screen recording has stopped
- After looking through the manual for a while, finds “gort uninstall”
- “If this was on a computer I would search to uninstall”
- Successfully uninstalls GortBot
- Found GortBot unnecessarily complex
- Felt confident after learning the syntax of GortBot command
- Manual was not good, screenshots would be nice to show things

PRC cards:

Too technical
Inconsistent
Frustrating
Empowering
Not valuable

Tester #3



Notes:

- Familiar with GroupMe, has heard of GortBot but has not dealt with it
- User thinks the tag system of GroupMe (@) works well, has used the calendar
- Thinks the max number of users in a group should be limited
- Has used GroupMe for 4 years

- Has used both personal and class related groups
- User is logging into his GroupMe account
- Can't remember correct password, has to check personal phone
- successfully signed in
- Prompted to name the new group "Group 01"
- Started to add members by number, prompted to type in names
- Moderator RETRACTS statement, phone numbers are best way to add members
- Accidentally created the group with only having added 3 members, prompted to add in another member
- Moderator is prompting user on how to back out of GroupMe and google search to install GortBot
- Previous user had not logged out, brief intermission to fix the technology
- Downloaded GortBot, have to activate it to GroupMe
- Authorized Gort to GroupMe, and it's been successfully installed
- Tasked to rename the group, searching through the manual
- Feels like the design of the manual could have been done better
- Currently does not understand Gort or knows what he's looking at
- Would like to see an example of a Gort command in the manual
- Tried "@gort group name change", did not work
- User tried changing the name with "Gort change group name: Final Project", did not work
- User wants to move on to the next task: Set a security level
- User thinks the way the commands are named is not intuitive, doesn't know which ones are admin based or if all are
- User attempted the command "Gort sec [2]", "@gort sec [3]", and "@gort sec 3." None changed the security level
- User then used Gort sec 3, and it worked
- Attempting to kick a member and looking through the manual
- Trying "Gort kick @Meigs", did not work
- Screen capture stopped working again, fixed
- tried kicking again without the @, doesn't do anything, and then "Gort kick name @Meigs"
- User is searching through the manual again for the right command
- Attempting to ban the user instead of kicking them
- It worked, user Meigs has been banned from the group
- "Document is HIDEOUS"
- *Kicking a member and naming the group was a catastrophic failure*

Post-Video Notes:

- Switching over to promoting/demoting a member
- User is promoting McGinnis to trusted user
- User says my last name wrong once again
- User found the promote command on the manual, and saw the demote command
- Confused about nickname member ID, thinks they should tell you that you need to @ the person
- Moves on to re-add a member, but prompted to attempt to unban the previously banned member
- User has to recall how the members name was spelled because they are no longer currently in the group
- Attempts to Gort unban Meigs, "GROUP: No match for @Meigs!"
- User attempted to re-add member through the regular GroupMe, prompted to re-add through GortBot
- Does not know how to re-add a member through GortBot
- User unbanned Meigs without using the "@" Gort unban Meigs, ban has been lifted
- User thinks knowing when to use the @ is inconsistent, manual does not state when
- Moving onto sending a message to the group
- User spent time looking for the Gort command to send a message to the group
- Last step: uninstalling Gort
- User looks through manual to find how to uninstall. GORT: To remove GORT, use "gort uninstall 40142632"
- User attempted to use a shortcut by copy and pasting the command
- User successfully uninstalls GortBot, Gort is shutting down
- Doesn't know whether that means it's officially uninstalled or not

Post-Test Questionnaire:

- User likes the concept of Gort, but probably won't use it
- Overwhelmed by the complexity of it
- Disagrees with it being easy to use
- Would help to be technical to make sense of the manual
- Lots of inconsistencies with the bot
- Strongly disagree that all the functions are necessary or would be used
- User did not feel confident, bot was cumbersome and there was a lot of trial and error
- Daunting

PRC Cards:

Difficult

Stressful

Responsive

Advanced

Inconsistent

Phoebe's Notes:

Date: April 17, 2018

User: 1

Time Start: 11:50

Time End: 12:35

Moderator: Tyler McGinnis

Phoebe's Notes:

Pre-Test:

- User is welcomed into the testing room, introduced to team, and signed all necessary forms
- Filled out post-questionnaire:
 - o Works well:
 - Use it for managing groups
 - adding people to the groups is easy
 - Talk to everybody
 - Standard messaging app (overall functionality is pretty good)
 - o What could be improved?
 - Why are there memes? Why do they exist? = not professional
 - Notifies group of changes being made

Test:

1. User Creates Group in GroupMe
 - a. Types in groupmember names and numbers
 - b. Unable to add Phoebe
 - c. GroupMe crashed
 - d. Readded member with the exception of Phoebe
 - e.
2. User google;s GORT Bot
3. User Installs **GORT** bot
 - a. *Menu bar is cluttered*
 - b. Sign in to groupme
4. User is given the user manual
 - a. *Do I literally type things to GORT*
 - b. *Skimming the manual to find correct commands*
 - c. *Maybe I should read what the hell this does in the first place*
5. User uses commands names the group: Final Project
 - a. *Si I just type name, it does really tell me what to type afterwards*
 - b. *So name, colon, final projects?*
 - c. *And..... it didn't seem to do anything*
 - d. **We will need to say Gort and then the command. – tyler**
 - e. *So Gort and then I need to type the name?*
 - f. *I see it has GORT promote nickname... GORT and then, hmm, it seems like im saying an actions and then what I am doing it to.*
 - g. *I would like to see an example of how to rename the group*
 - h. **Try doing it lower case and without the colon- desmond**
 - i. *Why do they have colons on them then?*
6. User uses commends to set a security level
 - a. *Promote user level?*
 - b. *Is this how the manual is presented? Like a PDF? x*
7. User uses the commands to Kick a member

8. User uses the commands to Promote and Demote a group member
9. User is Allows adding members to the group
10. User Re-adds the kicked member
11. User sends a message to the group
12. User uses commands to uninstall GORT bot

Post-Test:

- User fills out post-questionnaire

Report Works Cited

<https://measuringu.com/test-margin/>