Hinge
User Testing

Updated Jan 5 2022

Introduction

Thanks for helping me out with this project! This session will be approximately 30 minutes long.

A little bit of background - I'm designing a new feature for the dating app Hinge (its a student project), and I've created a prototype and need to test it on real users to get feedback on how to improve the overall experience.

I'll be sending you a link to the prototype of the app, and there will be a total of 4 tasks with scenarios. At the end of each task I will ask a couple of follow up questions.

I want you to use the app as you normally would, as if this was a real feature. I also need you to think out loud during this entire process, meaning that as you go through the app, please explain every action you make and say out loud any thoughts that go through your head. I may stop you from time to time to give you certain prompts or to ask questions.

Please keep in mind that there are no wrong actions or answers and I need your full, honest, unfiltered thoughts, so don't feel worried that you're going to offend me in any way.

Please be aware that this is only a prototype and not a fully functioning app, there are certain areas that are unclickable or non-interactive, but thats okay because if that happens, I still want you to explain why you were clicking into certain areas.

If you have any questions for me throughout this process you are free to ask - I might not be able to answer until the very end.

Just a reminder that I will be recording the call only for transcription purposes, and it will not be shown to anyone besides myself. Your identity will be completely anonymous in the final case study.

Before we start do you have any questions for me?

Let's get started! I'll send you the link right now in the Google meets chat.

Sara link: https://www.figma.com/proto/tuz0R5oSDechyEMtb9kmjp/Hinge-Feature? page-id=78%3A1664&node- id=113%3A2742&viewport=325%2C48%2C0.13&scaling=scale-down&starting-point- node-id=113%3A2742&show-proto-sidebar=1&hotspot-hints=0

Ryan link: https://www.figma.com/proto/tuz0R5oSDechyEMtb9kmjp/Hinge-Feature? page-id=122%3A18273&node- id=122%3A19693&viewport=325%2C48%2C0.25&scaling=scale-down&starting-point- node-id=122%3A19693&show-proto-sidebar=1&hotspot-hints=0

Task 1: Set up Date Preferences from Intro

Please open the link and share your screen. Make sure you are on Flow 1.

Scenario:
In this scenario, your name is **Sara/Ryan.** You have just opened Hinge and you see that they are introducing a new feature. The next 3 screens will show you about the new feature, take a look and let me know what you think about it. Would you check it out or exit the screen?

Check it out:

Things to Do:

Food & Drink:
• Let's say you want to add sushi here. What would you do if you wanted to add Pho and its not on the list?

Places to Go:

Follow up:

- On a scale of 1-5, how easy was it to complete the task?

Task 2: Set up Date Preferences from Chat Nudge

Scenario:
In this scenario, you have closed the screen that Introduces the new feature without setting anything up. You have been chatting to **Ryan/Sara** for while now, and would like to go on a date with **him/her.** You go to reply to **his/her** message.

Task 3: View Match's Date Preference

Scenario:
In this scenario, it is exactly the same as last time, except you have already set up your Date Preferences. You have been chatting to **Ryan/Sara** for while now, and would like to go on a date with **him/her**. You go to reply to **his/her** message.

Toggle screen
- How do you feel about this screen? Would you toggle?
- What do you expect after toggling?

After Toggle
- What would you do now?
- Say you go back to the messages and keep talking to **Ryan/Sara.**

Ryan's Date Preferences:
- What if you want to know where Meet on Main is? How about alibi room?
- Does knowing **Ryan/Sara**'s preferences add any value to you?
- What if you talked to this person more, and realize you don't want to go on a date with them?

Task 4: Editing your Date Preferences

Please click into Flow 4.

Scenario:

In this scenario, you want to edit your Date Preferences. Where would you go to do this?

Follow up:

• On a scale of 1-5, how easy was it to complete the task?

Final Follow up Questions

1. You can click into Followup 1. How did you overall feel about this new feature? What did you like and what did you not like about this feature? What do you think is missing? On a scale of 1-5, how likely would you be to use this new feature?

2. Out of the 3 widgets (Things to do, Food & Drink, Places to go), which widget would you be most likely to use and which would you least likely use? Is there something else here that could help you plan dates?

3. Do you have any other comments for me?