

Test Plan for Accessible Furniture Assembly Instructions

What do we intend to learn from this research?

- Are the directions in the kit sufficient to build the kit, for the average target guest.
 - For those comfortable assembling furniture
 - For those less experienced assembling the furniture
 - For someone that doesn't like assembling furniture
- Are these directions able to help those with different abilities succeed in building the kit.
 - Sight impaired
 - Low vision
 - Blindness
 - Hearing impaired

Intended actions based on what we learn:

- Design updates to the included print directions (especially informed by the primary learnings)
- Determine the digital offering (especially informed by the secondary learnings)

Test constraints informing this research:

Specific furniture: Harper 3 piece dining set

Test time to be < 90 min, ideally < 60 min

Test space logistics, setting up, re-setting

Use the usability test room to lower pressure of the observers affecting the test participants

Screeners and recruiting

Send out via inside TGT - the ability awareness network and the PDD feedback network (didn't catch the name).

Audience

- Have used basic tools (allen wrench, screwdriver)
- Some who consider themselves skilled at assembling furniture and some who consider themselves less skilled or challenged when assembling furniture
- Some who represent those who don't enjoy the process of assembling furniture
- Some mix of sighted participants and some blind.

Questions

- Have you used basic tools like screwdrivers and allen wrenches before?
 - If no ---> screen out
- On a scale of 1–5, how do you rate your skill assembling furniture
 - 1 = need a lot of assistance
 - 5 = I'm an expert
- On a scale of 1–5, how do you rate how much you enjoy assembling furniture?
 - 1 = would rather be anywhere else
 - 5 = it's something I do enjoy
- Where do you purchase the furniture you assemble?
- Do any of the following apply to you?
 - Deaf or hard of hearing
 - Blind or low vision
 - Other

- None

Session Invitation

All the basic tools required to assemble the furniture will be provided during the session. If you normally use additional tools and affordances please bring those with you.

Research Session Outline and Questions

Setup

- Prep 5-10minutes before the meeting start time as much as possible
- Room 415 TPN, get the box containing the table and chairs, bring to the meeting space
- Set parts on a table

Intro

- Welcome and thank you for taking time to try these assembly instructions. We're looking to learn from your feedback.
- Let's make sure you've signed the waiver before we proceed
- Something that helps our research immensely - if you can share your thoughts/think out loud as you go.
- Please remember, we are testing the instructions not you.
- We value, need, and appreciate honesty, can't offend us, act as natural as you can and share your totally honest feedback!
- Any questions before we begin?

Verbal Intro Survey

- What kind of instructions do you normally use?
 - (Youtube? Directionsforme.org? Other?)
- What is a piece of furniture you've assembled most recently?
- How did that go...
- If you use video for furniture assembly instructions,
 - Where do you go to look for the video? Was it from the manufacturer or shared from another individual?
 - Any other video features you look for? Closed captioning?

Main Tasks

- (Observer/note taker)
 - Note takers: please use this spreadsheet to capture your observations:
[LINK REDACTED](#)

 - Capture when tasks begin and end
 - Capture/note if completed successfully
 - Capture/note if completed with or without assistance
 - Capture/note observations: difficult moments, questions, anything you feel useful along the way
- (Facilitator - alternate which of these tasks to do first, alternate order, instructions, and table/chair mix)
 - **Build one chair(or table) using the paper instructions.**
 - **Build one chair(or table) using the video instructions.**
- (Facilitator - along the way, patiently listen and prompt occasionally as needed)
 - Remind participant to talk out loud as they go
 - Why did you do this that way
 - When stuck... where would they wish to look to get unstuck
 - It looks like you might be thinking through something...

Outro/completion TODO: separate booklet/video

- Print & have ready two paper copies of the product reaction cards:
- **After Furniture Assembly - Survey Form**
[LINK REDACTED](#)

This feedback is so helpful, thank you for your time and thoughts!