



# How to design pre-tests for data collection apps? First experiences at Statistics Netherlands

MASS workshop

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MASS workshop 23 April 2021

**Inzichten**

Per categorie Over tijd

**Hoofdcategorieën**

Voedingsmiddelen en ...	55%
Diverse goederen en diensten	20%
Recreatie en cultuur	9%
Vervoer	5%

**Totaal: €1274.20**

€15.00
€59.30
€64.03
€116.93
€255.76
€698.57

Stefan Theunissen

Deirdre Giesen

Stop Video Security Participants Polls Chat Share Screen Breakout Rooms Reactions End

Typ hier om te zoeken

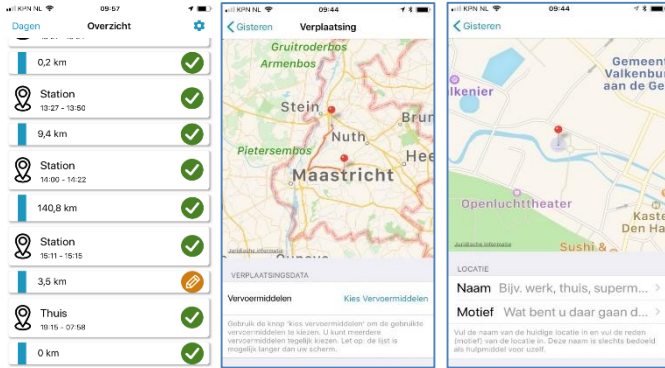
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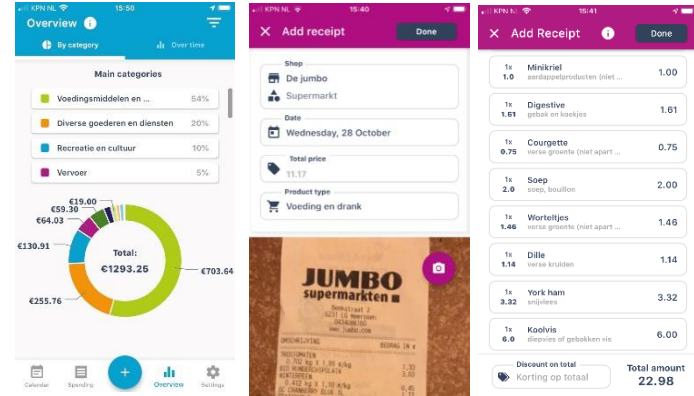


# App testing projects

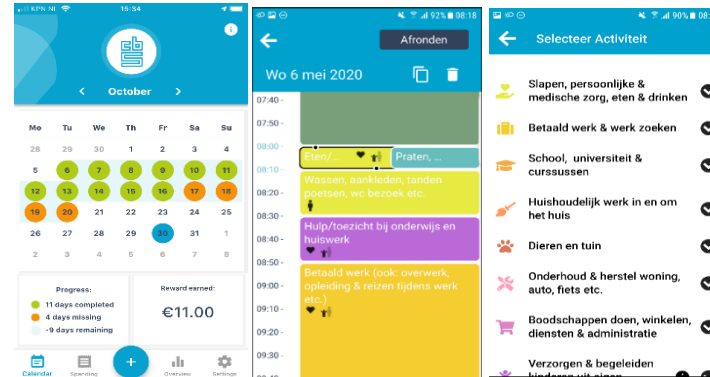
## Transportation app



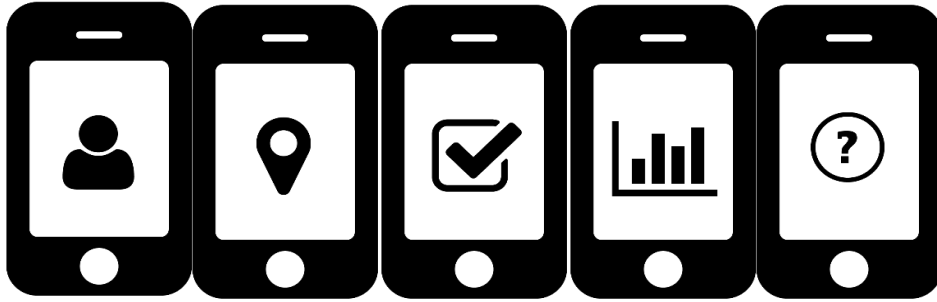
## Household Budget Survey app



## TUS app



# App testing vs questionnaire testing



Task nr	Task	Tried this task at least once in test? 0=no 1=yes	Notes e.g. types of issues, emotions, learning curve, different findings for manual / scanning etc.
1.	Installing the app		
2.	Logging in		
3.	Look at a walk through tutorial		
4.	Starting entry of an expense via a date in the calendar		
5.	Starting entry of an expense via the + button		
6.	Manual registration of a receipt		
7.	Taking a picture of a receipt		
8.	Manual registration of a receipt with 2 or more identical items		
9.	Manual registration of discount on a product		
10.	Manual registration of a discount on a total receipt		
11.	Change price of a manually registered		

# Test design choices

## Test as realistically as possible

- first clickable prototypes on lab phone
- when app available: test on devices of respondents
- real behaviour of respondents (e.g. own expenses)
- multiple interview moments to assess both first impression and experienced use

## Mix

- cognitive interviewing and usability testing
- observation and retrospective interviewing
- spontaneous use and scripted tasks



# Testing lessons learned

- Mix of observing and retrospective works well; both methods provide valuable additional insights
- Time consuming
  - developing protocol e.g. task list
  - analysis
- Informal testing also very useful

# Plans / wishes for future tests

- Use survey data and paradata
- Explore use of remote unmoderated testing (e.g. Lookback)





## More info

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