

## Intro

“Thank you for taking time out of your schedule to talk with me today. We’re going to spend about [20-30] minutes working on a prototype. [I’m going to ask you to do a few tasks using the site and then ask you some questions about that experience.] [I’m going to show you some designs and would like to get your feedback on which one would be the most useful to you]

We’re trying to understand how users like you would interact with a screen or parts of a screen. We’re not testing you, only the prototype. Your feedback will help us make the system easier to use.

Don’t worry if something isn’t clear or we ask you a question and you can’t figure it out. You can stop at any time.

One thing that does help us is if you think aloud – telling us what you are thinking, where you are looking, and what you are reading on the page. This helps us understand how the site works for you.

Because we’re working with a prototype, you may find that not everything is going to work. If you click on something and nothing happens, you can just tell us what you’d expect to happen.

This design has some data in it, but it isn’t real personal data.

“Are there any questions before we start?”

## Scenario - Authorized User

You are ready to place an order for some hardware. There is a new system available for you to use, so you should sign in and begin your shopping experience. You will need to find a product, put it in your shopping cart, complete the order and check on its status.

## Scenario Tasks

- Search for an item
- Review a product description

- Compare several products
- Add to cart
- Checkout
- Get order status

### **Scenario - Authorized Administrator**

You administer the set up and permissions of a new online procurement system. You have a request to setup a new user in the system so they can begin managing equipment orders.

### **Scenario Tasks**

- Create a new user
- Choose user role
- Edit a custom order
- Search new category
- Sort an order from least to most expensive
- Review other user roles
- Change user role

### **Follow-up questions**

- Do you think found what you needed?
- Where do you think that information went?
- What frustrated you most while performing this test?
- Was there something that you felt was missing?
- What did you like about the test?