

State of California
Usability Test Script
Brenda Profile Sign Up

Hi, (NAME). I am Adam and this is Marquis. Thanks for helping us!

Before we get started I want to go over a few things.

First and foremost, we are testing our new app not you! Don't worry about being right or wrong. This is so we can learn and make the design of the app even better. Mistakes are ok! And give us honest reactions!

We think our direction can potentially help the residents in the state of California.

As you are using our app, I will encourage you to think aloud. Try to tell us what you are thinking, what you are looking for, and what you are expecting to happen.

If you have any questions, please ask them. We may not answer right away because we also won't to understand how people work through getting to where they want to go.

We are going to take pictures and record you. We won't show your face to anyone and it is all for internal purposes in case we miss something during the test. Are you ok with being recorded?

Any questions so far?

I have a few for you:

What is your job or how do you spend your week days?

Do you have a smartphone? What kind?

Do you have any favorite apps or websites?

Thanks! That is super helpful.

We are working on how people may sign up for a particular service. I will be asking some specific questions as you go through this process. Remember to think aloud for us. We can stop the test at any time if you need to.

Let's get started!

Landing Page:

What do you think you are signing up for?

What type of alerts would you expect that to be?

How would you expect to have found this type of page?

After signing up how do you expect alerts to come to you?

Name Page:

How do you feel about an app asking to call you by name?

What do the icons mean to you?

What do you think is interactive on this page?

Password:

What is being asked of you?

Is this something you expected?

Email:

Does this makes sense to how you would normally do this while signing up for a service or app?

Phone:

Tell me why you need to provide your number.

Home:

What is the app asking you to do here?

Home/Address pop down:

Did you expect this to happen?

Can you describe what you think happened?

More Locations:

What do you think the app is asking you for?

Why would you personally add additional addresses?

What type of addresses would you add?

How many addresses do you think you would enter?

Link:

Tell me what you think this screen is asking you to do.

Why do you think it would be helpful for the system to get you to do something like this?

Would you be more willing to respond in a more direct way like telling the emergency response agency you are safe?

Do you understand what is expected of you when you get an alert?

What do you expect to happen now?

Confirmation:

Is there anything you don't understand on this screen?

Help:

If you needed it, how would you get help in this app?

Follow-Up:

How do you currently receive alerts from the State?

Do you feel more educated about the emergency alert system? Tell me how.

What did you think about this conversational UI?

User 1 Name:

Occupation:

Smartphone:

Apps/Sites:

Landing Page:

Name Page:

Password:

Email:

Phone:

Home:

Home/Address pop down:

More Locations:

Link:

Confirmation:

Help:

Follow-Up:

User 2 Name:

Occupation:

Smartphone:

Apps/Sites:

Landing Page:

Name Page:

Password:

Email:

Phone:

Home:

Home/Address pop down:

More Locations:

Link:

Confirmation:

Help:

Follow-Up:

User 3 Name:

Occupation:

Smartphone:

Apps/Sites:

Landing Page:

Name Page:

Password:

Email:

Phone:

Home:

Home/Address pop down:

More Locations:

Link:

Confirmation:

Help:

Follow-Up: