



FriendHub

Introduction

Welcome!

We would like to thank you for participating in FriendHub's usability test. Today we will be conducting a few exercises to determine how users will navigate through our website.

This session will be recorded for note-taking purposes. Rest assured, your **personal information** will remain **confidential**, and the recording will be **deleted** after the study.

This is **NOT** an assessment of your abilities; We are here to evaluate the FriendsHub app and gather feedback for enhancements.

Are there any questions you would like to ask?

Background

Before we get started, I would like to ask you a few questions about your experiences when locating family or friends.

1. Do you happen to check the location of your family or friends on a daily basis? If yes, how has your experience been?
2. How would you manage to locate your family or friends?
3. What are some situations that are important to you when looking for a family member or friend?



Tasks

Task 1: **User Sign-up**

You're a new user to FriendHub. How would you sign-up for a new account?

Order of Navigation/Features Used: _____

Mistakes or Backtracking: _____

Task Completed: ☐ Yes ☐ No

Rating (1-5): _____ *(Very Difficult to Very Easy)*

Why? _____

Additional Comments: _____

Task 2: **Group Joining**

You're interested in joining a group on FriendHub. Find and attempt to join a group that aligns with your interests.

Order of Navigation/Features Used: _____

Mistakes or Backtracking: _____

Task Completed: ☐ Yes ☐ No

Rating (1-5): _____ *(Very Difficult to Very Easy)*

Why? _____

Additional Comments: _____

Task 3: **Add a Friend**

You want to make new friends. Can you demonstrate how you would add a friend?

Order of Navigation/Features Used: _____

Mistakes or Backtracking: _____



Settings Adjusted: ☐ Yes ☐ No

Rating (1-5): _____ (Very Difficult to Very Easy)

Why? _____

Additional Comments: _____

Clarity of Privacy Controls: ☐ Clear ☐ Somewhat Clear ☐ Confusing

Task 4: **Update Profile**

You want to update your profile account. Walk us through the process of that.

Order of Navigation/Features Used: _____

Mistakes or Backtracking: _____

Task Completed: ☐ Yes ☐ No

Ease of Inviting Friends: ☐ Easy ☐ Somewhat Easy ☐ Difficult

Additional Comments: _____

Debrief

How would you describe your **overall** experience using FriendHub today?

Were there any **specific challenges** you encountered during the tasks?



Do you have any **likes or dislikes** about the FriendHub interface or features?

Are there any specific **features** you would suggest improving or adding to enhance the user experience?

Any **additional thoughts** or insights that haven't been covered in the tasks?

Would you be interested in participating in future usability tests or providing feedback as FriendHub evolves?

☐ Yes ☐ No

Thank you again! Your feedback has contributed to improving the website!