Usability test script

> ❑ **Web browser should be open to Google or some other "neutral" page**

Hi, _____. My name is _____, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why you are here, but let me go over it again briefly. We're asking people to try using a Web site that we are looking at for ways to assess the efficiency and ease of use of the site. The session should take anywhere from 5 to 10 minutes.

We want to emphasize that we're testing the *site*, not you. Nothing can be done wrong here. In fact, this is probably the one place where you don't have to worry about making mistakes because any mistakes you make will help pin point areas that need to be improved on the site.

The only thing that we ask is that as much as possible try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This is what we are going to refer to when making improvements to the site. Honest reactions are encouraged.

Any questions you have going along feel free to ask them, however, we will not answer them right away because we want to find out how people go about navigating the site without someone telling them how to do so.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this project.

If you want to participate in the usability test please sign our permission form for us stating that we have your permission to record you, and that the recording will only be seen by the people working on the project.

> ❑ **Give them a recording permission form and a pen**
>
> ❑ **While they sign it, START the SCREEN RECORDER**

Do you have any questions so far?

OK. Before we look at the site, I'd like to ask you just a few quick questions.

First, what's your occupation? What do you do all day?

Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, both at work and at home?

And what's the split between email and browsing—a rough percentage?

What kinds of sites are you looking at when you browse the Web?

Do you have any favorite Web sites?

Awesome! Thanks for answering those. Let's start the test

❑ **Click on the bookmark for the site's Home page.**

First, I'm going to ask you to look this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative.

You can scroll if you want to, but don't click on anything yet.

> ❑ **Allow this to continue for three or four minutes, at most.**

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy.

When performing these tasks we need you to refrain from using Search. We'll learn a lot more about how well the site works that way.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

> ❑ **Hand the participant the first scenario, and read it aloud.**
>
> ❑ **Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated.**
>
> ❑ **Repeat for each task or until time runs out.**

1. What company first started out making the Final Fantasy games? What did they later become?

2. How many Final Fantasy titles are there?

3. What is one common theme from the first five Final Fantasy games (I - V)?

4. Give me one line of description for Final Fantasy VII.

5. Who is the main character in Final Fantasy X? Give me one line that describes him.

6. Who is the main character in Final Fantasy XII?

7. Go back to the Final Fantasy X page. What type of battle system does it use?

8. Describe that battle system in one sentence.

9. On that page, what battle system appears in Final Fantasy XIV?

10. Who designed this website?

11. What are chocobos?

12. What are the two main resources of battle in Final Fantasy?

Thanks, that was very helpful.

Do you have any questions for me, now that we're done?