# Usability Test Screener for Mobile Device Testing

## Introduction

Hello, I am [NAME]. I am calling today on behalf of [ORGANIZATION].

## Purpose/Description of the Testing

The [ORGANIZATION] is developing a new website to address/related to [WEBSITE/ TOPIC]. As part of their development process they would like to get reaction from the general public about the possible design for the website.

## Purpose/Description of the Testing

We have been asked to recruit participants for an upcoming Usability test on a [WEBSITE].

The participants will be asked to use the website on their Smartphones and provide comments and feedback about the site and how it functions.

These 1-hour usability test sessions are being scheduled [DATE RANGE].

Each session will last approximately one hour and will take place on [DAY].

As a thank you for your time, you will receive a [$ AMOUNT check eGift cert or Gift Card] at the end of the session.

## VALIDATION

1. Would you be interested in participating?
   * Yes
   * No [Thank them for their time and terminate the call.]

## Vetting

### PART ONE

1. Do you have and use a mobile phone that you use to find information or complete tasks on the web?
   * Yes [go to Q\_\_]
   * No\*
   * Not sure [go to Q\_\_]

\*If No: *“At this time, it appears that your interests and experience are different from the profile we are seeking for this project. We will keep you in mind for future opportunities. Thank you for your time today.”*

1. What type of phone do you have use?
   * iPhone
   * Android
   * Blackberry
   * Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Please indicate which of the following online activities you have completed or atempted to complete in the last 30-days on your **mobile phone**.

* Buy or make a reservation for travel
* Email or IM/chat
* Finantial/stock trading
* Job search
* Look up a recipe
* Look for health/medical info
* Look for info on a hobby or interest
* News/weather/sports/blog
* Online banking or bill paying
* Online classified ads or auctions [e.g. ebay]
* Shopping
* Visit a local, state or federal government website
* Web searches
* Look for directions
* Playing games games
* None of the above\*
* Other:

If they selected “none of the above” or if they only selected “playing computer games on your computer” the interviewee is not eligible to participate. Please read the following and terminate the call.

*“At this time, it appears that your interests and experience are different from the profile we are seeking for this project. We will keep you in mind for future opportunities. Thank you for your time today.”*

1. Would you be willing to use your phone to look for information during testing?
   * Yes [go to Q\_\_]
   * No\*
   * Not sure [go to Q\_\_]
2. Please indicate by saying “yes” or “no”, which, if any of the following terms you would use to describe yourself.
   * Mix of genders , predominantly female
   * Mix of ethnicities please

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No\*** |
| Audience 1 |  |  |
| Audience 2 |  |  |
| Audience 3 |  |  |
| Total (9) |  |  |

**\*Note: If all “no” answers: Not Eligible to Participate**

*“At this time, it appears that your interests and experience are different from the profile we are seeking for this project. We will keep you in mind for future opportunities. Thank you for your time today*

### PART TWO

### PART THREE - Additional information

Ask the appropriate questions based on the nature of the survey and screening requirements.

1)

2)

3)

*Proceed to confirmation*

**If Not Eligible to Participate:** *“At this time, it appears that your interests and experience are different from the profile we are seeking for this project. We will keep you in mind for future opportunities. Thank you for your time today.”*

### PART FOUR - CONFIRMATION

All Eligible Participants Once Screened:

1. The study session will be recorded. Only the team working on this project will use the recording. Your name will not be associated with the recording or other data in any way. You will be briefed on your rights as a participant and may be asked to sign an informed consent form.

Are you willing to have the session recorded and to sign a consent form?

* + Yes
  + No (OK, but best if they agree to be recorded)

1. How would you like the directions to the study location sent to you?
   * Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Over Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Not needed

You are confirmed for [day], [date], [time] at the [LOCATION OF SESSION].

I will be sending you a confirmation email, which will include the name and contact number of the person who will meet you in the lobby of \_\_\_\_\_\_\_\_ Building. Please call that number upon your arrival, or provide the information to the security office so they might call your escort.

Please be sure to bring a photo ID.

You are the only person scheduled to participate at [TIME & DATE OF SESSION].

If, for any reason, you are not able to keep this appointment, please let us know as soon as possible by calling name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Thank you. See you on the [DATE].