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Thank you for taking the time to participate in this usability study for a website called **S&M Repair**. This should only take about 40 minutes to complete, and just to clarify, we're not testing you; we're testing the website itself.

Throughout this session, I'll ask you to complete some tasks that a typical user might do on the site. I'm interested in observing how you go about certain things, where you look, what catches your attention, and what thoughts you have as you navigate. Does that sound okay?

During this study, I'd like you to think out loud as much as possible. Share anything that comes to mind, whether it's:

- what you're looking for,
- why you're clicking on something,
- or if you find something challenging or confusing.

Basically, anything you're thinking, feel free to say out loud. It may feel a bit different at first, but this really helps us understand how you approach the site and what's going through your mind. If anything seems unclear or frustrating, that's okay too. There are no right or wrong answers.

If you get stuck, feel free to return to the previous page and try again. Does that all make sense? Do you have any questions before we begin?

### **Pre-Test Questions**

Before we jump into the S&M Repair website, I'd like to ask a few quick questions to get a better understanding of your background. This will be helpful in the findings.

1. How often do you visit websites to schedule repair services or maintenance?
2. When booking or researching services online, what kind of information do you typically look for?
3. Are there other websites you frequently use for similar services?
4. What device do you primarily use when browsing online (computer, phone, tablet)?
5. Have you ever used a site to check availability or book a repair service online?

Thank you for answering those questions. That information will help us understand your perspective better.

### **Starting the Usability Tasks**

Alright, we're ready to start. Before we dive into the tasks, remember to think out loud as you go through each one. Now, could you please open the S&M Repair website? [www.smrepairllc.com](http://www.smrepairllc.com)

### **Task Instructions**

1. **For the first task, please locate the service options available.**
  - Take your time, and remember to say what you're looking for or expecting to see as you navigate.
2. **Now, could you find a way to request a repair or schedule a service?**
  - Let me know if you're expecting to see certain options or buttons.
3. **Can you find information about the company's repair expertise or specializations?**
  - This could be any section that talks about the types of repairs they handle.
4. **Could you locate any customer reviews or testimonials?**
  - Feel free to let me know if this is something you'd expect to be easy or hard to find.
5. **Please try to find the company's contact information, such as a phone number or email.**
  - Take your time and let me know what options you see for getting in touch.
6. **Could you check if they provide emergency or after-hours service?**
  - Share your thoughts if you're not finding what you expect.
7. **Now, please see if you can find any warranty or guarantee information for services.**
  - This could be in any section that talks about service quality or customer satisfaction.
8. **Can you navigate to any social media links or a blog, if they have one?**
  - Let me know what you see in terms of community or social engagement.
9. **Could you locate any promotions or special offers they might be running?**
  - Say out loud if you're expecting any particular section to have these details.
10. **Finally, try to go back to the homepage.**
  - Let me know if you had any difficulty returning to the homepage.

### **Some Responses if Needed**

- **Time Questions:** There's no rush, and we don't need to complete every task. We might skip some, depending on our time together.

- **If they seem confused:** Are there any options or sections you're considering?
- **For a question about unexpected elements:** Does this page align with what you expected?
- **If they're unsure about signing up:** No need to sign up; just explore as much as you'd like.

### **Post-Test Questions**

Thank you for completing those tasks! Before we finish, I'd like to ask a few closing questions.

1. What did you like most about the S&M Repair website?
2. Was there anything you found frustrating or difficult to use?
3. Did anything surprise you about the website's design or functionality?
4. Is there anything you would change or improve if you could?
5. How likely would you be to use this website if you needed repair services?

Thank you again for your time and feedback. This information is extremely valuable to us and will help us improve the user experience on the S&M Repair website.