Study Script: Buy/Sell Used Consoles, Games, and Accessories

1. Greeting and Proposition
   1. Hello, potential tester!
   2. Today I would like to request that you perform certain tasks on our application.
   3. I will give you instruction on which task I would like you to perform.
   4. During your testing I will also ask for your opinion on the application’s performance of each task.
   5. The tasks and questions should take no more than 15-20 minutes.
   6. Would you like to proceed?
2. Preliminary Interview
   1. Thanks, I appreciate your help!
   2. Our application is a shopping application where you can buy and sell used consoles, games, and accessories.
   3. Are these items something you’d find yourself shopping for?
   4. Have you used any shopping application/website before?
      1. (if yes) What are some of your favorites?
      2. (if yes) Do you to prefer to shop online or in a store and why?
   5. For our data, we’d like to ask for your age, but you don’t have to answer.
   6. Thank you for answering these questions. We will now proceed to the test.
3. Instruction-Guided Testing
   1. Now that the application is running, I’m going to ask you to perform certain tasks.
   2. If you’d like to, please feel free to speak aloud about what you’re thinking when you’re doing these tasks.
   3. I can answer any questions you might have unless it pertains to the accomplishment of the task; for example: I cannot answer questions about the location of elements on the application if you’re asked to interact with that element, but I can answer questions about an element’s functionality.
   4. Once you’ve completed a task, I will ask you to complete the next one.
   5. Do you have any questions before we begin?
4. Conducting the Test
   1. A *Task Form* will be provided to the test conductor.
   2. Record any pertinent information: time to complete task, any difficulty they may have had, any questions or comments they had.
5. Debriefing the Participant
   1. Now that the testing is finished, do you have any questions?
   2. Use the *Task Form* to ask questions and fill out appropriate fields.
   3. Thank you so much for your participation!