



CGI CA—>CAREMAIL

USABILITY TESTING

FACILITATOR SCRIPT

DOCUMENT REVISION HISTORY

Version	Date	Author	Summary of Changes
0.01	5/30/2016	Nicole Tressler	Initial draft
0.02	5/31/2016	Nicole Tressler	Internal review updates; Update timing of sessions
1.0	6/1/2016	Nicole Tressler	Session Ready



Hello <test participant name>. I'm <facilitator name> and joining me is <scribe/observer>. I will be walking you through the session today and <scribe/observer> will be helping me by taking notes. For this session, I will be reading from a script to help ensure my instructions are the same for everyone participating in our test.

Our goal for today is to observe people trying to use the CA->CareMail application. The application is early in its development so we want to see if it works as intended.

During the session, I will ask you to complete a set of tasks using the application. <scribe/observer> and I will observe you as you work through each task. I want to be very clear that we are here to test the application, not you. There is no right or wrong way to complete the tasks.

As you work, I'll encourage you to "think out loud" as much as possible; that is, describe what you are seeing, what you are trying to do, and what you are thinking. I'll also encourage you to share your honest reactions and opinions. Please do not worry about hurting our feelings. We want to hear your honest feedback so we can improve the application.

As previously discussed, with your permission I'll record our session to help our team figure out how best to make improvements. Only your screen actions and voice will be recorded. Your name will not be associated with this recording or any of our findings. Have you completed your Consent Form?

☐ **Confirm receipt of Consent Form**

Our session should last between 30 and 45 minutes. During the session, please let me know if you have any questions. Please note I may not answer your question right away. We are interested in how people do when someone isn't sitting next to them to answer their questions. Here's how the session will work:

- I will ask you a few questions about your computer background and your first impressions of the application.
- I will then read a scenario to you and ask you to complete a task.
- When you are ready to start the task, let me know by saying "I'm ready".
- When you think you have completed the task, say "I'm done".
- Finally, I'll ask you for your overall opinion of the application.

Do you have any questions for me before we begin?

Before we start, please launch the application by clicking the link in the meeting invite we sent you.

☐ **Start recording**

Thank you for joining us today and assisting with the Usability Testing of the CA->CareMail application. Let's start with the first scenario.

<Commence Testing – Refer to persona-specific Usability Test Session Tasks >

That concludes our session today.

☐ **Stop recording**

I would like to thank you for taking the time to meet with us today.