





TUNEPAL – USABILITY TESTING MODERATOR SCRIPT

1. Welcome & Consent


 “Hi! Thank you for participating in our usability study for the TunePal app.”


 “Before we begin, I’ll ask you to review and sign a consent form. It explains that your participation is voluntary and that any information collected will be anonymous and only used for academic purposes.”


 “Next, please fill out a short pre-test questionnaire. It helps us understand your background with music apps and traditional Irish music.”


 “Remember: this is not a test of you – we are testing the design and usability of the TunePal app.”

2. Explain the Procedure

 “You’ll be asked to complete a set of typical tasks in the TunePal app – like searching for a tune, using the microphone, or saving a favourite.”

 “As you work through each task, please think aloud. That means: say what you’re doing, what you expect to happen, and if anything confuses you. This helps us understand your experience in real time.”


 “I won’t guide or help unless you get stuck – the goal is to observe how the app performs naturally.”

 “We may take notes or screen/audio recordings for analysis. You can skip any question or stop the test at any time.”


3. Begin the Test

 “Let’s begin. Here is your first task.”

(Hand the user Task 1 from the task sheet.)

 During the task, use neutral prompts:


- “What are you thinking right now?”
- “What are you looking for?”
- “What do you expect to happen here?”


 Observer should record:

- Task time
- Success/failure
- Observed confusion
- User comments
- Errors or workarounds

Repeat for each task from the TunePal - Test Tasks.pdf.


4. Post-Test Feedback & SUS


 “Thanks for completing the tasks! Now please fill out a System Usability Scale (SUS) questionnaire. It helps us measure your overall impression of the app.”

 Ask open-ended questions:







- “What worked well for you?”
- “What didn’t make sense or could be improved?”
- “Was there any feature or label that was confusing?”
- “How did using the microphone feel?”
- “Would you use this app again in the future?”

5. Wrap-Up

 “Thank you again for your time. Your feedback will help improve the app for future users.”

 “Remember, your identity will remain anonymous and all responses will be used only for improving TunePal as part of our academic project.”

Materials Checklist

- Consent Form 
- Pre-Test Questionnaire 
- Test Task Sheet 
- SUS Questionnaire 
- Empathy Map and Personas 
- Test Results Spreadsheet 

Notes for Facilitator

- Stay neutral and do not lead the user.
- Don’t explain the interface unless absolutely necessary.
- Encourage verbal feedback, but avoid interruptions.
- Log key issues, hesitations, and quotes for post-analysis.