**Kollect Usability Test Script**

* Web browser should be open to Google or some other “neutral” page

Hi, \_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_, and I’m going to walk you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

We’re asking people to try using a web site that we’re working on so we can see whether it works as intended. The session should take about 5 minutes.

The first thing I want to make clear right away is that we’re testing the **SITE**, not you.

As you use the site, try to think out loud: say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us.

Also, please don’t worry about hurting our feelings. We’re doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them out loud. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. But if you still have any questions when we’re done I’ll try to answer them then.

Do you have any questions?

Okay, let’s start looking at things…

* Click on the bookmark for the site’s Homepage

First, I’m going to ask you to look at this page and tell me what you make of it.

You can scroll if you want to, but don’t click on anything yet.

“What is your first impression of this website page?”

“What do you think this page is for?”

* Allow this to continue for three or four minutes, at most.

Thanks. Now I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud and give you a copy.

Just go through the motions of completing each task while thinking out loud. It will help us out a lot. Also, a special note, this is not a live website and you’re not required to enter your information.

* Hand the participant the first scenario, and read it aloud
* Allow user to proceed until you don’t feel like it’s producing any value or the user becomes frustrated.
* Repeat for each task or until time runs out.

“1st Task: signup for Kollect”

“2nd Task: add a new note, picture, or link”

“3rd Task: change your account settings and upgrade to a professional account”

That’s it! Awesome, do you have any questions? Thanks for your time.