## Usability Test Script for ThermoBank Facilitators

Participant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Facilitator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Start Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Device (circle one): Smartphone P.C

**Equipment Checklist:**

* Reset app to home screen
* Set up recording device
* Set up new test script
* Pencil/Pen
* Setup new feedback sheet
* Setup new questionnaire

**Introduction**

Hi, my name is [YOUR NAME] and I’ll be walking you through this sample testing today.

Thank you so much for agreeing to participate in this study on the ThermoBank mobile application. As you may know already, the purpose of the study is to help us understand what the user experience is like. The results will be used to help make improvements to the design of the site.

*(Turn on recording)*

**Consent to record**

Did you get a chance to read and sign the consent form for video recording for today’s session?

Do you consent to the recording?

*(if no)* I’d like to ask for your permission to record this study session. The recording will only be used to improve the application and share the results of the study. Your name will not be associated with the recording or with any of the paperwork that we fill out during today’s session. Do I have your consent to record today’s session?

**Agenda for session**

What I’d like to do is allow you to use the ThermoBank app to accomplish 3 different tasks. There no time limits. Then I would like you to answer questions pertaining to the experience you had. At the end, I’ll have you fill out a short questionnaire. The whole process should take about 5 mins.

**We’re testing our ideas, not you**

I want you to know that we are testing the ThermoBank today. We are in no way testing you. There are no right or wrong answers to the questions I’ll ask you today. We’re interested in your honest impressions, so please feel free to share what you think of your experience. You’re not going to hurt anyone’s feelings – we just want to find out what is and is not working so we can make it better.

If at any time you need me to repeat a question, or if you want to stop or take a break, just say so and we’ll do that. Do you have any questions? All right, let’s get started.

**Post-Test Questions**

Now I’m going to ask you answer questions about your overall experience using the ThermoBank today. Again, please be candid with your responses.

Were the icons easily understandable? If no, explain what you think the icons mean

Anything on the screen difficult to read?

Were you able to accomplish the tasks?

Was creating a profile easy?

Would you wear this device for a long time 6 hours or more?

Are you concerned with how Thermobank charges?

*(Turn off recording)*

Thanks so much for the time you’ve given us today; your comments were very helpful.