

Usability Test Script

THE INSTRUCTIONS

☐ **Zoom meeting started; participant sees only a neutral screen (prototype not yet shared).**

Hi _____. My name is _____, and I'll be guiding you through today's session.

Before we begin, I need to cover a few points.

We're testing an early version of a school-management web app. We'd like to see how well it supports typical tasks and where it needs improvement. The session should take around **20 minutes**.

Remember, we're testing **the product, not you**. There's no way to do anything "wrong" here.

Please **think aloud** while you work—tell me what you're looking at, what you're trying to do, and what you're thinking. Your thoughts are extremely valuable.

If you have questions at any time, feel free to ask. I may hold answers until the end so we can observe how people cope without assistance, but I'll circle back.

With your permission, I'll record the Zoom meeting (screen, audio, and your voice). Only the project team will view the recording, and it lets me take fewer notes. No camera video will be required unless you're comfortable with it.

Also, a couple of teammates are watching silently as attendees so they can see what you see.

If you agree, please type "I consent" in chat (or just say it aloud) so we have a record.

☐ **Wait for verbal or chat consent.**

☐ **Start Zoom recording.**

Any questions before we start?

THE TASKS

Thanks. I'll present a series of short scenarios, one at a time. I'll read each aloud and then paste it in chat so you can refer to it. Please avoid browser Search.

Keep thinking aloud as you go.

Scenario Sequence

| Role | # | Scenario |
|-----------|---|---|
| Teacher | 1 | You've just finished class and need to login the APP with password. |
| | 2 | You check a student's readiness score trend. |
| | 3 | Then you view a report of a class that you teach. |
| Student | 4 | Now you're a student. Submit today's readiness rating. |
| Principal | 5 | You are the principal checking readiness trends for Grade 5 Subject math Class A . |
| Admins | 6 | Now you're the system administrator adding a new teacher account. |

☐ **Observe until progress stalls or frustration grows.**

☐ **Repeat** for each scenario.

PROBING [🔗](#)

Thanks—that was very helpful.

I'm going to pause for a moment to see if the observers have any follow-up questions.

☐ **Check with observers via private chat or Slack.**

☐ **Ask follow-up or clarification questions as needed.**

WRAPPING UP [🔗](#)

Do you have any final questions for me?

☐ **Stop the Zoom recording and confirm the file has saved.**

☐ **Thank the participant warmly and end the meeting.**