**Moderator Script**

Hello, my name is [**Moderator Name**] and welcome to our usability test. Thank you for joining. Today, we are going to be using the TransLoc app to complete a series of tasks. TransLoc is a transportation application designed to help customers find public transportation services and routes that meet their needs. This test will take approximately 45 minutes to one hour and you will be completing a series of 3 tasks. After completing each task, you will answer a few questions regarding that task. At the end of the test session, we invite you to complete a post-test questionnaire. It will only take a few minutes.

During the testing session, we would like you to think aloud. While using the TransLoc app, please verbalize your thoughts and feelings. Speak freely about how the system makes you feel, why you make certain choices, and your thought process along the way. Please also note any questions you have or anything you may be confused about.

During our test, we will not be testing you, only the TransLoc application with the purpose of improving its usability. Please provide honest feedback and do not feel bad if you cannot complete a task or have questions. Again, the purpose of this test is to see how our users interact with the application. Your performance will not be tested and there are no right or wrong answers.

With your permission, we will screen and audio record the session via Zoom. This recording will not contain any information outside of what you verbalize and how you interact with the interface during the session, and will only be used to improve the usability of the TransLoc app. Can you please confirm permission to record this session?

*[Circle participant’s recording permissions below]*

| Participant consents to screen and audio recording of testing session:  Yes  No |
| --- |

*[Observer prepares Zoom, phone with screen sharing, and questionnaires]*

Before we begin, please fill out the following pre-task survey. Your answers will remain anonymous, so please answer them honestly.

*[Hand tester pre-task survey (paper version and pencil, link/QR code, etc.) and wait for them to fill it out]* ***[Use laptop for pilot testing]***

Do you have any questions before we begin?

Now we will move into our tasks for the testing session. Remember, please think aloud while completing each task.

*[Hand tester a smartphone with the TransLoc app open to the home screen]*

# Task 1:Using the TransLoc app, find a route from **Weaver Street Market** in Carrboro, NC to **Manning Hall** on UNC’s campus by **4:00pm Tuesday**.

*[Record notes from this task below]*

Notes

|  |
| --- |

Record time for task completion: \_\_\_\_\_

Record task success: complete | incomplete

Thank you for completing the first task. I will now ask you a series of questions regarding the task, please answer honestly.

*[Record the tester’s answers to the following questions]*

1. How easy or difficult did you find this task, with 1 being very difficult and 5 being very easy? Can you tell me why?

| Very difficult |  |  |  | Very easy |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | **4** | 5 |

Comments

|  |
| --- |

1. What did you like about the process of completing this task using the TransLoc app?

Comments

|  |
| --- |

1. What would you change about this process?

Comments

|  |
| --- |

1. How satisfied are you with TransLoc’s performance during this task?, with 1 being very unsatisfied and 5 being very satisfied? Can you tell me why?

| Very unsatisfied |  |  |  | Very satisfied |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Comments

|  |
| --- |

Thank you for completing the first task. We will now move on to the next task. Do you have any questions before we proceed?

# Task 2: Using the TransLoc app, find a route from the **UNC Hospital** in Chapel Hill, NC to the **Friday Center Park and Ride Lot** in Chapel Hill, NC at **9:00pm on Tuesday**.

*[Record notes from this task below]*

Notes

|  |
| --- |

Record time for task completion: \_\_\_\_\_

Record task success: complete | incomplete

Thank you for completing the second task. I will now ask you a series of questions regarding the task, please answer honestly.

*[Record the tester’s answers to the following questions]*

1. How easy or difficult did you find this task, with 1 being very difficult and 5 being very easy? Can you tell me why?

| Very difficult |  |  |  | Very easy |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Comments

|  |
| --- |

1. What did you like about the process of completing this task using the TransLoc app?

Comments

|  |
| --- |

1. What would you change about this process?

Comments

|  |
| --- |

1. How satisfied are you with TransLoc’s performance during this task?, with 1 being very unsatisfied and 5 being very satisfied? Can you tell me why?

| Very unsatisfied |  |  |  | Very satisfied |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Comments

|  |
| --- |

Thank you for completing the second task. We will now move on to the next task. Do you have any questions before we proceed?

# Task 3: Using the TransLoc app, find a route from **UNC’s campus** in Chapel Hill, NC to **Duke’s Campus** in Durham, NC **departing at 4:00pm on Tuesday.**

*[Record notes from this task below]*

Notes

|  |
| --- |

Record time for task completion: \_\_\_\_\_

Record task success: complete | incomplete

Thank you for completing the third task. I will now ask you a series of questions regarding the task, please answer honestly.

*[Record the tester’s answers to the following questions]*

1. How easy or difficult did you find this task, with 1 being very difficult and 5 being very easy? Can you tell me why?

| Very difficult |  |  |  | Very easy |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Comments

|  |
| --- |

1. What did you like about the process of completing this task using the TransLoc app?

Comments

|  |
| --- |

1. What would you change about this process?

Comments

|  |
| --- |

1. How satisfied are you with TransLoc’s performance during this task?, with 1 being very unsatisfied and 5 being very satisfied? Can you tell me why?

| Very unsatisfied |  |  |  | Very satisfied |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

Comments

|  |
| --- |

Thank you for completing the last task. Do you have any final thoughts, questions, or concerns about the TransLoc app you would like to share?

*[Record any notes below]*

Comments

|  |
| --- |

Great! Thank you again for taking the time to complete this usability test. Your insight will help us improve the TransLoc app, we appreciate your help. Before you leave, please fill out the post-test survey. It will only take a few minutes.

*[Hand tester pre-task survey (paper version and pencil, link/QR code, etc.) and wait for them to fill it out]*

Thank you again for your cooperation and assistance today. Have a nice day!

*[End audio recording of session]*

# Pretest - <https://unc.az1.qualtrics.com/jfe/form/SV_9HKVeJYVD6ZJufQ>

# Posttest - <https://unc.az1.qualtrics.com/jfe/form/SV_cTo6s8fPwC4icvA>