

Usability Test Script: Forecast for Parents

Hello and thank you for taking the time to participate in user testing of Forecast for Parents application.

My name is Adriana Fowler and I'm a designer of this prototype. Before I get started, I'd like to explain to you what we're going to be doing today.

I will be asking you to try out a activity booking app for parents called Forecast for Parents and perform few tasks. I would like to understand if the application works well and what needs to be improved in it. Please, remember that I'm testing the app and not you! There are no right or wrong answers—I simply want to hear your honest thoughts and opinions.

Please, be honest with me regarding your opinion about design. Your feedback is very important to me and will help me to improve the prototype.

I'll start by asking you a few general questions about booking apps, then move onto some activities using the Forecast for Parents app. When you're looking at the app, I'd like you to "think out loud" as much as possible to let me know what you're thinking and feeling as you explore the app.

Please let me know if at any time you find yourself confused or unsure.

Personal demographic questions:

1. How many children have you got?

Please select children's ages:

0-1

2-3

3-4

5-6

Over

2. Please, select your age range:

18-25

26- 35

36-45

What is your occupation?

3. Which area type of settlement/area do you live in:

City

Town

Village/Countryside [Do you live close to bigger settlement (if not in the city?

How far away do you live from bigger settlement?]

Background questions:

Before we take a look at Forecast for Parents, I have a few short questions I'd like to ask you to help me get a better understanding of how you might use Forecast for Parents.

Do you use any apps or websites to help you with planning your day with children?

If yes, which ones? If no, why? /

Do you tend to use apps/websites to look for ideas for outings?

Which ones and why?

Have you ever used application/website to book an event, activity or attraction? (please tell me about your experience).

Is any particular information you would search for if you were using events/activity/attractions app/website?

Open-ended questions :

Thank you for answering those questions.

Now, I'd like to show you the Forecast for Parents app and start by getting your initial impressions of the app. Spend some time looking over home screen. Without clicking anywhere just yet, can you tell me your first impressions?

What you like and don't like, what you think about the information displayed on the page, or any other thoughts you might have? Can you tell me what you think the purpose of the app is?

Now, I'd like to ask you to try out some activities using Forecast for Parents app.

Tasks:

I'll now give you three scenarios and their corresponding activities. As you complete each activity, I'd like you to think out loud and tell me what you're thinking and feeling as you navigate through the app.

You have already signed up and set your child's/children's age and preferred distance from your location.

1. You have no plans or ideas for a day with your child. You are looking for ideas in local area.

- Please, check if there are any suitable activities available, use home screen.
- Try to find out more about first position on the home screen 'Arts and crafts':
 - o look at one more picture for this activity
 - o add it to favourites from expanding menu (tap several times it's not always working)
 - o hide menu expanding
 - o unfavourite activity
 - o check other dates for this activity
 - o tap on 21 and book it (don't bother about date on booking screen please)
 - o make a booking and obtain ticket

2. You have booked Arts and crafts, but just an hour before it starts, your child is feeling unwell and unfortunately you have to cancel it. Find out if you could do that.

- Please, find booked activity ticket/info from home screen.
- Find a ticket and look at it
- Check more info and try to cancel activity

Or

- Find booked activity from the feature on the home screen
- Go straight to activity info
- Try to cancel it

3. Unfortunately your car has broken down and you have to find activities which are within walking distance from your place.

- Please, find distance preferences in the application

4. Imagine that you would like to find an activity for your child which is called art, but you also have particular preferences when it comes to facility, time, ect..

- Please, find search feature on the home screen
- Imagine that you have already typed 'art' and press search
- Add extra filters to your search
- Search only outdoors
- Close searching results

Thank you very much for participating in test. Please, feel free to express any opinions and describe your experience with using a prototype of Forecast for Parents.