

# TEST SCRIPT



## Introduction

Hello, my name is Nury, and I'm going to walk you through this test session.

Thank you for making time for me. As an end user your feedback and suggestions are very valuable for me. User feedbacks will help me find out missing functionality and design insights.

During this test session, I'll start by asking you a few questions. Later, I will ask you to perform a few tasks using the website that I will share with you. As you go about using the website, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to accomplish. This will be very helpful. Like I said the purpose of this test is to improve the website. That's why I need your honest opinion on this product. I will be taking notes during this test.

This test will take about 10-20 minutes. Do you have any questions for me before we begin?

## Warm up

Before we begin, I have few questions. Do you have children going to primary school? If yes, how did you choose a primary school for your children? Did you make research to find a school that's best for your children?

## Setting up the test environment

So, this is the page that we are going to test. (This test was performed in person, so user was given a laptop with website opened on the browser) To start, please look at this page and tell me what you think? What is your first impressions about this page? What do you think this site is for?

## Task completion

OK. Now I'm going to ask you perform few easy tasks on the website.

First, can you go log in and search for primary schools on Kirkland WA? What do you think of this task? Was it easy?

Next, can you filter schools with Overall Score above 8. Next, filter down your schools into schools with Overall Score 8 and within 15-mile range.

Now, like some of the schools that was found after your search.

Last, find Kirkland elementary school and Mark Twain Elementary school and compare these schools.

## Follow Up

Perfect. We have finished the tasks. While you go you said few things and I didn't want to jump in at that time. You mentioned that user profile icon is not present. Can you elaborate this? One another thing you said about compare icons. What was that for? And your suggestion about school indicator icon on the map. What was it for and what should be changed about them.

## Wrap Up

Thank you to be part of this test session.