Usability Testing Script

1. Introduction

During the introduction we welcome the participant, explain to them what the session is about, who are the people present in the room, the technical setup and how they need to behave. We also gather consent in writing if needed.

1.1. Welcome

- Thanks for helping out today.

- This session will last approximately 60 minutes.

- Before we start, I'll explain what we'll be doing today and how the room is set up.

1.2. What we are doing today

- We are working on improving the process the FOSDEM conference uses for receiving presentation proposals.

- We have organised this activity today to help us understand what needs to be improved and what works well.

1.3. Who we are

- Let me explain who we are.

- I will be accompanying with you during this session.

- My colleague(s) will be observing what you do on the website and taking some notes.

1.4. Room setup

- With your permission, we would like to record this session.

- We will capture what's happening on the screen, your face and our conversation.

- To do that we will use the laptop's webcam and microphone, and an application called OBS.

1.5 A few ground rules

- What we are going to do today is very simple: we will ask you to do something on a website.

- There are a few things to keep in mind while you do that.
  - This session is called a "usability test" but we are most definitely not testing you: we are testing the website you will be using. That means that there are no trick questions, and there are no right or wrong answers. If you come across any problems, please keep in mind those are not your fault in any way: they are the website's fault. In fact, the whole purpose of this session is to uncover those problems so that we can fix them. The more problems you find, the better for us.
  - As I said, we will ask you to do something on a website, but you are under no obligation to finish what we'll ask you to do. If at any point you feel you've had enough and you want to stop, please say so and we will stop.
  - Please be as candid and honest as possible. If you don't like something, or you encounter any problems, please tell us about them. We have not been involved in the making of this website, so you will not hurt our feelings or offend us in any way.
  - As you use the website, please tell us about what you are doing and what you are thinking. For example, if you are about to click a button tell me: "Belén, I am going to click this button now because I think it will bring me to the next step". Or "Belén, I am going to type something in this box because I want to search for something". Basically, we want you to think out loud. This means that you will probably need to do things a little bit slower than you would normally do them. If you forget about thinking out loud, don't worry: I will ask you questions to keep you talking.
  - Finally, please feel free to ask me any questions you like. But I am afraid I will not be able to answer them until the end of the session. This is not because I am being rude, but because in order to keep this session as realistic as possible, I am not supposed to help you in any way.

1.6 Gathering consent from participant

- Do you have any questions before we begin?
- Do you consent to take part in this session today and to the recording of it?

2. Opening interview

- Tell us a bit about yourself: What do you do? Where do you live?

- What do you use the Internet for?

- How do you normally access the Internet? From where and from which devices?

- Have you ever spoken at a conference?

- Tell us about the last conference you spoke at.

    - Where was it?

    - How did you ended up speaking there? Were you invited or did you submit a session proposal?

    - How was the session submission process? Do you recall any issues with it?

- Have you heard of FOSDEM?

- Have you ever attended FOSDEM?

- Have you ever considered submitting a session proposal for FOSDEM?

    - If yes, why haven't you submitted a proposal?

- Have you ever used the FOSDEM website?

3. Task

NOTE: ensure we are logged in to the saneux.designers@gmail.com in a second browser tab.

3.1 Participant scenario

You have heard about a great content stream at the FOSDEM conference this year. It is called "Open Source Design". You want to be a speaker in that stream, and have an idea for a great presentation. Visit https://fosdem.org and submit your presentation idea.

3.2 Success criteria:

A session proposal is successfully saved and appears in the user's "Events" list.

3.3. Pentabarf account details:

Login name: <>

Email: <>

Password: <>

3.4 Additional questions:

- How does the participant find the submission link in the FOSDEM website?

- Does the participant know what a "devroom" is?

- Does the participant understand the difference between a "developer room" and the "main tracks"?

- Any issues when creating a Pentabarf account?

- Any issues when logging into Pentabarf?

- Any issues identifying the way of starting the submission process once in Pentabarf?

- Does the participant understand the fields in the submission form?

- Does the participant understand which fields in the submission form should be completed?

- Can the participant save their submission?

- Does the participant understand the status of their submission after saving?

4. Closing questions

- What did you think of the process?

- What worked well, if anything?

- What did not work well, if anything?

- Is there anything missing or that you would like to have in this process?

- Any final thoughts or suggestions?