

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 with the people who make Mastodon, a free and open source social network.
- We have organised this activity today to help us understand what needs to be improved in Mastodon and what works well.

1.3. Who we are

- Let me explain who we are.
- I will be accompanying you during this session.
- My colleague(s) will be observing what you do 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 the Internet.

- 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 Mastodon. 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 Mastodon’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 the Internet, 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 Mastodon, so you will not hurt our feelings or offend us in any way.
 - As you do what we’ll ask you to do, 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?
- Do you consent to the video and audio recording of this session?

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?
- Do you use any social media sites? Which ones?
- What's your favourite social media site? Why?
- What do you post about and share in social media?
- How did you hear about Mastodon?
- Do you know anybody using Mastodon?
 - Why are they using it?
 - What do they use it for?
- How would you explain what Mastodon is to someone who has never heard about it?

3. Task

NOTE: ensure we are logged in to the validation email address in a second browser tab.

3.1 Participant scenario

Your friend Belén has told you about a free and open source version of Twitter she has recently joined. It's called Mastodon. You think a FOSS version of Twitter sounds great and would like to join Mastodon too. Once you have joined Mastodon, find your friend Belén and follow her.

3.2 Success criteria:

- Participant successfully creates a Mastodon account in the server of their choice
- Participant finds and follows Mastodon user belenpena@mastodon.social

3.3. Mastodon account details:

Login name: <>

Email: <>

Password: <>

3.4 Additional questions:

- Can the participant find a list of Mastodon instances?
- Does the participant understand the differences between the various Mastodon instances?
- How does the participant choose a Mastodon instance?
- How does the participant react to invite-only Mastodon instances, or those with registration disabled?
- Can participants find a specific Mastodon user and follow them?

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?