

Task 4.4 – Usability Test Script

Usability Testing

Expert App – Sono

Introduction

Hi _____,

My name is Marlon and I'll be leading you through today's session. Firstly, I would like to thank you for participating in the testing of Sono. Your being here will contribute immensely to the creation of a functional and exciting app! Before we begin, I would like to give you a brief overview of the test and how it will be conducted, so you're totally informed.

Today you're going to be testing an app called Sono by doing some activities and testing out its functions. I'd really like to learn what about the app works well and, of course, what doesn't work so well. Please remember, and this is the important part, that you are not being tested in any way! There are no right or wrong answers – I want to hear your honest thoughts and opinions on the app. Which also means, don't be afraid of being as candid as possible. It's human nature to learn by making mistakes, and your feedback will help illuminate any that may pop up.

I'll start by asking you some general questions that detail who you are and your experience with apps like Sono, then we'll move on to testing the app proper. If you feel comfortable with doing so, I'd ask you to think out loud as you are working through the app and tasks, so I can learn what it is you're thinking and feeling whilst using Sono. Feel free to ask questions as you work through. For the test's sake, I may not be able to answer all of them because I'd like to see how you work through any issues or confusion that may pop up.

Though, with saying that, if at any moment you feel confused or unsure with what to do or the direction you're heading in, I'm here to keep you on track. Also, if you would like a break or need to end the session early, that's perfectly fine!

Now, with that out of the way, would it be okay if I were to record your voice and the screen during this testing session? These recordings will only be used by me to understand where Sono needs to be improved and won't be shared with anyone.

Do you have any questions as of yet?

Okay, so let's begin!

Questions

Okay, now it's time for some background questions!

Demographic Questions

1. How old are you?
2. What is your current occupation?

Background Questions

1. How do you normally go about finding solutions to work- or non-work-related problems?
2. Do you often use the internet to find solutions? If so, how often?
3. Do you use forums often?
4. Have you ever gotten in contact with professionals to solve a problem?

Open-Ended Questions

Thank you for answering those questions! Now, I'm going to let you get acquainted with Sono and get some initial impressions of the app.

Take a moment and have a look at this screen **[lands on dashboard]**. Please don't click anywhere else just yet and tell me what are your first impressions? What do you or don't you like, and what do you think about the information laid out on the screen? Just say anything that comes to mind and remember to think out loud!

Now that you've had a look at Sono, can you tell me what you believe its purpose is?

Thank you! Now it's time to dig into some activities on the app!

Tasks

1. A close friend of yours has recently had a child and as a gift you would like to create a short, illustrated book of adventures you both went on as children, but you've never written for others before. Using Sono, receive pointers on how to write for children from an industry professional.
2. Now that the call is over, you've unfortunately forgotten a few key points the expert made. Or have gotten a little confused. Use Sono to look over transcripts of the conversation.
3. You enjoyed speaking with the expert, got some great ideas and have decided to request to have them help you through the remainder of your task. Using Sono, request long-term assistance from the awesome expert.

Wrap Up

Alright, now we've come to an end of the test! Thank you so much for your help and helping me better understand how to improve Sono. Before we close, do you have any additional questions or feedback?