Usability Test Script: Canine Convention

Introduction

Hello, my name is [blank] and I will be walking you through the testing session today. With me is [blank], who will be taking notes on your opinions and feedback on what improvements we need to make for our app.

Thank you so much for your time and willingness to help us make our app better. We are testing our app and not you so anything you can not figure out is a problem with how we designed our app and not with you. We value your opinion and it will help us to identify problems and fix them so please be honest and do not worry about hurting our feelings.

We will begin by asking you to do certain tasks. Please think out loud while you are completing the tasks -say anything on your mind as you navigate through our app. We will be taking notes on your comments but we will not share them with anyone outside of our group. If at any time you want to stop the session please say so and you will be free to go.

Background questions

1) Have you ever owned any pets before?
2) Are there any questions you have for us before we begin?

The Test

1) Please login to our app with the email: john@doe.com and the password: P
2) Please change your name on your profile to John Smith.
3) You have multiple dogs on your profile. Please find Fido and change his size to large and his birthday to December 2, 2019.
4) Now you want to take one of your other dogs Sugar on a walk with another owner and their dog who you want to be neutered, large, and calm. What do you do to connect with them?
5) Now you would like to find out what dog you went on a walk with on Oct 31, How would you do that?
6) Now, please try to log out from your account as you have finished all the tasks.

Follow up questions

1) What are your general thoughts on this application?
2) Are you satisfied with its visual appearance (color scheme, logo, button size, organization, etc.)?
3) What are the general likes and dislikes you have for this application?
4) Are there any other questions you would like to ask?

Thank you

And this is the end of our test.

Thank you so much for your time and patience with our new application. We really appreciate you taking the time to help us with our app. Have a wonderful day!