**Usability Test Script: Canine Convention**

**Introduction**

Hello, my name is [blank] and I will be your assistant through today’s user testing session. Here with me are [blank], [blank], [blank], [blank], who will be taking notes on your opinions and feedback on what improvements we need to make for our app.

First of all, I would like to thank you for your time and your willingness to help us run through our application. Please be honest and straightforward with us if there is anything you are not satisfied with. Your opinion holds great value to us and will help us identify existing problems and fix them. If you happen to not be able to accomplish the task we have listed for testing, please do not fret, it is an indication that we have failed to do a good job in designing an application suitable for users. You are doing a wonderful job in aiding our application development process.

We will begin the test by asking you a couple of small introductory questions. After that, I would like you to go through each task and accomplish them. Please think out loud while you’re doing so – say anything on your mind as you navigate through the app. Don’t be afraid of hurting our feelings, this application is designed for users like you. Compliments will make our day, but honest critical feedback will be appreciated.

If you have any application-related questions along the way, please understand that I am restricted from answering. I would love to have you run through our app without any instructions for the sake of reliable feedback. But I am willing to answer any questions after the session is over. If you want to stop this session, please just say it, we respect your decisions.

**Background questions**

1. What is your occupation? What do you do? (If it’s prof. Vander Linden, I guess we can skip this)
2. Have you ever owned any pets before?
3. Have you used any application similar to this one?
4. Do you have any prior expectations?
5. Are there any questions you have for us before we begin? Please remember that you are free to leave any time.

**The Test**

1. Since this is your first time using our app, we would like you to create an account. How would you proceed?
2. Please edit your profile. How would you do that?
3. Please find Snowball the dog.
4. Please edit your dog profile. How would you do that?
5. Now you want to go on a walk (or probably a hike) with dog owners, what do you do to connect with them?
6. Do you want to look at your past events? If so, what should you do?
7. We have a nicely implemented map. Would you like to take a look at it?
8. Now, please try to log out from your account.

**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. From the scale of 1 to 10, how would you rate the difficulty of finding necessary buttons?
4. What are the general likes and dislikes you have for this application?
5. 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 have recorded your responses and will redesign it based on those feedback. Please rest assured that our conversation will be private and confidential. If the results are out, we will be sure to contact you.

Once again, thank you for helping us develop this application. Please stay safe and have a wonderful day!