

Poros Usability Test Script

1. Introduction

Test moderator says:

“Thank you for participating in this usability test of Poros — our AI-powered career companion platform. The purpose of today’s test is to see how easily you can use key parts of the system: discovering a relevant internship, creating a tailored resume, and tracking your application progress. Please use your ordinary device (laptop or tablet) and feel free to talk out loud: tell us what you’re thinking, what you expect to see, what you’re trying to do, and any confusion or frustration you feel. I’ll be here to observe and ask clarifying questions if you pause. You may ask factual questions (e.g., what a button does) but I won’t guide you on *how* to perform tasks. Let’s begin.”

Vision reminder (short):

“Poros helps students and young professionals turn a chaotic job search (job boards, missed deadlines, generic resumes) into an organized, targeted game plan with tailored recommendations, alerts, progress tracking and AI-resume assistance.”

2. Background Questions

Ask the participant these questions:

- What is your current job or internship search process like?
- How often do you apply to roles, and how do you track deadlines and status?
- Have you used any career-management tools, job-trackers, or AI resume services before?
- On a scale of 1 to 5, how comfortable are you using web apps that involve AI-powered suggestions?
- Do you have any questions before we begin?

“Remember to talk out loud as you use the system. If you stop talking, I’ll prompt you with: ‘What are you trying to do now?’ or ‘What do you expect to happen next?’”

3. The Test Tasks

Ask the participant to perform each of the following tasks in sequence. After each, ask for feedback and observations. **No step-by-step instructions**—just high-level goals.

Task 1:

“Imagine you’re about to go from junior to internship-ready. Starting from the Poros homepage/dashboard, find and view a recommendation for a certification or course that fits your dream role. What do you decide on, and why?”

Task 2:

“Now that you’ve picked that recommendation, go ahead and set it as part of your career roadmap using Poros. Set a deadline for yourself and mark this as a step you’ll complete. Please talk out loud about how you decide the deadline and what you expect to see next.”

Task 3:

“Let’s say you found a job listing for a full-stack software engineer internship that interests you. Use Poros to tailor your resume for that specific job description. Walk us through how you upload or select your existing resume, apply the tailoring suggestions, and feel ready to submit. What parts of the process feel clear or confusing?”

Task 4:

“Next, you apply for this internship and want to track its status. In the Poros system, create a new job application entry, input relevant details (company, role, deadline), and then monitor it for updates (e.g., ‘submitted’, ‘interview scheduled’). Please talk about how you’d update or check the status going forward.”

Task 5:

“Finally, review all your active tasks, recommended items, and application statuses on the dashboard. Based on what you see, make a plan: mark one action you’ll do this week and set a reminder for yourself via Poros. What do you expect will happen after you set the reminder?”

4. Thank You

“Thank you so much for your time and feedback. Your thoughts are really valuable in helping us improve Poros. If you think of anything else—something you stopped talking about or a suggestion—please feel free to email us. We appreciate your help!”