

Sample Test Script

Hi, _____. My name is Craig Miller, and I'm going to be walking you through this session.

You probably already know, but let me explain why we've asked you to come here today: We're testing a web application that we're working on for Commercial Consumer Deposit to see what it's like for actual people to use it.

I want to make it clear right away that we're testing the *application*, not you. You can't do anything wrong here.

We want to hear exactly what you think, so please don't worry that you're going to hurt our feelings. We want to improve it, so we need to know honestly what you think.

As we go along, I'm going to ask you to think out loud, to tell me what's going through your mind. This will help us.

If you have questions, just ask. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them, but I will try to answer any questions you still have when we're done.

You may have noticed the webcam. With your permission, we're going to record what happens on the computer screen and what you have to say. The recording will be used only to help us figure out how to improve the application, and it won't be seen by anyone except the people working on the project. It also helps me, because I don't have to take as many notes. Is it okay with you if we record this session?

Do you have any questions before we begin?

[Turn Morae Capture on]

Before we look at the application, I'd like to ask you just a few quick questions. First, how long have you been doing home banking? What sorts of things do you do when you use home banking?

How long have you been using your current scanner? What sorts of things do you use your scanner for?

OK, great. We're done with the questions, and we can start with the task.

[Give the cheques and cash sheet to the participant]

Please read the task out loud and then begin.