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| USABILITY TEST SKRIPT FOR Chugg.com  Issue <2>, March 11, 2025 |  |
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# Briefing

## Greeting participant and explaining procedure and purpose of usability test

Hi, welcome, thank you for coming. My name is Cyril Robinson Azariah John Chelliah, I'm helping evaluate how well the Chugg.com train reservation website works for people who want to book train tickets. We would really like to know what you think about it and what does and doesn't work for you.

The procedure we're going to follow today goes like this. I'm going to show you the Chugg.com website and have you try out some typical tasks that users might perform. After you've used it, I'll ask you to complete some questionnaires that aim to measure your opinion about the website. Finally, we'll wrap up with a brief discussion. The session will not last any longer than 60 minutes.

## Consent declarations

Now I’d like you to sign a form for me. The form is what’s called a statement of informed consent. It’s a standard thing I give to everyone I interview. It sets out your rights as a person who is participating in this kind of research. As a participant in this research:

* You may refuse to participate at any time.
* You may take a break at any time.
* You may ask questions at any time.
* Your answers are kept confidential.

We’re also going to be videotaping what happens here today, but the videotape is for analysis and my examination only. It’s primarily so I don’t have to sit here and scribble notes and can concentrate on talking with you. It will be seen by examiners of the IUBH and by me. It’s not for public broadcast or publicity or promotion or anything like that.

Please read over the form and if you’re happy with the content, please sign it. Let me know if you have any questions.

Any questions before we begin?

## Methodical instructions to participants

OK, after a short interview we’ll take a look at web site, but let me give you some instructions about how to approach it.

When you are using the web site, we would like you to “think out loud”. This means we want you to tell us what you are thinking about as you use it. For example, we would like you to say what it is you are trying to do, what you are looking for and any decisions you are making. If you get stuck or feel confused, we would like to hear that too.

Be as honest as possible. If you think something is awful, please say so. Don’t be shy: you won’t hurt anyone’s feelings. Since the web site is designed for people like you, we really want to know exactly what you think and what does and doesn’t work for you.

My role is to communicate what you say and do to the design and development team. I won’t be able to provide help or answer any questions. This is because we want to create the most realistic situation possible. Even though I won’t be able to answer your questions, please ask them anyway. It’s very important that I hear all your questions and comments. I don’t want to bias you toward liking or disliking the web site — so don’t be surprised if sometimes I don’t say anything in response to your comments or if my response is something neutral like ‘That’s good feedback’.

The most important thing to remember when you’re using it is that you are testing the web site — the web site is not testing you. There is absolutely nothing that you can do wrong.

# Pre-Session Interview Questions

OK, to begin with I’d like to find out a bit more about you:

* What is your occupation, and how frequently do you travel by train?
* How do you typically book your train tickets? (E.g., at the station, online, through an app, etc.)
* What devices do you most often use when booking tickets or looking up travel information online?
* What factors are most important to you when booking train travel? (E.g., price, timing, seat selection, etc.)

Now I’d like to find out a bit more about you and the web site.

* Have you used the web site before?

If "Yes":

* Which train booking websites have you used?
* What did you like about these websites?
* What challenges or frustrations did you encounter?
* How often do you book train tickets online?

If "No":

* How do you typically book your train tickets?
* What would make you consider using an online train booking service?
* What features would you expect from a train booking website?

# Test Tasks

Now I’d like you to try a couple of things with this web site. Work just as you would normally, narrating your thoughts as you go along. Here is the list of things I’d like you to do. Please read this to me.

* Scenario: Imagine you need to travel from Chennai to Delhi next week for a business meeting. You need to find a suitable train, book a ticket, and manage your reservation.
* Task 1: Find a train from Chennai to Delhi for next Wednesday (March 28, 2023). Look for options that arrive before 5 PM.
* Task 2: Select a train and choose a seat in an AC compartment. Proceed with the booking process.
* Task 3: Create a user account (or log in if you already have one) and enter passenger details for booking.
* Task 4: Complete the payment process (Note: You will stop before the actual payment submission).
* Task 5: After booking, check your booking history and find the option to cancel or modify your reservation.
* Task 6: Find information about baggage allowance and food options available on your selected train.

## Task competition

A task was considered completed when the participant successfully reached the goal of the task (e.g., finding appropriate trains, selecting seats, reaching the payment page, etc.) or when the participant explicitly stated they could not complete the task and wanted to move on.

## Data logging

Any difficulties faced by the participant and associated verbatim comments will be noted on a data logging sheet. Each observation will comprise an observational code and a short description of the behavior.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Observational code** | | | | |
| S | Start task |  | B | Bug |
| E | End task |  | F | Facial reaction (e.g., surprise) |
| G | General comment |  | A | Assist from moderator |
| P | Positive opinion |  | Q | Gives up or wrongly thinks finished |
| N | Negative opinion |  | H | Help or documentation accessed |
| X | Usability problem |  | M | Misc (general observation by logger) |
| \* | Video highlight — an “Ah-ha!” moment |  | C | Clickstream |

|  |  |  |
| --- | --- | --- |
| **Time** | **Code** | **Description** |
| **10.05** | **S** | Participant begins Task 1: Finding a train from Chennai to Delhi |
| 10:08 | **N** | "I don't see where to enter the date clearly" |
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# Debriefing Questions

Considering the <product / web site> you have just used, please answer the following questions:

* <Question 1>
* <Question 2>
* <Question 3>

# Preparation Checklist

## 1-3 Weeks before the usability test

* Book out any equipment you’ll need (e.g., room, computer, video camera)
* Write test plan
* Write test script
* Create participant screener

## 1 Day before the usability test

* Print the test tasks (each task should be printed on a separate card)
* Print test script
* Print participant questionnaires (1 per participant)
* Print consent form (1 per participant)
* Disable any software that might interrupt the test (e.g., calendar reminders, email alerts)
* Bookmark the site to make it easier for you to find during the test
* Check the recording equipment / screen recording software works (audio and video)
* Set the screen resolution and zoom level to agreed conditions.
* Clean up the desktop to ensure no unnecessary applications or document icons are present.
* Lock the task bar: it should be visible so that the time appears on video.

## Before each participant arrives

* Set up or reset the equipment to match the starting condition defined in the usability test script. This includes deleting any data from the previous usability test session, including cookies / clear the browser cache.
* Arrange the cards with the usability test tasks in the right order
* Prepare the audio or video recording