Usability Testing Script

**Welcome**

Open web browser to Google or some other “neutral” page.

Hi, \_\_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_, and I’ll be walking you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

We’re asking iGrad students to try using our Online Application that we’re working on so we can see whether it works as intended. The session should take about 30 to 40 minutes.

The first thing I want to make clear right away is that we’re testing the site, not you. You can’t do anything wrong here. In fact, this is probably the one place today where you don’t have to worry about making mistakes.

As you use the site, I’m going to ask you as much as possible to ***try to think out loud***: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us.

Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the Application Process for all students, so we need to hear your honest reactions

If you have any questions as we go along, just ask them. 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 to help. But if you still have any questions when we’re done I’ll try to answer them then.

And if you need to take a break at any point, just let me know

**Questions**

Do you have any questions so far?

OK, before we look at the site, I’d like to ask you just a few quick questions.

* Do you have an account for our application already? (if yes skip to homepage login task)
* How comfortable are you with using internet and web browsing, for example, online shopping, emailing, or browsing sites?
* Have you purchase anything online or fill out a form online before? Have you apply for a school online before?
* List some of the sites where you perform these tasks before
* What is it about their form process that you like? What didn’t you like?

OK, great. We’re done with the questions, and we can start looking at things.

**Homepage**

Navigate to homepage: <http://codedot.net/>

Welcome to our homepage, please look around and try to think out loud as you look at the page.

Tasks

* How can you contact iGrad?
* Can you go to iGrad k12 website from here?
* Can you apply for iGrad?
* Can you login?

**Forms**

Please remember that this is only a test and the information you’re inputting does not need to be real information relating to you.

As we have stated before, we want to hear real feedback from you, so it’s crucial that you ***think out loud*** as you proceed with the application form.

Upon navigating to new form (apply to all)

* Take a moment to look through this page contents
* What do you think this form is about?
* Can you identify the different sections within this form? (not applicable for PERSONAL)
* Can you tell me which fields are optional and which are not? How could you tell?

Personal information:

* Check *navigating to new form*
* Ask them to start filling out the form and that you won’t be helping them unless absolutely have to.
* (Optional)
  + Ask user to pretend they’re from a tribe and pick accordingly
  + Let them fill out the rest of the tribal information
* Upon completion:
  + What is your current progress? How can you tell?
  + Are you ready to go to the next form?
  + May ask them to verify all the information they entered is saved

Education information:

* Check *navigating to new form*
* Ask them to start filling out the form and that you won’t be helping them unless absolutely have to.
* (Optional)
  + Ask user to pretend they had previous education outside U.S.
  + Let them fill out the rest of the previous education information
* Upon completion:
  + What is your current progress? How can you tell?
  + Are you ready to go to the next form?
  + May ask them to verify all the information they entered is saved

Household information:

* Check *navigating to new form*
* Ask them to start filling out the form and that you won’t be helping them unless absolutely have to.
* Upon completion:
  + What is your current progress? How can you tell?
  + Are you ready to go to the next form?
  + May ask them to verify all the information they entered is saved

Health information:

* Check *navigating to new form*
* Ask them to start filling out the form and that you won’t be helping them unless absolutely have to.
* (Optional)
  + Ask user to pretend they have a category #2 health condition
  + Let them fill out the rest of the category #2 health condition information accordingly
* Upon completion:
  + What is your current progress? How can you tell?
  + Are you ready to go to the next form?
  + May ask them to verify all the information they entered is saved

**Printing PDFs**

Now that you have completed the application process please go ahead and try to download/create the PDFs forms. Please read through and verify that whatever information you have inputted in our online application is recorded on to these PDFs.

**Probing**

1. Do you have anything that stuck out during the testing?
2. Do you have any questions?
3. If we could improve **ONE** thing, what would it be?

**Wrapping up**

Thank you again for taking the time help us a better application system that students like you could benefit from as well as the iGrad staffs, \_\_(tester name)\_\_\_.

Would you be willing to test again sometime in the near future after we’ve made improvements?

* If yes record tester name and their login credentials
* If no says thanks and give them some candies