

# Test Script: Postable.com Mobile Usability Test

## The Instructions

Hi, \_\_\_\_\_. My name is \_\_\_\_\_, and I'm going to 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.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a Web site that we're working on so we can see whether it works as intended. The session should take about an hour.

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 site, 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.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone

except the people working on this project. And it helps me, because I don't have to take as many notes.

Do you have any questions so far?

## **The Questions**

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

First, what's your occupation? What do you do all day?

Roughly how many hours a week altogether—just a rough estimate—would you say you spend using the Internet, including Web browsing and email, at work and at home? On desktop and mobile?

What kinds of sites (work and personal) are you looking at when you browse the Web?

Do you have any favorite Web sites?

## **The Home Page Tour**

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

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative.

You can scroll if you want to, but don't click on anything yet.

## **The Tasks**

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy. I'm also going to ask you to do these tasks without using Search. We'll learn a lot more about how well the site works that way. And again, as much as possible, it will help us if you can try to think out loud as you go along.

### **Task 1 - Find and purchase a greeting card**

*Your mother's birthday is coming up and you would like to send her a greeting card. Browse the greeting card offerings and purchase one for her.*

### **Task 2 - Find information on scheduling**

*You're interested in learning about how you can schedule multiple birthday cards for the entire year. Find where you can learn more about scheduling.*

### **Task 3 - Find Pricing**

*You're interested in sending holiday greeting cards to all of your customers this year. Locate pricing on volume business greeting cards.*

## **Wrapping Up**

Do you have any questions for me, now that we're done?