

## Testing Manual

### Test Script

Hello <subject\_name>, thanks for stopping by.

As you already know, you'll be testing a wayfinding app today using paper models. Yes paper! We know this might seem a bit strange, but it's really helpful to us. Remember that these are just designs and there are probably lots of ways they can be improved, that's what you're here to help us figure out. Try to be as vocal as possible, think out loud, and remember that your feedback is good as long as it's honest.

*=> User should complete pre-test questionnaire.*

Alright, awesome. Now we're going to walk through some basic usability tasks, and you should just do the action that you think is the most natural.

*=> Show user the test manual/poster*

So what would you do here?

*=> Record data, observe, wait*

Alright, so you've just clicked the notification and you're taken to this webpage. Can you tell me what you think this website does?

*=> Record data, observe, wait*

And if you were in crutches? (1) What if you needed to find a washroom? (2) Or if you only had a particular room number to locate? (3) And some sort of campus meet-up? (4) One of the student services offices? (5)

*=> Record data, observe, wait*



# Blueprint

So what do you think about this interface? Did anything seem strange to you? What happens after you click one of these buttons?

=> *Record data, observe, wait*

Alright, now we're going to move on to the actual navigation portion of the test. For the first prototype, we'll be going to the International Student Services office. (6, 7)

=> *Navigate to ISS using the Time-lapse prototype*

=> *Allow the user to navigate back to start without helping them*

=> *Collect feedback from user after using this system*

And finally, we're going to navigate to Student Counselling Services using the second prototype. (6, 7)

=> *Navigate to Counselling using the Slideshow prototype*

=> *Allow the user to navigate back to start without helping them*

=> *Collect feedback from user after using this system*

So, now you've tried both systems. What do you think of them? (...) Can you compare them? (...) Is one better than the other? (...) Why?

=> *Record data, observe, wait*

Perfect, which means that we're nearly finished. You just have to complete another short questionnaire, and then you're on your way.

=> *User should complete post-test questionnaire*

That's it. Thanks again for helping us with our project! We hope you had fun testing the apps.



## Test Tasks

1. User should use the *handicap* button to initiate navigation that is disability-friendly.
2. User should use the *bathroom* button to initiate navigation to a washroom.
3. User should use the *search* function to initiate navigation to the room of unknown location.
4. User should use the *events* button to initiate navigation to their event.
5. User should use one of the *student services* buttons to initiate navigation to a specific office.
6. User should successfully navigate to the specified destination (both prototypes).
7. User should successfully navigate to their start location (both prototypes).