Usability Test Script for Blocbox

Thank you again for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work. This session is pretty straightforward — I'll be giving you a broad task to complete and then asking questions as we go along. Before I tell you the task, I'll be giving you a little bit of context behind it, such as why you might be doing it and what you hope to achieve.

It's really important to know that we are only testing the site, not you. You can't do or say anything wrong here. Please feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings. Also, I'd like you to **"think aloud"** as much as possible. By that, I mean that I'd like you to speak your thoughts as often as you can. For example, you may be looking at a page, suddenly see something you didn't see before and want to click on it. In that case, saying something like "this caught my eye so I'm going to see what it is" would be very useful.

We're interested in how people do when they don't have someone sitting next to them to help so if you have any questions, please save them for later and I'll try to answer them when we're done.

Please proceed with this usability testing if you are giving me the permission to record you, and be aware that the recording will only be seen by the people working on the project.

Ok, Let's get started.

Action 1: Click on site's Home Page *(Duration: 4min max)*
Please 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.

I'm going to ask you to try doing some specific tasks.

User Goal 1. User wants to sign up for Blocbox. *(New User)*
Task 1. How would you access and sign up for this product?
Task 2. Are there other ways that you can use to access and sign up for this product? Are they sufficient options?

User Goal 2: User wants to add a piece of content. *(New User)*
Now that you signed up and navigated to your dashboard for the first time.
Task 3. How can you add a piece of content? What do you think "Add New" represent? What options are you provided? What do you think they are for? Explore each option.

Action 2: Click on site's Home Page.
User Goal 3. User wants to sign in for Blocbox. *(Returning User)*
Since you have already signed up and created an account.
Task 4. How would you sign in to your account?

Task 5. What do you see on this page? What option would you use to sign in to your account? Do you think the available options are sufficient?

Task 6. What would you do if you don't remember your account email address and password? Is that what you expected to see?

Action 3: Click on Sign In to navigate to Dashboard as a returning user.
User Goal 4: User wants to add a piece of content. *(Returning User)*
Since you have already been to your dashboard and added some content previously. Now you are re-visiting.
Task 7. How can you add a new piece of content? Is there anything that you are more drawn to or distracted and confused by on this page?

Action 4: Remain on Dashboard.
User Goal 5: User wants to edit an existing piece of content. *(Returning User)*
Since you have already been to your dashboard and added some content previously. Now you are re-visiting.
Task 8. How can you edit a piece of content that you added before? Are the icons on each piece of content self explanatory?

Action 5: Continue to remain on Dashboard.
User Goal 6: User wants to change their account settings. *(New User + Returning User)*
When you signed up you gained access to a free account by default. What if you want to upgrade your account to take advantage of some of the advanced features.

Task 9. Where do you think you can go to edit your account settings? Is that what you would expect to input? Would you change anything to simplify this process?

Action 6: Remain on Account Settings.
User Goal 7: User wants to upload/update avatar image. *(New User + Returning User)*
Task 10. How can you add or edit your profile image? Is that clear?

Task 11. What, if anything, do you like or dislike? Since this isn't a finished design, what would you like to see in the final version?